

TRANSMITTAL

To:

THE COUNCIL

Date: 9/13/2017

From:

THE MAYOR

TRANSMITTED FOR YOUR CONSIDERATION. PLEASE SEE ATTACHED.

A handwritten signature in blue ink, appearing to read 'Eric Garcetti', is written over a light blue circular stamp.

(Ana Guerrero) for

ERIC GARCETTI
Mayor



Eric Garcetti, Mayor
Rushmore D. Cervantes, General Manager

Community Services & Development Bureau

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September 5, 2017

Council File: 17-0600-S37
Council File: Assign New for RFP
Council District(s): Citywide
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The Honorable Eric Garcetti
Mayor, City of Los Angeles
Room 303, City Hall
200 North Spring Street
Los Angeles, California 90012

Attention: Mandy Morales, Legislative Coordinator

COUNCIL TRANSMITTAL: REPORT BACK AND REQUEST BY THE LOS ANGELES HOUSING AND COMMUNITY INVESTMENT DEPARTMENT FOR APPROVAL TO RELEASE A REQUEST FOR PROPOSALS (RFP) FOR THE PROGRAM YEAR 2018-19 DOMESTIC VIOLENCE/HUMAN TRAFFICKING SHELTER OPERATIONS PROGRAM

SUMMARY

The Domestic Violence Shelter Operations (DVSO) program is part of the City's comprehensive approach to combat domestic violence with the primary goal of ensuring each victim's immediate safety. Further, the program aims to provide survivors with the appropriate skills, knowledge, and self-confidence to enhance personal stability and improve economic opportunities that will enable them to become self-sufficient and support themselves and their families independent of the batterer.

In November, 2011, the former Community Development Department (CDD) released a Request for Proposals (RFP) to solicit the services of qualified non-profit agencies to provide services under the City's DVSO program for the 2012-13 Program Year. In 2013, however, the City Council and Mayor approved the dissolution of the CDD and a number of the former department's staff and programs, including the DVSO program, were transferred to the Los Angeles Housing Department, which is now the Los Angeles Housing and Community Investment Department (HCIDLA). Eight of the ten agencies approved by the Mayor and City Council in May, 2012 to provide DVSO services remain under contract with HCIDLA and are providing services in PY 2017-18.

HCIDLA is hereby requesting authorization to release a new RFP for PY 2018-19 (July 1, 2018 – June 30, 2019), pursuant to the City's standard procurement policy, to ensure that the provision of DVSO-related services remains competitive. The new RFP includes changes to the DVSO program design that will result in an increase in the number of DVSO shelters, increased shelter bed capacity, the addition of housing navigators and licensed clinicians at shelters, and an improved level of habitability at each shelter. The new RFP also proposes to launch a Human Trafficking Shelter Pilot Program that includes two shelter facilities (30 beds total) to house and provide services for victims of human trafficking. To cover the cost of the expanded Domestic Violence/Human Trafficking Shelter Operations (DVHTSO) program, HCIDLA will be requesting an increase of approximately \$2.75 million in non-federal funds to supplement the current level of federal Community Development Block Grant (CDBG) funds and General Funds approved for the City's DVSO program. The total amount requested to fund this new expanded program design is \$5.059 million. HCIDLA will submit a formal budget request to the Mayor's Office, City Administrative Officer, and City Council in the Fall 2017. If approved, additional funding will need to be available by July 1, 2018.

RECOMMENDATIONS

The General Manager, HCIDLA, respectfully requests that:

1. Your office schedule this transmittal for consideration at the next available meeting(s) of the appropriate City Council committee(s) and forward it to the full City Council for review and approval immediately thereafter;
2. The Mayor and City Council authorize the General Manager, HCIDLA, or his designee, to finalize and release the subject Request for Proposals (RFP) for the PY 2018-19 Domestic Violence/Human Trafficking Shelter Operations (DVHTSO) program, subject to approval by the City Attorney as to form; and
3. The Mayor and City Council instruct the General Manager, HCIDLA, or his designee, following the completion of the DVHTSO proposal evaluation/appeal process, to submit contractor and funding recommendations to the Mayor and City Council for the 12 month period effective July 1, 2018 through June 30, 2019, with an option to extend contracts up to four additional one-year terms at the City's sole discretion and subject to the availability of funds.

BACKGROUND

HCIDLA administers the City's Domestic Violence Shelter Operations (DVSO) program, which is funded in 2017-18 at approximately \$2.3 million. Funding consists of \$1.1 million in federal Community Development Block Grant (CDBG) funds and \$1.2 million in City General Funds. The DVSO program provides 473 shelter beds and supportive services for over 1,200 adult and child victims of domestic violence. Services include crisis intervention, psycho-social counseling, legal assistance and referrals, job preparation, job search assistance, financial management counseling, and other services needed to enhance personal safety, stability, and improve economic opportunities for all clients.

During the past several months HCIDLA staff convened meetings with the Los Angeles County Domestic Violence Council, DVSO service providers, and representatives from the City's Domestic Violence Task Force, the Mayor's Office, and other interested parties to identify the current gaps in service delivery and

desired changes in the DVSO program design that will better align program performance outcomes with the victim-centered, trauma-informed model that is considered a “best practice” for domestic violence programs.

The current funding level represents approximately 11% of the total cost of the emergency and transitional beds and services provided, which translates to approximately \$13.00 per day/per bed, so the program is highly leveraged with other government and private sources of funding. This funding has not increased since 2008-09. Additionally, the City’s recent efforts to increase funding for the Los Angeles Police Department’s Domestic Abuse Response Team (DART) program will increase law enforcement’s response to domestic violence without increasing the availability of shelter beds, which will leave persons fleeing domestic violence and seeking shelter (and whom the U.S. Department of Housing and Urban Development defines as homeless), without the housing and critical supportive services they need. According to data provided by the Los Angeles Police Department (LAPD) and the 2017 Los Angeles Homeless Count, over 48,000 domestic abuse related calls are received annually by LAPD. Additionally, 50% of homeless women surveyed during the 2017 homeless count indicated that they had experienced domestic violence during their lifetimes; and 28% of homeless women indicated that they had experienced sex trafficking during their lifetimes. Clearly domestic violence and human trafficking have had a significant negative impact within the homeless community in Los Angeles. The expanded DVSO program design reflected in the RFP will increase the number of shelters from eight to ten, provide 30 additional emergency and transitional beds, and cover approximately 35% of the cost of shelter and supportive services under the program. Additionally, the proposed RFP includes a human trafficking pilot program, which is discussed in more detail below.

Human Trafficking Pilot Program

Human trafficking is defined as either sex trafficking in which a commercial sex act is induced by force, fraud, or coercion; or the recruitment, harboring, transportation, provision, or obtaining of a person for labor or services through the use of force, fraud, or coercion for the purpose of subjection to involuntary servitude, peonage, debt bondage, or slavery. Studies indicate that human trafficking is the world’s fastest growing criminal enterprise, with between 600,000-800,000 individuals being trafficked internationally each year. Eighty percent (80%) of victims are female, 15% are male, and 5% identify as transgender or questioning. More than 20,000 human trafficking victims are brought into the United States annually, and studies indicate that as many as 10,000 individuals are trafficked in greater Los Angeles each day. Trafficking involves abusive behaviors such as sexual exploitation, migrant farm work, sweat shop labor, and domestic servitude – modern day slavery. Even though studies show an intersection between domestic violence and human trafficking, our research has indicated that there are only a few human trafficking service programs, and even fewer dedicated shelters, in the Los Angeles area. As this population is also a sub-population within the overall homeless community, HCIDLA believes more attention needs to be given to this problem.

As part of our research into human trafficking, HCIDLA staff collaborated with the Mayor’s Office to convene a meeting with representatives from various local human trafficking service agencies and other interested parties to identify and discuss the basic core elements that need to be included in a Human Trafficking Shelter Operations (HTSO) pilot program. During this period HCIDLA staff also met with representatives from several City Council districts to discuss the HTSO program design. Recent studies on human trafficking indicate that victims often identify housing/shelter and employment as two of the most important issues they face when fleeing their abuser(s). The proposed HTSO pilot program incorporates

these two features in its program design by offering safe, confidential housing through two 24-hour shelters (an emergency shelter and a transitional shelter) and also requiring the HTSO transitional shelter component to employ a housing specialist that will assist clients in identifying and securing safe, affordable permanent housing when they exit the program. The pilot program also will provide survivors with financial counseling and job referral and job placement assistance. The HTSO pilot program is intended to start small (30 beds) so HCIDLA staff has time to analyze overall program performance, identify the features and aspects that work and those that are less successful, and incorporate a set of program “best practices” during subsequent years. Of the total new funding to be requested, HCIDLA will allocate a total of \$711,750 (\$273,750 for the emergency shelter component and \$438,000 for the transitional shelter component) to implement the first year of the HTSO pilot program.

Improved Data Collection, Analysis and Reporting of DVHTSO Program Performance

HCIDLA is currently in the process of implementing a new case management system (BitFocus/ Clarity System recently implemented by Los Angeles Homeless Services Authority) to collect, store, and report data and performance in connection with the proposed DVHTSO program. The BitFocus/Clarity case management system will be able to generate “real-time” performance data that will be useful in further identifying and addressing potential gaps in the DVHTSO service delivery system and implementing solutions that eliminate the service gaps.

REQUEST TO RELEASE RFP

HCIDLA is requesting authorization to release a new RFP for the Domestic Violence /Human Trafficking Shelter Operations (DVHTSO) Program that will result in a contract to begin on July 1, 2018. We also request approval to review the proposals submitted in response to the RFP, and report back to the Mayor and City Council with contractor and funding recommendations. The resulting contracts will be executed for a one-year term (July 1, 2018-June 30, 2019), with the option to renew for four additional one-year terms.

Charter Section 1022 Review

On July 21, 2017, HCIDLA requested a determination from the Personnel Department, based on the provisions of Charter Section 1022, that the City currently does not have the staff available to perform the required domestic violence/human trafficking shelter operations services. The request is currently under review by the Personnel Department.

Available Funding

From PY/FY 2014-15 to the present, funding for the City’s DVSO program has included a combination of federal Community Development Block Grant (CDBG) funds and City General Funds (GF) and HCIDLA anticipates that funding for the proposed RFP will include the same levels of CDBG and GF funding that were approved by the Mayor and City Council for program years 2015-16 through 2017-18. Additionally, HCIDLA will be seeking approximately \$2.75 million in non-federal funds to cover the proposed expansion of the DVSO program (\$2,038,250) and fund the new Human Trafficking Shelter Operations pilot program (\$711,750). HCIDLA, however, reserves the right to increase or decrease funding allocations depending upon the quality of applications, agency capacity, and the availability and amount of additional funding.

In line with local and federal goals and objectives, the proposed DVHTSO program will focus on transparency and accountability, and selected contractors will be subject to annual performance evaluations in addition to program and fiscal compliance monitoring.

Eligible RFP Proposers

Proposers for the expanded DVSO program must have a minimum of two years experience within the last five years providing shelter to victims of domestic violence. Proposers for the pilot Human Trafficking Shelter Operations program must have a minimum of two years experience within the last five years providing services to victims of human trafficking.

RFP Outreach Process

The RFP will be released through the Los Angeles Business Assistance Virtual Network (LABAVN). The RFP announcement also will be advertised in a local newspaper, and sent via email to local government offices and non-profit agencies that may have an interest in applying for funding for domestic violence shelter operation and/or human trafficking programs.

Proposers' Conference and Technical Assistance

A mandatory Proposers' Conference will be scheduled and held at HCIDLA to provide prospective applicants with a description of the RFP and respond to specific questions about the RFP document.

With the exception of the mandatory Proposers' Conference, all technical assistance questions must be submitted by email to hcidla.contractsprocurement@lacity.org to ensure a fair and consistent distribution of information about the RFP, all questions will be answered by a Technical Assistance (TA) document available on the LABAVN website, at www.labavn.org. No individual answers will be given. The TA document will be updated on a regular basis to ensure the prompt dissemination of information.

Evaluation of Proposals

Proposals will be initially reviewed for threshold requirements. Those proposals meeting threshold will be evaluated by a rating panel that may be comprised of members inside and outside of HCIDLA. Each panel member will individually score the proposal and scores will be averaged to determine a composite score for each proposer. Proposals for each of the four program components offered under the RFP (DV Emergency Shelter, DV Transitional Shelter, HT Emergency Shelter, and HT Transitional Shelter) will be evaluated based on the following rating criteria:

Area	Description	Points
1	Project Feasibility and Program Performance Capability	30
2	Program Design	45
3	Resource Allocation and Development	25
	Total Points	100

Proposals must receive a score of at least **70** points in order to be recommended for funding.

HCIDLA will notify all proposers of the results of the proposal evaluation process. Proposers may appeal the RFP procedures only by submitting a letter to HCIDLA within five (5) business days of receiving notification of the RFP results. After the appeal process has been completed, final contractor recommendations will be submitted to the Mayor and City Council for review and approval.

General RFP Conditions

1. All domestic violence and human trafficking shelters must be located within the boundaries of the City of Los Angeles;
2. Each DVSO and HTSO contractor will be required to serve a minimum of unduplicated customers during the 2018-19 program year and provide a minimum number of core services to customers as outlined in the RFP;
3. Both DV and HT proposers must document that their shelter facilities and programs are in compliance with Title III of the federal Americans with Disabilities Act; and
4. Proposals received after the RFP submission deadline will **not** be accepted.

Cost and Allocation of Funding

1. HCIDLA will impose a maximum cost allowed for administrative expenses. Staff salaries for both DV and HT service providers will be evaluated for reasonableness against the current Center for Nonprofit Management Standards;
2. Funding awards shall be based on the type of program and shelter component being offered;
3. The estimated availability of federal CDBG entitlement funding to support the PY 2018-19 DVSO program shall be based on the 44th Consolidated Plan. If CDBG funding for the DVSO program is reduced, the reduction will be applied evenly among the agencies recommended for funding.

The estimated timeline for the DVHTSO RFP is as follows:

Release of RFP	October 16, 2017
Mandatory Proposers' Conference	October 26, 2017
Proposal Submission Deadline	December 11, 2017
Release of Scores and Funding Recommendations	Week of February 5, 2018
Appeals Process	Week of February 19, 2018
Funding Recommendations to City Council	Week of March 5, 2018
City Council/Mayor Approval of Recommendations	Week of April 2, 2018
Release of Award Letters to Proposers	Week of April 9, 2018
Begin Contract Execution Process	Week of April 16, 2018
Contract Start Date	July 1, 2018

FISCAL IMPACT STATEMENT

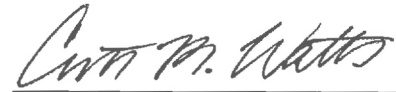
In addition to the current levels of CDBG and City General funds authorized for the DVSO program in PY 2017-18, HCIDLA will be seeking an additional \$2.75 million in non-federal funds for use in connection with the expanded DVHTSO program being proposed for PY 2018-19.

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Reviewed by:



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Reviewed by:



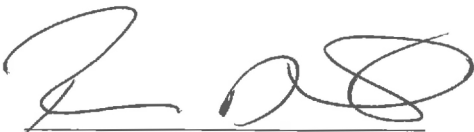
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LAURA GUGLIELMO
Executive Officer

Approved by:



RUSHMORE D. CERVANTES
General Manager

Attachment: Draft Request for Proposals

RDC:LG:ARM:CW:db



City of Los Angeles Housing and Community Investment Department



Eric Garcetti, Mayor
Rushmore D. Cervantes, General Manager

Request for Proposals (RFP)

DOMESTIC VIOLENCE / HUMAN TRAFFICKING SHELTER OPERATIONS

Release Date	Monday, October 16, 2017
RFP Submission Deadline	Monday, December 11, 2017 Proposals shall be accepted no later than 4:00 p.m. via hand delivery or courier to address listed below. If mailed, postmarked no later than 11:59 p.m. and addressed to address listed below.
Submission Address	Los Angeles Housing and Community Investment Department Attn: Contracts and Procurement Unit 1200 W. 7 th Street, 1 st Floor, Public Counter Los Angeles, CA 90017
Mandatory Proposers' Conference	Thursday, October 26, 2017 (10:00 a.m. – 12:00 p.m.) Los Angeles Housing and Community Investment Department 1200 W. 7 th St., 9 th Floor, Conference Room 912 Los Angeles, CA 90017 RSVP by October 20, 2017 via email to: hcidla.contractsprocurement@lacity.org
Request for Technical Assistance Deadline	Monday, November 27, 2017 Submit by email only to: hcidla.contractsprocurement@lacity.org All questions and answers will be made available to all proposers on the LABAVN website at: www.labavn.org
Business Inclusion Program (BIP) and Outreach Deadline	Sunday, November 26, 2017 No later than 11:59 p.m. (See RFP page 25 and Attachment 6 for outreach instructions)

It is the policy of the City of Los Angeles to provide access to its programs and services for persons with disabilities in accordance with Title II of the Americans with Disabilities Act (ADA) of 1990, as amended. As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities. For more information on the City's business outreach opportunities, visit www.labavn.org

**City of Los Angeles
Housing and Community Investment Department
Request for Proposals
Domestic Violence / Human Trafficking Shelter Operations**

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Proposal Checklist – Table of Contents

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Living Wage Ordinance and Service Contractor Worker Retention Ordinance

ATTACHMENT 3

LWO Statutory Exemptions

ATTACHMENT 4

Proposer Workforce Information/Non-Collusion Affidavit

ATTACHMENT 5

Business Services Implementation Plan Collaborator Agreements

ATTACHMENT 6

Business Inclusion Program and MBE/WBE/SBE/EBE/DVBE/OBE Outreach

ATTACHMENT 7

Iran Contracting Act of 2010 Compliance Affidavit

ATTACHMENT 8

Corporate Documents

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Child Support Obligations

ATTACHMENT 10

CEC Form 55 Instructions

ATTACHMENT A

Domestic Violence Emergency Shelter Operations Scope of Work,
Performance Outcomes, and Narrative Questions

ATTACHMENT B

Domestic Violence Transitional Shelter Operations Scope of Work,
Performance Outcomes, and Narrative Questions

ATTACHMENT C

Human Trafficking Emergency Shelter Operations Scope of Work,
Performance Outcomes, and Narrative Questions

ATTACHMENT D

Human Trafficking Transitional Shelter Operations Scope of Work,
Performance Outcomes, and Narrative Questions

BUDGET FORMS

Form #1 – RFP Budget Narrative

Form #2 – RFP Budget Summary

Form #3 – RFP Budget Detail

Form #4 – RFP Schedule of Personnel

Form 4A – Position Description

Form #5 – Schedule of Leveraged Resources

Guidelines for Preparation of RFP Budget Forms

EXHIBITS

I. BACKGROUND

A. ADMINISTRATIVE ENTITY

The Los Angeles Housing and Community Investment Department (HCIDLA) administers the Domestic Violence Shelter Operations (DVSO) Program and Human Trafficking Shelter Operations (HTSO) Program for the City of Los Angeles.

On behalf of the City of Los Angeles (City), the HCIDLA will serve as the administrative entity for this Request for Proposals (RFP). The HCIDLA has been authorized to release this RFP pursuant to action(s) approved by the Los Angeles City Council and Mayor (City Council File No. 17-0600-S37).

B. OVERVIEW

Domestic Violence Shelter Operations Program

The Domestic Violence Shelter Operations (DVSO) program is part of a comprehensive, multifaceted approach to combating domestic violence in the City of Los Angeles. The goal of the program is to provide survivors of domestic violence an individualized case-managed plan of services that will ensure their immediate safety and in the long-term, will motivate and equip them with appropriate skills and self-knowledge to support themselves and their children independent of the batterer. Through the DVSO program, customers will receive psycho-social counseling, job preparation, job search assistance, financial management, and parenting skills, in addition to other services necessary to enhance personal stability and improve economic opportunities.

Human Trafficking Shelter Operations Program

The Human Trafficking Shelter Operations (HTSO) program, created as a pilot program, is directed towards expanding knowledge of human trafficking victimization and applying this knowledge to improve how we approach assisting survivors of human trafficking, and addressing their multi-complex needs; increase public awareness through human trafficking education, training, and services so communities have a better understanding about the crime of human trafficking, and how it affects all communities. The HTSO service providers play an important role within the social service, public health, mental health, and criminal systems of our communities.

II. RFP SPECIFICATIONS

A. SERVICES SOLICITED

This RFP seeks to solicit proposals for the provision of the following Domestic Violence Shelter and Human Trafficking Shelter program components and services:

Domestic Violence Shelter Operations (DVSO)

1. Emergency Services
2. Transitional Services

Human Trafficking Shelter Operations (HTSO)

1. Emergency Services
2. Transitional Services

Domestic Violence Shelter Operations

The purpose of this RFP is to solicit proposals from highly qualified agencies that can provide or facilitate, emergency and/or transitional housing beds exclusively dedicated for survivors of domestic violence and their children within the City of Los Angeles.

DVSO proposing agencies must be a nonprofit and are required to have a comprehensive delivery system of supportive services related to emergency and/or transitional housing shelter(s). An emergency shelter serves customers who need short-term, confidential refuge from an imminently dangerous or life-threatening home environment. A transitional shelter extends this refuge in a confidential, safe and secure location up to 90 days or beyond with the primary focus of helping survivors develop the tools to gain self-sufficiency and permanent independence from batterers.

Human Trafficking Shelter Operations

The purpose of this RFP is also to solicit proposals from highly qualified agencies that can provide or facilitate, emergency and/or transitional housing beds exclusively dedicated for survivors of human trafficking and their children within the City of Los Angeles.

HTSO proposing agencies must be a nonprofit, providing emergency and/or transitional shelter beds and supportive services dedicated for survivors of human trafficking at shelters located within the City of Los Angeles through the Human Trafficking Shelter Operations Pilot Program. The HTSO provides shelter-based services and resource

connections to survivors of human trafficking so they can make an appropriate transition into a long-term, safe living environment.

The HTSO service providers shall offer nonjudgmental social, informational, and practical support to all survivors/survivors of human trafficking; promote safety, healing, justice, and rights; ensure a voice for survivors/survivors through the implementation of victim-centered policies and practices; promote access for survivors/survivors to a seamless network of multidisciplinary and comprehensive services to meet their needs; and advocate for victim-related services, policies as well as advocate for social, institutional, and legal change.

B. TARGET POPULATIONS

Domestic Violence Shelter Operations Eligible Target Population

The target population for the Domestic Violence Shelter Operations Program is survivors of domestic violence and their children. For the purposes of this program, survivors are defined as female or male persons and their children.

Contractors need not determine that eligible customers receiving services are members of a group that are income eligible under 501.208(a)(2)(A) of the CDBG regulations.

Human Trafficking Shelter Operations Eligible Target Population – Domestic & International HT Survivors

An adult person in the City of Los Angeles who is a victim of human trafficking, domestic or international, and requires emergency or temporary shelter is eligible for HTSO services.

For the purposes of this program, survivors are defined as adult persons regardless of gender or ethnicity. The service provider will not deny services to individuals outside the target population who are otherwise protected from discrimination under local, state, or federal civil rights laws. No income, immigration status requirements, or residential eligibility standards may be imposed upon human trafficking individuals seeking shelter services funded by the City of Los Angeles, under the authority of this RFP.

Eligibility and Service Availability for International HT Survivors

Adult international/foreign national survivors of human trafficking must become **certified** by the Office of Refugee Resettlement (ORR) in order to be eligible to receive *certain* benefits and services. T-visas allow survivors of trafficking to become lawful temporary residents of the U.S. Once certified by ORR, international/foreign national survivors are treated the same as refugees for benefits eligibility purposes.

Eligibility and Service Availability for Domestic HT survivors

Adult survivors of human trafficking who are U.S. citizens do not need to be certified in order to receive benefits, and are already eligible for many benefits and services they might need.

C. SCOPE OF WORK

Proposers shall refer to the applicable Attachment(s) for the complete scope of work, performance outcomes and narrative questions for the respective service for which they are applying, as listed below. Please note, each of the four (4) services have their own specific set of narrative questions that allow proposers to describe their qualifications and ability to provide the services solicited.

Proposers shall also consult and complete the relevant Budget forms (see Budget Forms 1-5) for each and every service to which they are applying.

Domestic Violence Shelter Operations

1. Emergency Services – Attachment A
2. Transitional Services – Attachment B

Human Trafficking Shelter Operations

1. Emergency Services – Attachment C
2. Transitional Services – Attachment D

D. MINIMUM STANDARDS FOR PROGRAM PERFORMANCE

I. Coordination Efforts

The successful proposer is expected to maintain close working relationships and coordinate service provision with other programs offering appropriate services to domestic violence and human trafficking survivors. Coordination efforts must be directed to benefit domestic violence and human trafficking survivors to ensure a timely response to their needs and their receipt of services. Proposals must demonstrate these coordination efforts and the community's acceptance of those efforts through the completion of written operational agreements. Shelters are urged to continue and improve their interaction and coordination with social service agencies, schools, law enforcement, prosecution agencies and medical/health services agencies, as well as provide survivors with support, assistance and encouragement in the investigation and handling of cases by the Los Angeles Police Department, District Attorney, and the Los Angeles City Attorney.

To further facilitate coordination, proposers are expected to obtain community support and acceptance of the program by advocating for the program to community representatives and groups within the community.

Domestic Violence Emergency/Transitional Shelter Operations

Due to the importance of collaboration in identifying and meeting the needs of survivors of domestic violence, successful proposers are required to regularly attend and participate in meetings of the City of Los Angeles Domestic Violence Task Force.

Human Trafficking Emergency/Transitional Shelter Operations

Due to the importance of collaboration in identifying and meeting the needs of survivors of human trafficking, all proposers are required to regularly attend and participate in human trafficking coalitions, task forces and meetings of the City of Los Angeles Domestic Violence Task Force.

II. Training

Domestic Violence Emergency/Transitional Shelter Operations

All staff and volunteers having participant contact must meet the definition of a “domestic violence counselor” pursuant to California Evidence Code Section 1037.1(a). Consequently, PROPOSERS MUST PROVIDE THE MINIMUM 40 HOUR TRAINING specified under California Evidence Code Section 1037.1(a)(2) to those staff and volunteers who do not meet the definition under Section 1037.1(a)(1) (refer to link: https://leginfo.ca.gov/faces/codes_displayText.xhtml?lawCode=EVID&division=8.&title=&part=&chapter=4.&article=8.7.). Shelter providers will have up to 6 months for new hired staff/volunteers to complete the State mandated 40-hour training. Until completion, new hired staff/volunteers must be under the direct supervision of an individual who has successfully completed the required training certification.

Human Trafficking Emergency/Transitional Shelter Operations

All staff and volunteers having participant contact must complete the LAPD POST training, and/or a pre-developed training model. Shelter providers will have up to six months for new hired staff/volunteers to complete training. Until completion, new hired staff/volunteers must be under the direct supervision of an individual who has successfully completed the training certification.

Cross Disciplinary/Cross-Training for Domestic Violence, Human Trafficking and Other Providers.

Programs are more effective when knowing the core concepts of other specializations other than one primary specialization. Cross training is intended to broaden the service provider’s base in victim service knowledge, and help providers adapt to a multidisciplinary response.

Domestic Violence, Human Trafficking and other service providers, through cross-training will educate each other about the scope of impact of DV/HT victimization; and

enhance the capacity of each organization whose work affects DV/HT survivors/survivors to better understand and meet their needs.

III. Confidentiality

The location of all domestic violence emergency and transitional housing facilities, and human trafficking emergency and transitional housing facilities must be kept confidential, safe and secure. Confidentiality requires that the site location and address must not be disclosed nor appear in public records and should not be revealed in this RFP. All proposers must have an alternate mailing address and should discuss the location of the proposed site in general rather than specific terms.

IV. Customer Eligibility for Service

No income or residential eligibility standards may be imposed upon individuals seeking emergency or transitional housing and/or related supportive services funded by the City of Los Angeles, under the authority of this RFP.

V. Health and Fire Inspections

Proposed contractor understands and agrees that for the duration of the contract, the contractor shall ensure that its facility/facilities shall have an inspection conducted by the County Department of Public Health and Fire (City of Los Angeles or County of Los Angeles) of the contractor's service sites at least once a year or upon receipt of a complaint to determine if the facility is sanitary, healthful, and otherwise safe for its intended actual use.

Proposed contractor shall be provided with a written report as to the conditions at the facility and shall either correct any deficiencies within thirty (30) calendar days of receipt of the report or may request an extension of time from the appropriate Public Health or Fire Department to make such corrections. Contractor shall forward a copy of the Health and Fire Department's response to the City. Failure to permit inspections or cure the defect(s) in a timely manner may constitute grounds for the termination of the contract.

VI. Inspections

Authorized representatives of City agencies shall have the right to monitor and conduct on-site inspections at any shelter site(s) that houses and provide DVSO/HTSO services to survivors of domestic violence and human trafficking. The City reserves the right to conduct unannounced site visits, as deemed necessary.

VII. Clean and Safe Facilities

Proposed contractor understands and agrees that for the duration of the contract, the contractor shall ensure that its facility or facilities (shelter locations) and environment

(e.g. beds, living area, bathrooms, kitchen, etc.) for the participants is clean and safe. This includes, but is not limited to, the following:

1. Working smoke detectors
2. Exit doors have exit signs posted
3. Stairwells equipped with childproof security gates
4. Fireplace gated and safety
5. Water heaters are three feet away from stored items, and shall be strapped, braced, or anchored as required in the California Health & Safety Code Sections 19210-19217 (refer to link: https://leginfo.ca.gov/faces/codes_displayText.xhtml?lawCode=HSC&division=13.&title=&part=3.&chapter=2.&article=8.)
5. First Aid equipment/supplies maintained in locked area
6. Windows that are able to open and have secured window screens
7. Stored foods and/or refrigerated items are properly labeled and marked with an expiration date
8. Adequate light and heat ventilation
9. All fixtures are adequately secured and functioning properly
10. Bed mattresses, preferably those with thick foam cores and fully welded seams that prevent or significantly reduce moisture penetration and bed bug infestation, have clean mattress covers

Proposed contractor's failure to ensure that its facility/facilities (shelter locations) and environment are clean and safe for the participants may result in the termination of the contract.

E. ELIGIBLE PROPOSERS

I. Threshold Requirements

Proposals will be accepted only from organizations that meet the following criteria. Proposers must:

1. Be qualified to conduct business in the State of California as evidenced by the organization's business registration with the California Secretary of State;
2. Be in good standing with the California Secretary of State, if a corporation or limited liability company;
3. Have not been determined to be non-responsible or been debarred by the City pursuant to the Contractor Responsibility Ordinance;
4. Have not been debarred by the federal government, State of California or local government;
5. Be legally incorporated in the State of California under Federal Internal Revenue tax code Section 501 (c)(3);

6. Be eligible for fidelity bonding;
7. Have a project site located within the geographic boundaries of the City of Los Angeles;
8. If proposing for **DV shelter**, have two of the past five years of demonstrated experience in providing direct emergency shelter and/or transitional housing shelter with supportive services to survivors of domestic violence and their children;
9. If proposing for **HT shelter**, have two years of the past five years of demonstrated experience in providing direct supportive services to survivors of human trafficking;
10. Must have a Domestic Violence Shelter Occupancy Certificate and/or other certification as required for human trafficking shelter operations;
11. Not themselves or any member of its executive management, key staff, or Board of Directors be involved in litigation or any other legal matter that compromises the organization's ability to carry out the project as proposed;
12. Not have an outstanding debt which has not been repaid or for which a repayment agreement plan has not been implemented, if the proposer has previously contracted with the State of California or the City of Los Angeles. If it has contracted with the HCIDLA, it must not have any outstanding disallowed costs or other liability to the City;
13. Proposer shall demonstrate that all proposer's staff providing services under the contract and/or having any direct interaction with participants served under the contract are able to fluently read, write, speak and understand English;
14. Proposer has the ability to serve a variety of cultural backgrounds; bilingual staff to serve the needs of the community; and former survivors of human trafficking as staff members;
15. If proposing for **Domestic Violence Emergency/Transitional Shelter Operations:**
 - a. Proposer shall demonstrate that all proposer's staff and volunteers providing services under the contract and/or having any direct interaction with participants served under the contract have completed a Domestic Violence 40-hour training course that meets the requirements of California Evidence Code Section 1037.1;
 - b. Proposer utilizes trained volunteers to the maximum capacity in the delivery of DVSO services as required by California W&IC Section 18297.

16.If proposing for **Human Trafficking Emergency/Transitional Shelter Operations:**

- a. Proposer shall demonstrate that all proposer's staff and volunteers providing services under the contract and/or having any direct interaction with participants served under the contract have completed an LAPD POST training course, and/or a pre-developed training model with required continued monthly or yearly trainings;
- b. Proposer utilizes trained volunteers to the maximum capacity in the delivery of HTSO services; and

17. Meet other requirements specified in the RFP.

II. Demonstrated Ability

The City remains committed to funding services by those shelter operators that can offer the specialized programs that address the clinical, legal and financial needs specific to a domestic violence and human trafficking victim population. Proposers must be either:

1. An existing organization that has a record of providing temporary shelter and effective direct supportive services exclusively dedicated to survivors of domestic violence and/or human trafficking for a minimum of two (2) years to be documented on Exhibit I and through narratives; **or**
2. A partnership between an organization experienced in operating a domestic violence shelter and/or human trafficking shelter that meets all Eligible Proposers Threshold Requirements listed in this RFP and has a minimum of two (2) years' experience in providing shelter and direct services to domestic violence and/or human trafficking survivors, **and** a recently established non-profit domestic violence shelter or human trafficking provider organization (or a nonprofit organization which has recently focused on domestic violence shelter services), but does not yet meet all Eligible Proposers Threshold Requirements listed in this RFP. As part of the proposal, a written, signed agreement specifying the role of each agency in the partnership **must be included (see Attachment 5)**.
3. For service providers that do not have the required length of experience as a domestic violence and/or human trafficking shelter, partnership with an experienced organization provides a means for application for funds.

Successful joint proposers must have the following:

- a. Demonstrated capacity to provide the services required in the RFP for an emergency and/or transitional domestic violence shelter;
- b. Demonstrated capacity to provide the services required in the RFP for an emergency and/or transitional human trafficking shelter (Note: shelter

services for DV and HT survivors cannot be combined. The City is seeking proposals to pilot a Human Trafficking shelter that will exclusively serve survivors of HT);

- c. Standards, processes and procedures to assure a confidential, safe and secure environment for both emergency and transitional domestic violence and or human trafficking shelters;
 - d. An administrative and direct service staff sufficiently trained to meet the needs of the domestic violence customer(s) including, at a minimum, the 40 hours of training that is legislatively mandated by the State of California (see Appendix A for further detail);
 - e. An administrative and direct service staff sufficiently trained to meet the needs of survivors of human trafficking including, at minimum, the course or courses developed by the Commission on Peace Officer Standards and Training relating to human trafficking. Other mandatory courses and/or training may be added at the discretion of the city.
 - f. A detailed operating agreement among the partners that is of sufficient duration to assure quality service and which specifies the roles and responsibilities of each organization in all aspects of the service delivery system including, staff recruitment, customer selection, establishment of protocols, program evaluation and dispute resolution.
4. If an organization is qualifying as an existing domestic violence shelter service provider, or as a mentor organization, it shall submit evidence of receiving at least one of the following program grants for the past two years as a demonstration of its eligibility (see Exhibit I – Applicant Agency Reference Form):
- a. The County of Los Angeles Domestic Violence Shelter Program (Marriage License Funds, i.e., Presley Funds);
 - b. The California Domestic Violence Assistance Program (California Emergency Management Agency);
 - c. The Comprehensive Domestic Violence Program under the California Battered Women Protection Act of 1994 (Department of Health Services, Domestic Violence Shelter Program); or
 - d. The federal Violence Against Women Act of 1993.

F. BUDGET AND SOURCES OF FUNDS

The total funding amounts and sources of funding for the proposed DVHT Shelter Operations System have yet to be fully determined and are subject to the approval by the Los Angeles City Council and the Mayor. In 2017-18 the DVSO program was funded at approximately \$2.3M, with funding consisting of \$1.1M in federal Community

Development Block Grant (CDBG) funds and \$1.225M in City General Funds. However, HCIDLA, in seeking to improve and expand the scope of the DVSO Program, and introduce a pilot Human Trafficking Shelter Program, will be requesting an increase of \$2.75M in City General Funds for Program Year 2018-2019 and thereafter, allocating a minimum of \$4M in City General Funds annually for the remaining term of the program.

The total proposed funding allocations for each shelter type are as follows:

SHELTER TYPE	TOTAL # OF BEDS TO BE FUNDED	TOTAL ALLOCATION
Domestic Violence - Emergency Shelter	207	\$1,322,316
Domestic Violence - Transitional Shelter	296	\$3,025,120
Human Trafficking – Emergency Shelter	15	\$273,750
Human Trafficking – Transitional Shelter	15	\$438,000
TOTAL	533	\$5,059,186

Note: Grant funds provided to domestic violence shelter service providers are supplemental and are not intended to be the sole source of funding for the operations of the domestic violence shelters receiving awards under this solicitation.

Funding recommendations are made based on the rating of the proposal and the amount of funding apportioned for total bed availability. The City reserves the right to award only part of the requested amount of funding.

Activities Not Eligible for Funding

Funds made available under this RFP shall not be awarded for the following purposes or services:

1. Capital acquisitions;
2. Real property acquisition;
3. Maintenance or operating costs of any facility not used primarily by or directly for the benefit of proposed customers, or for any recreation, park, library or hospital facility;
4. Supplanting existing activities currently funded from other sources;
5. A facility not exclusively dedicated to serving survivors of domestic violence and their children;
6. If applying for the human trafficking shelter, a facility not exclusively dedicated to serving adult survivors of human trafficking; or
7. Service facility located outside the geographic boundaries of the City of Los Angeles.

Maximum Number of Proposals

Eligible organizations may submit no more than one (1) proposal per service category, for a maximum of no more than four (4) proposals.

G. CONTRACT TERM

The initial contract term shall commence on or about July 1, 2018, for a one-year period with an option to extend for up to four additional one-year terms, subject to the availability of funds, contractor's continuing compliance with applicable Federal, State, and local government legislation, an evaluation of contractor's performance, and approval by the Mayor and City Council. Approximately twelve (12) contracts will be issued under this RFP, ten (10) contracts for DVSO and two (2) contracts for HTSO.

H. PRELIMINARY SCHEDULE

<u>Event</u>	<u>Date</u>
Request for Proposals Released	Monday, October 16, 2017
Mandatory Proposers' Conference	Thursday, October 26, 2017
Proposal Submission Deadline	Monday, December 11, 2017

I. MANDATORY PROPOSERS' CONFERENCE

A Proposers' Conference has been scheduled to answer questions about this RFP. See cover page for Conference date and location. Please note that attendance to the Proposers' Conference is mandatory (either in person or via webinar participation) for anyone interested in submitting a proposal in response to this RFP. Also, if you are not available to attend in person, you may send a representative. The registration and webinar information for remote participation will be posted on LABAVN two to three days before the conference. At this Conference, City staff will review the RFP document and respond to questions regarding requirements of the RFP. City staff will not provide assistance regarding a proposer's individual program design. All proposers must attend the conference. **BRING YOUR OWN COPY OF THE RFP. NO COPIES WILL BE PROVIDED AT THE CONFERENCE.**

The City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services, and activities. Please contact the Contracts and Procurement Unit at (213) 744-7278 seventy-two (72) hours prior to the date of the conference to ensure proper accommodations.

J. TECHNICAL ASSISTANCE

With the exception of the Mandatory Proposers' Conference, all technical assistance questions must be submitted by e-mail to hcidla.contractsprocurement@lacity.org. **Please identify the RFP title on the email subject line to ensure prompt attention from the appropriate City staff.** To ensure a fair and consistent distribution of

information, all questions will be answered by a Question-and-Answer (Q&A) document available on the Los Angeles Business Assistance Virtual Network (LABAVN) website at: www.labavn.org. No individual answers will be given. The Q&A document will be updated on a regular basis to ensure the prompt delivery of information.

K. DEADLINE FOR SUBMISSION OF PROPOSALS

Proposals must be hand or courier-delivered in a sealed package to the address listed on the front cover of this RFP by 4:00 p.m. PST by the submission deadline or delivered via U.S. Certified Mail postmarked no later than 11:59 p.m. PST on the submission date.

Proposers must submit one (1) original and four (4) complete copies of the proposal – no copies will be made at HCIDLA or by HCIDLA staff. The proposal designated as original must be marked “ORIGINAL” on the cover letter and must bear the actual “wet” signature of the person(s) authorized to sign the proposal. Proposers must also submit an electronic version in a properly labeled disk or memory stick with the package. A cover letter accompanying the proposal package must be addressed to:

Contracts and Procurement Unit
Los Angeles Housing and Community Investment Department
1200 W. 7th Street, 1st Floor, Public Counter
Los Angeles, CA 90017

Persons who hand-deliver proposals will have their original proposal date and time stamped and will be issued a “Notice of Receipt of Proposal.” Proposers are encouraged to submit proposals well in advance of the proposal due date and time to ensure that proposals receive a time and date stamp of 4:00 p.m. or earlier. Please allow sufficient time for traffic, parking, and security checks when entering the building.

Proposers using the U.S. Mail are required to obtain a “Proof of Mailing Certificate” stamped by the Postal Service as evidence that the proposals were mailed not later than 11:59 p.m. on the submission deadline date.

Timely submission of proposals is the sole responsibility of the proposer. The City reserves the right to determine the timeliness of all submissions. Late proposals will not be reviewed. **ALL PROPOSALS HAND DELIVERED AFTER 4:00 P.M. PST ON THE SUBMISSION DEADLINE OR POSTMARKED AFTER 11:59 P.M. PST ON THE SUBMISSION DEADLINE WILL BE RETURNED UNOPENED TO PROPOSERS.**

L. EVALUATION CRITERIA

The Housing and Community Investment Department will review and score each complete and fully responsive proposal. Proposals shall be determined eligible for review and scoring based on the responsiveness and factuality or verifiability of the proposal documentation and information. A minimum score of 70 is required to be considered for funding. The evaluation will be based on the proximity of a proposal's prices to competitive market values and relative to other proposers' pricing, the quality of responses to the RFP, and reasonableness of the proposer's costs relative to other

proposers' costs. Proposals shall be evaluated based on the following categories and may include consideration of any or all of the listed factors at the City's sole discretion.

EVALUATION CRITERIA		MAXIMUM POINTS
	SHELTER PROJECT FEASIBILITY AND PROGRAM PERFORMANCE CAPABILITY	30
1	Agency Experience	
2	Demonstrated Ability	
	SHELTER PROGRAM DESIGN	45
1	Services and Goals	
2	Project Staffing	
3	Client Contact, Assessment and Referral	
4	Service Organizational Structure	
5	Documentation of Collaboration/Partnership <i>(for informational purposes only and will not be evaluated)</i>	
	SHELTER RESOURCE ALLOCATION AND DEVELOPMENT	25
1	Resource Development	
2	Accuracy and completeness of all submitted Budget Forms	
	TOTAL POSSIBLE POINTS	100

The City reserves the right to require a pre-award interview, site inspection and/or telephone conference call with proposers. The HCIDLA reserves the right to select more than one contractor.

The City's decision to award a contract(s) will be based on the stated evaluation criteria. The City reserves the right to modify the City's objectives and requirements at any point during the period prior to submittal deadlines (by RFP addendum), without liability, obligation, or commitment to any party, firm or organization for costs incurred in responding to this RFP, RFP addendums or subsequent modifications of the City's terms and conditions prior to execution of a contract.

Proposals will be evaluated against others proposing to provide the same services and to independent cost estimates. The lowest cost proposer may not be determined to be the best proposer when all the evaluation factors have been considered.

M. PROPOSAL REVIEW PROCESS

The proposal review process shall include the following major activities to ensure that the procurement meets audit standards:

1. All proposals shall be reviewed to determine that the minimum eligibility requirements are met, per Attachments A-D. Ineligible proposers will be informed in writing.
2. All eligible proposals shall be reviewed, scored, and ranked.
3. Each eligible proposal shall be reviewed for costs that are reasonable, allowable, necessary, and competitive, as measured by a review of the line-item budget, and its competitive standing as compared to all other proposals.
4. A proposal's fee schedule pricing will be judged based on its proximity to the Department's competitive market value pricing and other proposers' pricing.
5. At the City's sole discretion, oral interviews may be held with top-scoring proposers. The results of the oral review may determine the final funding recommendations.
6. Proposers shall be notified in writing about funding recommendations and evaluation results.

N. PROPOSAL APPEAL PROCESS

1. Appeal Rights

The City will notify all proposers of the results of the proposal evaluations and of their right to file an appeal. Proposers may appeal procedural issues only.

2. Letters of Appeal

Appeals shall be hand or courier delivered to HCIDLA no later than within five (5) business days from the date that the notification of the results of the RFP was emailed. Proposers may file an appeal by submitting a written request and identifying the specific reason for the appeal to:

Rosa Benavides, Senior Management Analyst II
Los Angeles Housing and Community Investment Department
c/o Contracts and Procurement Unit
RFP Appeal – Domestic Violence/Human Trafficking Shelter
Operations

1200 W. 7th Street, 1st Floor, Public Counter
Los Angeles, CA 90017

Written appeals may not be more than three (3) typewritten pages and shall request an appeals review be granted. Written appeals must include the following information:

- a. The name, address and telephone number of the proposer.
- b. The name/title of RFP to which the organization responded.
- c. Detailed statement of the grounds for appeal.

Written appeals may not include any new or additional information that was not submitted with the original proposal. Only one appeal per proposal will be permitted. All appeals and protests must be submitted within the time limits set forth in the above paragraphs.

3. Review Panel

A panel composed of selected staff will review the appeal for this RFP. The decision of the panel will be HCIDLA's final recommendation.

O. DISCLAIMER

The City is not responsible for representations made by any of its officers or employees prior to the approval of an agreement by the Los Angeles City Council unless such understanding or representation is included in this RFP or in subsequent written addenda. The City is responsible only for that which is expressly stated in this solicitation document and any authorized written addenda thereto.

III. GENERAL RFP INFORMATION

A. GENERAL PROPOSAL CONDITIONS

1. Costs Incurred by Proposers

All costs of proposal preparation shall be borne by the proposer. The City shall not, in any event, be liable for any pre-contractual expenses incurred by proposers in the preparation and/or submission of the proposals. Proposals shall not include any such expenses as part of the proposed budget.

2. Best Offer

The proposal shall include the proposer's best terms and conditions. Submission of the proposal shall constitute a firm and fixed offer to the City that will remain open and valid for a minimum of ninety (90) days from the submission deadline.

3. Accuracy and Completeness

The proposal must set forth accurate and complete information as required in this RFP. Unclear, incomplete, and/or inaccurate documentation may not be considered. Falsification of any information may result in disqualification.

If the proposer knowingly and willfully submits false performance or other data, the City reserves the right to reject that proposal. If it is determined that a contract was awarded as a result of false performance or other data submitted in response to this RFP, the City reserves the right to terminate the contract.

Unnecessarily elaborate or lengthy proposals or other presentations beyond those needed to give a sufficient, clear response to all the RFP requirements are not desired.

4. Withdrawal of Proposals

Proposals may be withdrawn by written request of the authorized signatory on the proposer's letterhead or by email at any time prior to the submission deadline.

5. General City Reservations

Submission Deadline - The City reserves the right to extend the submission deadline should this be in the interest of the City. Proposers

have the right to revise their proposals in the event that the deadline is extended.

Withdrawal of RFP - The City reserves the right to withdraw this RFP at any time without prior notice. The City makes no representation that any contract will be awarded to any proposer responding to the RFP. The City reserves the right to reject any or all submissions.

Reissue of RFP - If an inadequate number of proposals is received or the proposals received are deemed non-responsive, not qualified or not cost effective, the City may at its sole discretion reissue the RFP or execute a sole-source contract with a vendor.

Changes to Proposals - The City shall review and rate submitted proposals. The proposer may not make any changes or additions after the deadline for receipt of proposals. The City reserves the right to request additional information or documentation, as it deems necessary.

Verification of Proposal Information - The City reserves the right to verify all information in the proposal. If the information cannot be verified, and if the errors are not willful, the City reserves the right to reduce the rating points awarded.

Pre-award Interview - The City reserves the right to require a pre-award interview and/or site inspection.

Minor Defects - The City reserves the right to waive minor defects in the proposal in accordance with the City Charter.

Program Personnel - If the selection of the proposer is based in part on the qualifications of specific key individuals named in the proposal, the City must approve in advance any changes in the key individuals or the percentage of time they spend on the project. The City reserves the right to have the contractor replace any project personnel.

Rejection of Proposals - The City reserves the right to reject any or all proposals, to waive any minor defects in proposals received; to reject unapproved alternate proposal(s); and reserve the right to reject the proposal of any proposer who has previously failed to perform competently in any prior business relationship with the City. The rejection of any or all proposals shall not render the City liable for costs or damages.

6. Contract Negotiations

Proposers approved for funding shall be required to negotiate a contract with the City on an offer/counter-offer basis. The best terms and conditions originally offered in the proposal shall bind the negotiations.

The City reserves the right to make a contract award contingent upon the satisfactory completion by the proposer of certain special conditions. The contract offer of the City may contain additional terms or terms different from those set forth herein.

As part of the negotiation process, the City reserves the right to:

- a. Fund all or portions of a proposer's proposal and/or require that one proposer collaborate with another for the provision of specific services, either prior to execution of an agreement or at any point during the life of the agreement;
- b. Use other sources of funds to fund all or portions of a proposer's proposal;
- c. Require that a funded proposer utilize a facility designated by the City for purposes of implementing its project;
- d. Elect to contract directly with one or more of the identified collaborators; and
- e. Require all collaborators identified in the proposal to become co-signatories to any contract with the City.

7. Standing of Proposer

Regardless of the merits of the proposal submitted, a proposer may not be recommended for funding if it has a history of contract non-compliance with the City or any other funding source, poor past or current contract performance with the City or any other funding source, or current disputed or disallowed costs with the City or any other funding source.

Contractors/Organizations that have been sanctioned because of non-compliance with Single Audit Act requirements for managing grant funds will be eligible to apply; however, they will not be eligible to receive any funding, if awarded under this RFP process, until this sanction is removed.

The City will enter into an agreement only with entities that are in good standing with the California Secretary of State.

8. Proprietary Interests of the City

The City reserves the right to retain all submitted proposals, which shall then become the property of the City and a matter of public record. Any department or agency of the City has the right to use any or all ideas presented in the proposal without any change or limitation. Selection or rejection of a proposal does not affect these rights. All proposals will be

considered public documents, subject to review and inspection by the public at the City's discretion, in accordance with the Public Records Act.

Proposers must identify all copyrighted material, trade secrets or other proprietary information claimed to be exempt from disclosure under the California Public Records Act (California Government Code Sections 6250 et seq.) In the event such an exemption is claimed, the proposal must state: "(Name of Proposer) shall indemnify the City and hold it and its officers, employees and agents harmless from any claim or liability and defend any action brought against the City for its refusal to disclose copyrighted material, trade secrets or other proprietary information to any person making a request therefor." Failure to include such a statement shall constitute a waiver of the proposer's right to exemption from disclosure.

In any event, all information contained in this RFP is considered confidential and not open to the public or competing bidders until allowed by the law.

9. Discount Terms

Proposers agree to offer the City any discount terms that are offered to its best customers for the goods and services to be provided herein, and apply such discount to payments made under this agreement, which meet the discount terms.

B. STATEMENTS REQUIRED WITH PROPOSAL

1. Contractor Responsibility Ordinance (CRO) Questionnaire

Every Request for Proposal, Request for Bid, Request for Qualifications or other procurement process is subject to the provisions of the Contractor Responsibility Ordinance, Section 10.40 et seq. of Article 14, Chapter 1 of Division 10 of the Los Angeles Administrative Code, unless exempt pursuant to the provisions of the Ordinance.

This Ordinance requires that all proposers/bidders complete and return, with their response, the responsibility questionnaire included in this procurement. Failure to return the completed questionnaire may result in the proposer/bidder being deemed non-responsive.

The Ordinance also requires that if a contract is awarded pursuant to this procurement, that the contractor must update responses to the questionnaire, within thirty calendar days, after any changes to the responses previously provided if such change would affect contractor's fitness and ability to continue performing the contract.

Pursuant to the Ordinance, by executing a contract with the City, the contractor pledges, under penalty of perjury, to comply with all applicable federal, state and local laws in performance of the contract, including but not limited to laws regarding health and safety, labor and employment, wage and hours, and licensing laws which affect employees. Further, the Ordinance, requires each contractor to: (1) notify the awarding authority within thirty calendar days after receiving notification that any governmental agency has initiated an investigation which may result in a finding that the contractor is not in compliance with Section 10.40.3 (a) of the Ordinance; and (2) notify the awarding authority within thirty (30) calendar days of all findings by a government agency or court of competent jurisdiction that the contractor has violated Section 10.40.3 (a) of the Ordinance.

All proposers shall submit a completed CRO Questionnaire and Pledge of Compliance signed under penalty of perjury with their proposal. Refer to links below:

<http://bca.lacity.org/site/pdf/cro/CROQ%20Service%20Questionnaire%20Rev%201-20-12.pdf>

and

<http://bca.lacity.org/site/pdf/cro/CRO%20Pledge%20of%20Compliance.PDF>

F. If a proposer will have subcontractors in the project, a list of the subcontractors must also be submitted with the proposal.

THIS STATEMENT IS REQUIRED WITH THE PROPOSAL.

2. Municipal Lobbying Ordinance CEC Form 50

All proposers must submit a completed Bidder Certification CEC Form 50. Please review the following link for more information on the City's Municipal Lobbying Ordinance:

http://ethics.lacity.org/PDF/laws/law_mlo.pdf. (Refer to the link below to access the Bidder Certification CEC Form 50, http://ethics.lacity.org/pdf/forms/CEC_Form_50.pdf).

NOTE: Failure to submit this completed CEC Form 50 will result in the proposer being deemed non-responsive and the proposal will be rejected.

THIS STATEMENT IS REQUIRED WITH THE PROPOSAL.

3. Municipal Campaign Finance Ordinance CEC Form 55

Persons who submit a response to this solicitation (bidders) are subject to Charter Section 470(c)(12) and related ordinances. As a result, bidders may not make campaign contributions to and or engage in fundraising for certain elected City officials or candidates for elected City office from the time they submit the response until either the contract is approved or, for

successful bidders, 12 months after the contract is signed. The bidder's principals and subcontractors performing \$100,000 or more in work on the contract, as well as the principals of those subcontractors, are also subject to the same limitations on campaign contributions and fundraising.

Bidders/proposers must submit CEC Form 55 to the awarding authority at the same time the response is submitted (refer to the following link to access the form http://ethics.lacity.org/pdf/forms/CEC_Form_55.pdf).

The form requires bidders to identify their principals, their subcontractors performing \$100,000 or more in work on the contract, and the principals of those subcontractors. Bidders must also notify their principals and subcontractors in writing of the restrictions and include the notice in contracts with subcontractors. Responses submitted without a completed CEC Form 55 shall be deemed nonresponsive. Bidders who fail to comply with City law may be subject to penalties, termination of contract, and debarment. (See **Attachment 10** – Form 55 Instructions). Additional information regarding these restrictions and requirements may be obtained from the City Ethics Commission at (213) 978-1960 or ethics.lacity.org.

THIS STATEMENT IS REQUIRED WITH THE PROPOSAL.

4. Equal Benefits Ordinance/First Source Hiring Ordinance Compliance Affidavits

All bidders/proposers are advised that any contract awarded pursuant to this procurement process shall be subject to the applicable provisions of Los Angeles Administrative Code Section 10.8.2.1, Equal Benefits Ordinance (EBO) and the Los Angeles Administrative Code Sections 10.44 et seq., First Source Hiring Ordinance (FSHO).

Effective July 1, 2016, the Equal Benefits Ordinance and First Source Hiring Ordinance Compliance affidavits were combined into one web application form available on the City of Los Angeles' Business Assistance Virtual Network (BAVN) residing at www.labavn.org. All bidders/proposers shall complete and upload the joint affidavit prior to the award of a City contract, the value of which exceeds \$25,000. A sample form may be accessed via the link below:

http://www.labavn.org/misc/docs/co_files/EBOFSHO/EBOFSHO_Sample_07-01-2016.pdf

If subject to the ordinances, a contractor will be required to complete the web application form, electronically sign, and submit. If a form was uploaded and verified prior to July 1, 2016, these will continue to be valid until they expire or are deleted (generally three years from upload date). When the form expires, a contractor will be required to complete the new web application form.

Equal Benefits Ordinance

By completing and uploading the Equal Benefits Ordinance Compliance Affidavit, your company is certifying compliance with the requirements of said ordinance. If selected as a successful Bidder/Proposer, your EBO Compliance Affidavit will be verified for completeness by the Office of Contract Compliance (OCC) prior to contract award. The EBO Affidavit shall be effective for a period of three years from the date it is first uploaded onto the City's BAVN. A company wishing to seek a waiver of the EBO provisions must submit the EBO Waiver Application with the bid or proposal. The EBO Waiver Application shall be forwarded to OCC for processing. OCC shall notify the awarding department of the determination resulting from the waiver request. Upon contract award, your company may be randomly selected for a compliance audit, at which time your company will be required to demonstrate compliance as indicated in the EBO Compliance Affidavit.

First Source Hiring Ordinance

Prime contractors who are awarded a contract that is subject to the requirements of the FSHO must complete and upload the FSHO Compliance Affidavit. Unless otherwise exempt, the FSHO applies to service contracts over \$25,000 and 3 months, and some loan or grant recipients. Awarding departments may seek exemption by submitting a completed FSHO-X Form to the Office of Contract Compliance prior to contract execution.

The uploaded forms will be verified by the Bureau of Contract Administration (BCA) only if your company is the successful proposer/bidder selected for contract award.

Upon BCA verification, the Awarding Authority shall award the contract. If in the process of verifying the uploaded forms, BCA finds that the form(s) are incomplete, the awarding department shall be notified and your company will be required to re-upload the form(s). The re-uploading of form(s) will not trigger a new renewal date. The renewal date shall remain as the first time the form(s) were uploaded.

Bidders/proposers shall complete and submit ONLINE, with their proposal, the EBO/FSHO Affidavit, or Request for Waiver, if applicable.

THIS STATEMENT IS REQUIRED WITH THE PROPOSAL ONLINE.
(www.labavn.org)

5. Slavery Disclosure Ordinance

Unless otherwise exempt, in accordance with the provisions of the Slavery Disclosure Ordinance (SDO), any contract awarded pursuant to this RFP will be subject to the Slavery Disclosure Ordinance, Section 10.41 of the Los Angeles Administrative Code. Bidders/proposers seeking additional information regarding the requirements of the Slavery Disclosure Ordinance may visit the BCA's website at http://bca.lacity.org/index.cfm?nxt=sd&nxt_body=content_sdo.cfm

All bidders/proposers shall complete and upload the Slavery Disclosure Ordinance Affidavit (one (1) page) available on the City of Los Angeles' Business Assistance Virtual Network (BAVN) residing at www.labavn.org prior to the award of a City contract.

Effective July 1, 2016, the SDO was changed to a web form in BAVN to make the procedure consistent with the EBO and FSHO modifications. There are two changes with the new SDO web form: **1)** If a contractor needs to submit supporting documentation (for instance, to show the "nature of participation, investment or profit or names of any enslaved persons") as required by the SDO, they will need to submit the documentation directly to the Bureau of Contract Administration's (BCA) Office of Contract Compliance (OCC) Division. Attachments cannot be uploaded to BAVN. **2)** Typically, the SDO is an indefinite application, and it does not expire. However, if a contractor already has a verified form on their BAVN profile, if and when they have another form (EBO or FSHO) that expires, their verified SDO will expire as well. At that time, the contractor will need to complete the new SDO web form. This will allow the contractor to have consistency in all their BAVN forms.

THIS STATEMENT IS REQUIRED WITH THE PROPOSAL ONLINE.
(www.labavn.org)

6. Living Wage Ordinance and Service Contractor Worker Retention Ordinance

Unless approved for an exemption, contractors under contracts primarily for the furnishing of services to or for the City and that involve an expenditure or receipt in excess of \$25,000 and a contract term of at least three (3) months, lessees and licensees of City property, and certain recipients of City financial assistance, shall comply with the provisions of Los Angeles Administrative Code Sections 10.37 et seq., Living Wage Ordinance (LWO) and 10.36 et seq., Service Contractor Worker Retention Ordinance (SCWRO). Bidders/Proposers shall refer to **Attachment 2**, "Living Wage Ordinance and Service Contractor Worker Retention Ordinance" for further information regarding the requirements of the Ordinances.

Bidders/proposers who believe that they meet the qualifications for one of the exemptions described in the LWO Exemptions (see **Attachment 3: LWO Exemptions**) shall apply for an exemption from the Ordinance by submitting with their proposal the LWO Small Business Exemption Application (LW-26A), which can be accessed at: [http://bca.lacity.org/site/pdf/lwo/LW%2026%20-%20Small%20Business%20Exemption%20Application%20\(English\).pdf](http://bca.lacity.org/site/pdf/lwo/LW%2026%20-%20Small%20Business%20Exemption%20Application%20(English).pdf) or by submitting the LWO – 501(C)(3) Non-Profit Exemption Application (LW-28), which can be accessed at: <http://bca.lacity.org/site/pdf/lwo/LW%2028%20-%20501c3%20Nonprofit%20Exemption%20Application.pdf>

THESE STATEMENTS ARE REQUIRED WITH THE PROPOSAL, IF APPLICABLE.

7. Proposer Workforce Information/Non-Collusion Statement

Proposers shall submit with their proposal a statement indicating their headquarters address, as well as the percentage of their workforce residing in the City of Los Angeles. Proposer shall also submit a completed Workforce Information/Non-Collusion Statement. (See **Attachment 4: Proposer Workforce Information/Non-Collusion Statement**).

THIS STATEMENT IS REQUIRED WITH THE PROPOSAL.

8. Business Services Implementation Plan Collaborator Agreements

Proposals shall include completed forms from each organization intending to formally collaborate with the proposers (see **Attachment 5: Collaborator Agreements**).

THIS STATEMENT IS REQUIRED WITH THE PROPOSAL.

9. Subcontractors

If a proposer will have subcontractors in the program, a list of the subcontractors must also be submitted with the proposal.

10. Business Inclusion Program

All bidders/proposers shall comply with the City's Business Inclusion Program requirements, identify sub-contracting opportunities and outreach to Minority Business Enterprises (MBE), Women Business Enterprises (WBE), Small Business Enterprises (SBE), Emerging Business Enterprises (EBE), Disabled Veteran Business Enterprises (DVBE), and Other Business Enterprises (OBE) sub-consultants.

Bidder with sub-contractors must perform subcontractor outreach online 15 days prior to the RFP due date, per **Attachment 6: Business Inclusion Program**. Requirements must be completed on the Los Angeles Business Assistance Virtual Network (LABAVN), www.labavn.org.

OUTREACH MUST BE COMPLETED 15 DAYS PRIOR TO RFP DEADLINE.

11. Iran Contracting Act of 2010

In accordance with California Public Contract Code Sections 2200-2208, all bidders/proposers submitting proposals for, entering into, or renewing contracts with the City of Los Angeles for goods and services estimated at \$1,000,000 or more are required to complete, sign and submit the "Iran Contracting Act of 2010 Compliance Affidavit" (see **Attachment 7: form**).

C. CONTRACT EXECUTION REQUIREMENTS

If recommended for funding, the proposer shall be required to enter into an agreement with the City of Los Angeles and comply with the requirements listed below. **Failure to comply with these requirements will result in non-execution of the contract.** A copy of the City's Standard Agreement is available upon request. The agreement with the selected proposer(s) will be on a to-be-negotiated fee-for-performance basis.

1. Insurance Certificates

Contractors may be required to maintain insurance at a level to be determined by the City's Risk Manager, with the City named as an additional insured. Contractors who do not have the required insurance should include the cost of insurance in their bid. Contractors will be required to provide insurance at the time of contract execution (refer to the following link for Insurance Instructions and Information http://cao.lacity.org/risk/Submitting_proof_of_Insurance.pdf).

2. Secretary of State Documentation

All contractors are required to submit one copy of their Articles of Incorporation, partnership, or other business organizational documents (as appropriate) filed with the Secretary of the State. Organizations must be in good standing and authorized to do business in California, as registered contractors with the State of California. Visit the Secretary of State's website for more information at: <https://businesssearch.sos.ca.gov/>.

3. Corporate Documents

All contractors who are organized as a corporation or a limited liability company are required to submit a Secretary of State Corporate Number, DUNS number, a copy of its By-Laws, a current list of its Board of Directors, and a Resolution of Executorial Authority with a Signature Specimen (see **Attachment 8: Corporate Documents**).

4. City Business License Number

All contractors are required to submit one copy of their City of Los Angeles Business License, Tax Registration Certificate or Vendor Registration Number. To obtain a Business Tax Registration Certificate (BTRC), call the Office of Finance at (213) 473-5901 and pay the respective business taxes. The address is: Los Angeles City Office of Finance, Tax and Permit Division, City Hall, 200 N. Spring Street, Room 101, Los Angeles, CA 90012. Visit the Office of Finance's website for more information at: www.finance.lacity.org.

5. Proof of IRS Number (W-9)

All contractors are required to complete and submit Proof of IRS Number (W-9) form. (Refer to link: <http://www.irs.gov/pub/irs-pdf/fw9.pdf> Request for Taxpayer Identification Number (Form W-9).

6. Nonprofit Status Documentation from the Internal Revenue Service (IRS)

Proposers must submit a copy of their notice from the IRS designating the agency as a 501(c)(3) organization or other evidence of its tax exempt status from the IRS, if applicable.

7. Certifications

Contractor shall provide copies of the following documents to the City:

- a. A Certificate Regarding Ineligibility, Suspension and Debarment as required by Executive Order 12549.
- b. Certification and Disclosure Regarding Lobbying (not required for contracts under \$100,000). Contractor shall also file a Disclosure Form, at the end of each calendar quarter during which any event requiring disclosure, or which materially effects the accuracy of the information contained in any previously filed Disclosure Form, occurs
- c. A Certificate Regarding Drug-Free Workplace Requirements, if applicable.

8. Collaboration

The City may, at its discretion, require two or more proposers to collaborate as a condition to contract execution.

9. Non-Discrimination/Equal Employment Practices/Affirmative Action

Effective July 1, 2016 the Non-Discrimination/Equal Employment Practices and Affirmative Action (ND/EEP and AA) provisions were amended to eliminate the need for contractors to complete affidavits on BAVN. By affixing its signature to a contract, the contractor agrees to adhere to the ND/EEP and AA for the duration of the contract. When a contractor signs the contract, they will also be acknowledging their responsibility to comply with both the ND/EEP and AA provisions. The AA provisions will now apply to all construction contracts and all non-construction contracts of \$25,000 or more.

Bidders/proposers seeking additional information regarding the requirements of the City's Non-Discrimination Clause, Equal Employment Practices and Affirmative Action Program may visit the Bureau of Contract Administration's website at

http://bca.lacity.org/index.cfm?nxt=lco&nxt_body=tutorials_eeo.cfm

10. Americans with Disabilities Act

Any contract awarded pursuant to this RFP shall be subject to the following:

1. The Contractor/Consultant hereby certifies that it will comply with the Disabilities Act 42, U.S.C. Section 12101 et seq., and its implementing regulations;
2. The Contractor/Consultant will provide reasonable accommodations to allow qualified individuals with disabilities to have access to and to participate in its programs, services and activities in accordance with the provisions of the Disabilities Act;
3. The Contractor/Consultant will not discriminate against persons with disabilities or against persons due to their relationship to or association with a person with a disability;
4. Any subcontract entered into by the Contractor/Consultant, relating to this Contract, to the extent allowed hereunder, shall be subject to the provisions of this paragraph.

Contractor represents that it will certify that any construction for housing performed with funds provided through any future contract will be done in accordance with the Uniform Federal Accessibility Standards (UFAS), 24 CFR, Part 40.

Contractor represents that it will certify that its buildings, and facilities used to provide services in accordance with any future contract, are in compliance with the federal and state standards for accessibility as set forth in the 2010 ADA Standards, California Title 24, Chapter 11, or other applicable federal and state law.

Contractor understands that the City is relying upon these certifications and representations as a condition of funding any future contract.

Contractor will require its subcontractors, if any, to include this language in any subcontract.

Contractors must be in compliance with these provisions at the time the contract is executed.

11. Child Support Assignment Orders

Any contract awarded pursuant to this RFP shall be subject to the following:

This contract is subject to Section 10.10 of the Los Angeles Administrative Code, Child Support Assignment Orders Ordinance. Pursuant to this Ordinance, contractor/consultant certifies that it will (1) fully comply with all State and Federal employment reporting requirements applicable to Child Support Assignment Orders; (2) that the principal owner(s) of contractor/consultant are in compliance with any Wage and Earnings Assignment Orders and Notices of Assignment applicable to them personally; (3) fully comply with all lawfully served Wage and Earnings Assignment Orders and Notices of Assignment in accordance with California Family Code Section 5230 et seq.; and (4) maintain such compliance throughout the term of this Contract. Pursuant to Section 10.10.b of the Los Angeles Administrative Code, failure of contractor/consultant to comply with all applicable reporting requirements or to implement lawfully served Wage and Earnings Assignment Orders and Notices of Assignment or the failure of any principal owner(s) of contractor/consultant to comply with any Wage and Earnings Assignment Orders and Notices of Assignment applicable to them personally shall constitute a default by the contractor/consultant under the terms of this contract, subjecting this contract to termination where such failure shall continue for more than 90 days after notice of such failure to contractor/consultant by City. Any subcontract entered into by the contractor/consultant relating to this Contract, to the extent allowed

hereunder, shall be subject to the provisions of this paragraph and shall incorporate the provisions of the Child Support Assignment Orders Ordinance. Failure of the contractor/consultant to obtain compliance of its subcontractors shall constitute a default by the contractor/consultant under the terms of this contract, subjecting this contract to termination where

such failure shall continue for more than 90 days after notice of such failure to contractor/consultant by the City.

Contractor/Consultant shall comply with the Child Support Compliance Act of 1998 of the State of California Employment Development Department. Contractor/Consultant assures that to the best of its knowledge it is fully complying with the earnings assignment orders of all employees, and is providing the names of all new employees to the New Hire Registry maintained by the Employment Development Department as set forth in subdivision (1) of the Public Contract Code 7110 (see **Attachment 9: Child Support Obligations**).

12. Fair Chance Initiative for Hiring Ordinance

City Contractors and subcontractors with 10 or more employees are prohibited under Los Angeles Administrative Code Section 10.48 from seeking a job applicant's criminal history information until a job offer is made and from withdrawing a job offer unless the employer performs an assessment of the applicant's criminal history and the duties of the position. Contractors and subcontractors are required to include information regarding the ordinance in all job solicitations and advertisements and to post notices informing job proposers of their rights. Additional information and forms can be found at Department of Public Works, Bureau of Contract Administration at: http://bca.lacity.org/index.cfm?nxt=ee&nxt_body=div_occ_eeo_fc.cfm

D. CONTRACTOR EVALUATION ORDINANCE

At the end of the contract, the City will conduct an evaluation of the contractor's performance. The City may also conduct evaluations of the contractor's performance during the term of the contract. As required by Section 10.39.2 of the Los Angeles Administrative Code, evaluations will be based on a number of criteria, including the quality of work product or service performed the timeliness of performance, the contractor's compliance with budget requirements, and the expertise of personnel that the contractor assigns to the contract. A copy of the Contractor Evaluation Form is available upon request. The contractor will be provided with a copy of the final City evaluation and allowed 14 calendar days to respond. The City will use the final City evaluation, and any response from the contractor, to evaluate proposals and to conduct reference checks when awarding other contracts.

IV. PROPOSAL PACKAGE

A. GENERAL PREPARATION GUIDELINES

If a proposer does not follow these instructions and/or information is omitted or a required attachment is not submitted, the bidder/proposer may be determined to be ineligible and excluded from the review.

1. The proposal must be submitted in the legal name of the firm or corporation and the corporate seal must be embossed on the original proposal. An authorized representative of the proposer organization who has legal authority to bind the organization in contract with the City must sign the proposal.
2. Proposers must submit one (1) original and four (4) stapled or large binder-clipped copies. The original must be marked "Original" on the cover and must bear the actual "wet" signature(s) of the person(s) authorized to sign the proposal. The copies must be numbered on the upper right hand side of the cover to indicate "Copy No. ____."
3. All proposals must be accompanied by a cover letter that should be limited to **one page**. The letter must:
 - Include the title, address, telephone number, fax number, and e-mail of the person(s) who will be authorized to represent the proposer and each collaborator.
 - Be signed by the person(s) authorized to bind the agency to all commitments made in the proposal and, if applicable, be accompanied by a copy of the Board Resolution authorizing the person(s) to submit the proposal. If a Board Resolution cannot be obtained prior to proposal submission, it may be submitted no later than **one (1) calendar week** after the proposal submission deadline.
 - Identify the individual or firm, which prepared or assisted in preparing the proposal. If that individual or firm will not participate in the implementation of the project, describe how the transfer of responsibility will occur to ensure timely implementation.
4. Proposals must be submitted in the English language. Numerical data must be in the English measurement system; costs must be in United States dollars.
5. Narratives are limited to a cumulative total of 20 pages and must follow these standards:

- Font size – 12 points
- Margins – At least 1 inch on all sides
- Line spacing – Single-spaced
- Double-sided, plain white paper

Pages in excess of the stated limits will not be read and will not be considered in scoring.

6. Each page of the proposal, including attachments, must be numbered sequentially at the bottom of the page to indicate Page __ of __.
7. Please use the indicative mood (will, shall, etc.) in narratives rather than the subjective (would, should, etc.) so that proposals can be easily converted to contract form.
8. The Proposal Checklist lists all narratives, attachments and certifications that must be included in the proposal. In assembling the completed proposal, please insert the attachments and certifications where they are indicated in the Proposal Checklist. The Proposal Checklist will serve as your Table of Contents (See **Attachment 1**).
9. Answers should be as concise as possible while providing all the information requested.
10. In completing the narratives and attachments, including any required fee schedule, please include and clearly identify the services to be provided by and the demonstrated ability of subcontractors, if any.

B. NARRATIVES

Proposers shall refer to the applicable Attachment(s) in order to respond to the narrative questions relative to the service(s) for which they are submitting their proposal(s). Please note that each of the four (4) types of services have their own, specific set of narrative questions that allow proposers to describe their qualifications and ability to provide the services solicited. Use concrete language and quantifiable measurements whenever possible.

C. DOCUMENTS TO BE COMPLETED

Proposers must complete and submit all of the attachments and certification forms listed. **Do not assume that any document is not applicable.** If the proposer does not follow all the instructions and/or requirements in this RFP, the proposer may be determined to be ineligible and excluded from the review. Use the Proposal Checklist as a guide.

D. PROPOSAL CHECKLIST

The **Proposal Checklist (Attachment 1)** is to serve as the Table of Contents for your proposal and as a guide for all documents, which must be submitted with the RFP. It lists all Narratives, Attachments, and Certifications (if applicable) that must be included as part of the proposal. Indicate in the page number column where the information can be found in your proposal. In assembling the complete proposal, please insert the attachments where they are indicated in the Proposal Checklist.