

REPORT OF THE CHIEF LEGISLATIVE ANALYST

DATE: May 31, 2022

TO: Honorable Members of the City Council

FROM: Sharon M. Tso 
Chief Legislative Analyst

Assignment No: 22-05-0300

HOMELESSNESS OUTREACH REQUEST FOR BIDS

SUMMARY

Consistent with Council instruction concerning the Homeless Outreach Framework (CF 21-0329), a Request for Bids (RFB) has been prepared to transfer General Outreach Services for unsheltered persons experiencing homelessness (PEH) from LAHSA to contractors selected through this competitive bidding process. This RFB has been prepared in cooperation with the City Administrative Officer (CAO).

The intent of an RFB is to develop a list of qualified contractors who can provide General Outreach Services for the City, assigned by Council District. The draft RFB incorporates a comprehensive scope of work for General Outreach and establishes a process for deploying teams in cooperation with Council District priorities. It also outlines requirements for collaboration with regional stakeholders and staff qualifications and training.

The CAO has recently established a team dedicated exclusively to coordinating outreach activities across the City. Since General Outreach Services will be managed by the City directly, this report recommends that the CAO be designated to manage the RFB process; rate bidders who respond to the RFB; manage the List of Qualified Bidders; coordinate the contractor selection process for each Council District; and then prepare and manage contracts that are executed for the provision of General Outreach services.

RECOMMENDATION

That the City Council instruct the CAO to finalize and release a Request for Bids substantially as attached to establish a list of pre-approved service providers to provide General Outreach Services to persons experiencing homelessness; report on the outcome of the bid process; procedures for transition, operation, and administration of the Outreach Services program, including protocols for General and Emergency Outreach; and selection of contractors to provide services.

FISCAL IMPACT

There is no impact to the General Fund associated with this report.

DISCUSSION

Consistent with Council instruction concerning the Homeless Outreach Framework (CF 21-0329), an RFB has been prepared that could result in the transfer of General Outreach Services for unsheltered PEH from LAHSA to contractors selected through this competitive bidding process (Attachment A). This RFB has been prepared in cooperation with the CAO.

The intention is to develop a list of qualified bidders from which each Council District will select a qualified contractor to provide Outreach Services to PEH in that District. Selected contractors would be awarded a contract to provide services for either a period of two (2) years with an option for two (2) one-year extensions, with the potential for an initial term of four (4) years to be negotiated.

This RFB will be posted on the City's Regional Alliance Marketplace for Procurement (RAMP) following Council approval of the RFB. The bid documents are formatted consistently with the Sanitation Outreach Request for Proposals, which is currently in process. The bid document will be targeted to service providers in the Los Angeles region, and seeks to encourage smaller, local service providers to bid if they interested. Council should note that LAHSA has informed the City that they will not submit a bid in response to this RFB.

To ensure that contractors have a clear understanding of the Outreach Services the City requires, the proposed Scope of Work for Outreach Services provides detailed requirements, including provisions related to:

- specific work requirements related to:
 - ▶ outreach and engagement efforts,
 - ▶ intake and assessment,
 - ▶ interim housing assistance,
 - ▶ offer of housing; and
 - ▶ transportation;
- procedures for assignment and deployment of outreach staff;
- metrics to measure services provided;
- work experience requirements for outreach staff;
- training requirements;
- development of cooperation and partnerships;
- data collection, analysis, and planning provisions; and
- quality assurance.

The Scope of Work provides additional detail on each of these subject areas.

CONTRACT ADMINISTRATION

The City currently contracts with LAHSA to provide all General Outreach services in the City. With this RFB, the City would directly manage contracts with multiple services providers, rather than LAHSA. As a result, a City department or agency should be designated to manage the RFB process; rate bidders who respond to the RFB; manage the List of Qualified Bidders; coordinate

the contractor selection process for each Council District; and then prepare and manage contracts that are executed for the provision of General Outreach services.

When Council approved the Outreach Framework in September 2021, it approved staffing for the CAO to coordinate outreach activities within each Council District. The CAO obtained positions for a Director of Outreach and five Regional Coordinators. As of February 2022, the CAO has filled all of these positions and is developing the City's outreach coordination program in cooperation with LAHSA and the County. The CAO's Homeless Initiative has a staff of 15 total, with a new Assistant CAO position added in the FY 2022-2023 budget and proposals for additional staffing recommended during budget deliberations for further consideration.

Now that the CAO outreach coordination team is in place, various tasks associated with implementation of the RFB process and the subsequent contractor selection process can be implemented and supported with a staffing structure established to support these services. The CAO's Homeless Initiative is ideally situated to manage these services and ensure full integration to the City's outreach coordination program.

SERVICE WORKER RETENTION ORDINANCE AND EMPLOYEE SALARIES

Contractors selected to provide General Outreach Services will be required to comply with the City's Worker Retention Ordinance (WRO) which requires a successor contractor and its subcontractors to retain for a 90-day period certain employees who worked for the terminated contractor (in this case LAHSA) or its subcontractors for at least 12 months. The WRO requires the terminated contractor to provide the awarding authority with the names, addresses, dates of hire, hourly wage, and job classes of each employee who worked on the City agreement for that terminated contractor or its subcontractor.

LAHSA outreach employees are currently represented by the Service Employees International Union (SEIU). Under LAHSA's current contract with SEIU, the salary range effective July 1, 2022, for outreach workers is \$53,045 to \$61,086, or \$25.50 to \$29.37 per hour. The WRO does not require contractors to provide the same salaries and benefits offered by the current contractor. Since bidders will be working under a City contract, however, they will be required to provide salaries and benefits consistent with the City Living Wage Ordinance. The City's Living Wage (beginning July 1, 2022 through June 30, 2023) is \$16.04 per hour with \$1.25 in health benefits or \$17.29 full wage.

DATA AND METRICS

The RFB will require that contractors input data to LAHSA's Homeless Management Information System (HMIS). As a result, selected contractors will need to satisfy the training and confidentiality requirements associated with active use of the LAHSA HMIS.

Metrics are currently reported by LAHSA concerning their outreach work effort, which results in a single report concerning the work of a single contractor toward a single set of contractual obligations. Under this RFB, multiple contractors will be selected and each may be assigned one or more Council Districts with differing populations of PEH. As a result, benchmarks for

contract performance will vary by each contractor. The contract administrator will need to manage this additional reporting complexity.

A set of metrics will need to be generated using data principally documented in HMIS. Reports of these metrics should consistently measure work efforts across all service providers. The State now requires that recipients of the Homeless, Housing, Assistance, and Prevention (HHAP) 3 grant use consistent metrics within their region. As a result, the City, County, and LAHSA must use the same Key Performance Indicators. In order to comply with State legislation and regulation, the California Policy Lab at UCLA with direction from LAHSA, the County, and the City, is developing a reporting system for Key Performance Indicators for street outreach, and interim and permanent housing. Contracts for Outreach Services will be collecting and reporting data that will be used to meet these State requirements as well as federal requirements associated with HMIS.

BACKGROUND

OUTREACH FRAMEWORK

The Outreach Framework adopted by Council in September 2021 identified three types of outreach to assist unsheltered PEH:

- General Outreach
- Emergency Outreach
- Sanitation Outreach

The work efforts with each type of outreach are distinct, focused on the specific assistance needed to be provided to PEH under a specific set of circumstances. Structuring the Outreach Framework in this manner also allows outreach staff to focus on their work program rather than be engaged in efforts that are outside their capacity to provide assistance.

General Outreach

General Outreach is the day-to-day, relationship building necessary to help unsheltered PEH receive housing connections, services, hygiene services, food and water, and other assistance necessary to meet their needs. General Outreach teams also provide referrals to health, mental health, and other services as appropriate, including referrals to other street outreach teams that specialize in these services. In the Outreach Framework, Council authorized a realignment of Outreach Team staff to ensure a baseline of three HETs per Council District, with additional HETs assigned to Council Districts with a higher population of PEH. Implementation of the staffing realignment for General Outreach should be coordinated with the Sanitation Outreach teams discussed below.

Emergency Outreach

This involves outreach efforts associated with an immediate emergency, such as a wildfire, flood, communicable disease, or other event that could result in harm to unsheltered PEH. For example, a forecast of extreme heat or significant rainfall that could cause flooding would require redeployment of HETs to inform PEH of these pending events and options to seek shelter.

There are currently no HETs dedicated to Emergency Outreach and the Outreach Framework does not allocate staff for this purpose. The Scope of Work for Outreach Services, however, will include a process for Council Offices and the Unified Homelessness Response Center to engage outreach service providers to activate HETs for emergency purposes. This will ensure that the Council, Mayor, City departments, and service providers can actively identify immediate emergencies and deploy staff with minimal impacts on General Outreach activities.

Sanitation Outreach

When the Outreach Framework was being developed, the Bureau of Sanitation expressed strong support for the identification of outreach teams dedicated specifically to the purpose of assisting PEH in advance of a CARE or CARE+ operation. This would ensure that trained experts are able to focus on assisting PEH, while Sanitation personnel could focus on their responsibilities to clean the designated area.

At the same time, LAHSA indicated that Sanitation Outreach is a different type of interaction with PEH compared to General Outreach. Since a CARE or CARE+ operation requires people to pack their belongings and move to another location, the focus in the interaction with PEH is not centered on services or housing needs but rather the clean up event that will be happening immediately. Encampment residents need to know when they have to move and where they will move to, and what they should do with their belongings on the day of the clean up.

For Sanitation Outreach to be effective, outreach workers need to make at least one advance trip to a targeted area to inform encampment residents of the pending clean up. And on the day of the clean up, they need to be present throughout the entire event. The Bureau of Sanitation indicates that the standard is to conduct at least four CARE+ events per Council District each week, each of which last from four to eight hours (with some longer than that). As a result, Sanitation Outreach workers are expected to spend between two and four days of their work week, every week, attending a CARE+ clean up event, leaving the remainder of their time to conduct advance outreach for CARE+ events happening two weeks in advance.

To ensure adequate staffing for all types of outreach and to ensure that General Outreach activities are not reduced in order to conduct Sanitation Outreach, the Outreach Framework recommended that dedicated Sanitation Outreach teams be engaged to ensure adequate coverage of clean up actions. There are clearly opportunities in this process to conduct general outreach, but Sanitation Outreach is intended to primarily focus on the well-being of PEH during an outreach event and to allow Bureau of Sanitation staff to conduct their work.

Coordination between Sanitation Outreach Teams and General Outreach teams is essential to provide assistance to any unsheltered person looking to receive services or accept housing. Protocols should be developed to ensure that these connections can be made immediately during any clean up event.

ALLIANCE SETTLEMENT

In 2020, the LA Alliance for Human Rights and other plaintiffs (collectively “Plaintiffs”) filed a lawsuit against the City of Los Angeles and the County of Los Angeles. The legal demands

intended to “substantially increase the number of housing and shelter opportunities in the City, and address the needs of everyone who shares public spaces and right of ways in Los Angeles, including both housed and unhoused Angelenos.”

In April 2022, a proposed settlement of the *L.A. Alliance for Human Rights v. City of Los Angeles, et. al.* was reached between the Plaintiffs and the City of Los Angeles (“Settlement Agreement”). Under the terms of the Settlement Agreement, the City would agree to create shelter and/or housing to accommodate the unsheltered persons experiencing homelessness in the City who do not have a serious mental illness and are not chronically homeless with a substance abuse disorder or chronic physical illness (“City Shelter Appropriate PEH”).

Further, the City agrees in the Settlement Agreement that there shall be “no enforcement action” unless an individual has been offered “adequate and appropriate shelter or housing” or relocation assistance. An Offer of Housing, then, will be a required element of the General Homelessness Outreach Services program, as well as access to shelter and housing resources that meet the needs of the PEH engaged by the outreach teams.

The Scope of Work for General Homelessness Outreach Services must incorporate provisions related to an Offer of Housing that ensures compliance with the Settlement Agreement. Bidders must be able to conduct outreach in a manner that will satisfy these obligations.

ATTACHMENT A
Draft Request for Bids

GENERAL HOMELESSNESS OUTREACH SERVICES

1. INTRODUCTION

The City of Los Angeles ("CITY") is seeking proposals from service providers to provide general outreach services to people experiencing homelessness ("PEH"). The goals of the General Homelessness Outreach Services program are as follows:

- Assist unsheltered PEH in connecting to interim and permanent housing;
- Provide connections to services, hygiene, food and water, and other life sustaining needs;
- Achieve program objectives collaboratively with other departments, agencies, and service providers; and,
- Provide data gathering, analysis, and reporting to ensure effective program implementation.

The purpose of this Request for Bids (RFB) is to establish contracts with multiple qualified providers that can be selected by the CITY to provide homeless outreach and engagement services in specific Council Districts. Proposals must meet the baseline minimum requirements for general homeless outreach operations for a single Council District that can also be scaled up to provide services across multiple Council Districts, pending offered opportunities. Proposers should note in their bid any caps or limitations on their program model, keeping in mind that there are approximately 45 General Outreach teams operating within the City, generally with a range of 1-3 teams per Council District. Contract decisions will be made on a Council District by Council District basis and small, community-based providers are strongly encouraged to apply.

The issuing date for the RFB is _____, **2022**. An optional, virtual pre-submittal Proposers conference is scheduled for **10 AM PDT on _____, 2022, with written questions due by 5 PM PDT on Monday, _____, 2022, to cao.rfpresponse@lacity.org**. Potential applicants can register for the Proposers conference at the following link:

https://us02web.zoom.us/meeting/register/tZwuc-qgrzooGNIDHvRjCOve_UoVHceOBeRZ.

The closing time and date for this RFB is **5 PM PDT on _____, 2022**. Responses may be submitted at any time prior to the due date.

A panel of representatives from the offices of the City Administrative Officer (CAO), the Chief Legislative Analyst (CLA), and the _____ will evaluate the proposals and make recommendations to the CAO for final selection. Being selected for the list of qualified providers is not a guarantee of receiving a contract; the final selections will be made by each City Council office.

2. BACKGROUND

On September 14, 2021, the City Council adopted (Council File 21-0329) the Outreach Engagement Framework (Framework), which aligns street engagement activities in the City to better service unsheltered PEH. The Framework identified three types of outreach to assist unsheltered PEH:

- General Outreach
- Emergency Outreach
- Sanitation Outreach

The work efforts with each type of outreach are distinct, focused on the specific assistance needed to be provided to PEH under a specific set of circumstances. Structuring the Outreach Framework in this manner also allows outreach staff to focus on their work program rather than be engaged in efforts that are outside their capacity to provide assistance.

This RFB is soliciting proposals to conduct General Outreach in coordination with and across 15 Council Districts. Proposers should describe a program model to provide outreach services in a minimum of one Council District, with the ability to scale operations up to multiple Council Districts, if necessary. Outreach teams will conduct outreach and engagement to PEH who are unsheltered within the City, and will prioritize connecting PEH to interim and permanent housing and critical services. This will include deploying daily to locations in the CITY that have been identified collaboratively by the CITY, the Contractor, and other agencies as appropriate. Following contract award and pursuant to the terms of any such contract, the CITY reserves the right to determine which proposer or proposers will best serve the locations whether by geography or other criteria.

3. TERMINOLOGY

The following terms shown below in bold print and quotes, whether used in this RFB or a contract resulting from this RFB, shall be defined and interpreted as follows:

“CITY” means the City of Los Angeles, California, a municipal corporation.

“CITY ADMINISTRATIVE OFFICER” or **“CAO”** means the City of Los Angeles’ Office of the City Administrative Officer.

“CITY HOMELESSNESS COORDINATOR” means the person, and their staff, within the office of the CAO who is charged with administering homelessness grants and programs.

“CONTRACT” means the particular CONTRACT awarded as a result of this RFB, and executed by the Contractor and CITY, of which this RFB, including the Standard Provisions for City Contracts and Certifications, are a part.

“CONTRACTOR” means the person, partnership, agency, firm or corporation, to whom CITY awards a CONTRACT as a result of this RFB, and who is a party thereto.

“GENERAL ENGAGEMENT TEAM” (GET) means the two-person outreach engagement teams that will contact and provide services to persons experiencing homelessness, the equivalent to the Homeless Engagement Teams (HET) managed by the Los Angeles Homeless Services Authority.

“HOMELESS ENCAMPMENT” means locations where one or more homeless people live or store personal property in an unsheltered area. (CalEPA, CalRecycle Defined).

“HOMELESS MANAGEMENT INFORMATION SYSTEM” or “HMIS” means a secure online database that enables organizations to collect client-level, system-wide information on the services they provide to PEH and those who are at risk of homelessness.

“PEH” means persons experiencing homelessness.

“PROPOSAL” means a formal written response prepared and delivered in accordance with this RFB.

“PROPOSER” means a person/company that submits a PROPOSAL in response to this RFB. The PROPOSER must have the authority to submit the PROPOSAL on behalf of themselves or the company for which the PROPOSAL is submitted.

“PUBLIC AREA(S)” or “PUBLIC RIGHTS OF WAY” means all property that is owned, managed or maintained by the CITY, except property under the jurisdiction of the Department of Recreation & Parks, and shall include, but is not limited to, any street, medial strip, space, ground, building or structure.

“REQUEST FOR BIDS” or “RFB” means this document, which is used by the PROPOSERS as a basis for preparing and submitting their PROPOSAL.

“UNIFIED HOMELESSNESS RESPONSE CENTER” or “UHRC” means CITY’s multi-jurisdictional coordination center, consisting of CITY and other partners, that assists in the coordination of street-level responses to homelessness, including CARE+ operations.

“WORK” means services, labor, and/or materials provided to CITY according to CONTRACT provisions.

4. RFB AND CONTRACT ADMINISTRATOR

The CAO will administer this RFB. All questions regarding this RFB shall be directed to the CAO at cao.rfpresponse@lacity.org. The CAO will serve as the Contract Administrator. The Contractor shall coordinate its work through the City Homelessness Coordinator, submit draft and final documents to the CAO for review and approval, and all invoices for payment shall be submitted to the CAO for review and payment.

5. TERM AND COST OF CONTRACT(S)

The contract term for contracts awarded through this RFB is two years with two one-year extensions, with the potential for an initial term of four years to be negotiated. It is anticipated that each outreach team will span a range of costs, up to approximately \$200,000 per team per year. Recipients of multiple contracts should anticipate a correlating increase per contract. Each Council District *may* have a range of one to three outreach teams assigned to it, depending on the population of unsheltered PEH in a Council District and whether any ABH facilities, COVID-19 Homelessness Roadmap locations, or Focused Service Zones are located within that district.

6. SCALE OF OUTREACH TEAM(S) STAFFING

PROPOSER should provide a staffing plan that includes a structure that includes adequate trained personnel to provide the services requested, including field staff, oversight and management, and data collection and reporting. Outreach Services should be supported by a minimum staffing level as follows:

- Each GET shall include two (2) outreach members, one of which should be bilingual in community-appropriate languages, with each Council Districting assigned a minimum of two (2) GETs;
- Managers and supervisors to oversee the work of the GETs; and
- Staff to provide data input, analysis, and reporting.

Providers should ensure persons with lived experience with homelessness are represented on their outreach teams. Managers and supervisors should have a Masters in Social Work or an advanced degree in a relevant field.

Providers will need to equip teams with dedicated transportation and mobile communication equipment. Outreach specialists should have training in trauma-informed care and be experienced in working with PEH. Transportation of PEH, as needed, shall be done in Provider owned vehicles and must accommodate all disability needs.

7. SCOPE OF SERVICES

The following provides a description of the Scope of Services that will be provided by Contractors. This Scope of Services will be the basis for contracts to provide Outreach Services.

Overview

General outreach shall be conducted by the Contractor consistent with policies adopted by the Council and Mayor, principally as approved in the Outreach Framework and subsequent amendments, including the City's street engagement strategy. Outreach is a critical service for PEH who are unsheltered as identified in the City's Enhanced Comprehensive Homeless Strategy, Strategy 4.3 - Policy/Priority: Street Outreach, which focuses on the need to identify and assess the needs of people living in unsheltered locations and connect them to services and housing opportunities including security, hygiene, and safe sleeping resources.

The primary focus of generalist outreach is to develop a trusting rapport with PEH to facilitate an understanding of PEH service needs, and more importantly, to provide choices for housing that will lead to housing stability. GETs respond to prioritized areas of unsheltered homelessness identified by Council Districts, the Mayor's Office, the CAO, the Unified Homelessness Response Center (UHRC), and LAMC 41.18 resolutions, MyLA311, and other sources. Outreach response to these areas should focus on engaging unsheltered PEH and assisting them with referrals or connections to resources, including but not limited to health care systems, job placements, case management, moving into interim housing, permanent housing, or a medical bed on a referral basis through LA County's Department of Mental Health, Department of Health Services, or Department of Public Health. Outreach efforts should use a housing-first, harm-reduction orientation through a trauma-informed lens in line with United States Interagency Council on Homelessness' Core Components of Outreach.

In addition to active, first contact outreach, GETs participate in regular care coordination to assist PEH who are engaged by other service providers and engage relevant City, County, State, and federal agencies, and nonprofit agencies, including the City Departments of Aging and Disability, and the County Departments of Probation, Children and Family Services, Public Social Services, Health Services, Mental Health, and Substance Abuse Prevention and Control, to make appropriate referrals for PEH seeking these services. General outreach will also connect PEH with the Coordinated Entry System (CES) serving homeless adults, CES for Families serving homeless

families, and CES for Youth serving Transitional Aged Youth (TAY). PEH information should be entered into the Homeless Management Information System (HMIS) daily to track engagements, care coordination, and housing referrals.

In addition to providing generalist outreach in prioritized areas of unsheltered homelessness, teams should be supported by coordination and management staff who participate in regular stakeholder meetings with Council Districts, the Mayor's Office, the CAO, the UHRC, the CLA, and community groups as requested. Coordination and management staff should also produce at a minimum weekly and monthly data reports for the City utilizing data from HMIS or other sources to document progress toward key metrics and locations where services are being provided.

Scope of Work

The Contractor shall provide:

- High quality general outreach to PEH who are unsheltered, including in encampments, vehicles, and other locations historically and/or generally known to teams; prioritized areas of unsheltered homelessness identified by Council Districts, the Mayor's Office, CAO, the UHRC, and LAMC 41.18 resolutions.
- Have a client-centered approach and provide excellent service delivery that is sensitive to the challenges faced by PEH who are unsheltered with a range of medical and behavioral health issues.
- Prioritize a Housing First, harm reduction, trauma-informed care, and "whatever it takes" approach to supporting PEH who are unsheltered to achieve improved safety, health, and mental health, and placement in interim and permanent housing. This should include accessible and timely referrals to County agencies.

PEH should be engaged to develop a trusting rapport with GETs to facilitate an understanding of services to address their needs and the effective delivery of those services, as well as to provide choices for housing that will lead to immediate shelter or housing placement and long-term housing stability.

GETs must use HMIS and care coordination to determine if PEH have established case management through another community provider or if the GET should serve as the central point of contact for the PEH to obtain services and housing. GETs shall assess an individual PEH's needs and provide services, resources, or referrals to specialized outreach teams accordingly. GETs will assist individuals to prepare for and work toward housing stability and shall be flexible to do whatever it takes to meet the needs of PEH to achieve their housing goals. The level of services shall be regularly monitored and adjusted based on PEH's needs and acuity levels.

GETs shall focus on providing PEH who are unsheltered with access to housing resources appropriate to their needs, including providing assessments, completing

interim housing referrals and intakes, supporting PEH to enter interim housing by providing transportation or assistance with addressing any barriers to program entry, addressing personal belonging storage needs, assisting with pets and service animals, supporting the process of obtaining necessary identification documentation, providing regular communication around the status of accessing desired interim housing, and other actions necessary to help PEH resolve their status.

GETs should enter client data into HMIS daily and regularly participate in care coordination with all community providers, public agencies at both County and City levels of government, and outreach teams working in designated regions and in the CES serving homeless adults, CES for Families serving homeless families, and CES for Youth serving TAY.

In addition to providing generalist outreach, the Contractor is required to utilize HMIS to document and report on key metrics as outlined below and participate in regular stakeholder meetings with Council Districts, the Mayor's Office, the CAO, the CLA, and community groups as requested.

Specific Work Requirements

During the term of this Agreement, the Contractor shall provide general street-based outreach in accordance with procedures approved by the City and consistent with laws, regulations, current health, and behavioral health best practices and standards.

GETs shall:

Outreach & Engagement

- Provide street-based outreach and engagement at prioritized areas of unsheltered homelessness identified by historical homeless data, Council Districts, the UHRC, and LAMC 41.18 resolutions, five days per week excluding established holidays.
- Maintain a weekly schedule for when street-based outreach will be provided at prioritized areas, developed in coordination with the City and other collaborative partners, and provided to the City.
- Document key information from prioritized areas such as structures, tents, and Recreational Vehicles in the area, services available, etc.
- Be responsible for responding to all LA HOP requests within 72 hours within their designated coverage region.
- Provide street-based outreach and engagement in response to public health emergencies and natural disasters.

- Be responsible for providing services at areas identified through LAMC 41.18 resolutions and for completing Encampment Assessment Forms generally within 30 days or less of a LAMC 41.18 resolution being adopted or as directed by City staff.
- Be responsible for educating PEH at areas identified through LAMC 41.18 resolutions about the LAMC 41.18 process.
- Establish rapport and build trusting and collaborative relationships with PEH who are unsheltered in prioritized areas.
- Ensure every contact, service, referral, linkage, and follow up is geolocated and documented in a service note in HMIS. Each note shall include the following elements: intervention, response, plan for follow up, location, referrals and duration.
- Obtain/complete Verification of Homelessness forms for PEH.
- Maintain regular ongoing contact and tailor the intensity of services provided, including the frequency of face-to-face visits, according to the individual's level of functioning and acuity of needs. In the event of losing contact with a client, document attempts to locate the client in HMIS at least weekly for the first month, and monthly for months two and three. If unable to locate a client after 90 days, the individual's record in HMIS shall be updated to inactive.
- Document every client engagement in HMIS within 24 hours of the engagement, including services offered and provided.
- Confirm and update the Point of Contact in HMIS every 90 days.
- Provide linkage and referral to health, mental health, and substance use disorder treatment services.
- Assist PEH with obtaining necessary documents for housing, including completing Department of Motor Vehicles applications, benefits applications, and completing Social Security Card application requests.
- Upload the following documents (if available) in HMIS with client's approval: identification documents (identification card, Birth Certificate, Social Security Card, etc.); signed consents and other documents as requested by the City.

- Assist PEH with obtaining basic needs such as food, water, clothing, and access to hygiene resources, including toilets, showers, and laundry services.
- Perform additional services as determined by the City of Los Angeles.
- Coordinate with a community based organization if a PEH is already receiving services through that organization prior to GET contact and intake.

Intake and Assessment

- Obtain all appropriate consents and releases of information for clients' participation in HMIS and for Contractor staff to communicate effectively with public partners and other service providers/agencies to assist clients with linkages to resources, coordination of services, client advocacy, etc. The "date of engagement" must be entered in HMIS when an individual agrees to accepting services and has signed a consent for services.
- Record the location of services provided and record client Current Living Situation in HMIS for each engagement.

Interim and Permanent Housing Assistance

- Assist PEH who are unsheltered with access to interim housing to ensure a path to secure permanent housing placement or access to permanent housing resources.
- Assist in transportation to allocated interim or permanent housing resource to ensure intake to said resource.

Offer of Housing

- Be responsible for supporting PEH at areas identified through LAMC 41.18 resolutions to access interim housing, including documentation of all offers of housing.
- Document all offers of housing, including PEH name, location, type of interim/permanent housing offered, and other information as needed.
- Document PEH response to offer, including decision to accept or decline the offer, reason for declining, and other information as needed.

Transportation

- Provide transportation for PEH to interim housing or to any service, including but not limited to: Department of Motor Vehicles, Social Security

Administration, Department of Public Social Services, or medical appointments, that will assist with obtaining interim or permanent housing.

Assignment and Deployment

Assignment

GETs will be assigned to each Council District and targeted communities of high need as determined by the Council offices and CAO outreach coordinators, or other City entities as appropriate, in collaboration with the Contractor. Such assignments will be evaluated and adjusted regularly.

Deployment

Contractor will develop a weekly schedule for the deployment of GETs based on an analysis of data collected, including counts of individuals, tents, or structures at each location, and in close coordination with Council Offices, the Mayor's Office, the CAO, and the UHRC, based on prioritized areas as assigned. Upon determination of the weekly priorities, the Contractor will provide a written copy of the weekly schedule to the Council Office, CAO, and UHRC.

Weekly deployment schedules will prioritize regular and consistent engagement with PEH who have already been contacted, with the addition of new areas as need develops. Deployment will also be made in collaboration with the other outreach teams and programs in each Council District and High Need Areas.

The weekly deployment schedule shall document hours of operation for the GETs.

Contractor shall develop, with the assistance of the City, safety protocols to ensure that GETs remain safe while providing services in the field and engaging PEH.

Emergency Deployment

Emergency Deployment decisions will be made when a natural disaster, health crisis, or other emergency has been identified by the City or the Contractor. The Council Offices and UHRC shall determine the emergency response required and deploy teams as needed to address that emergency. The UHRC shall be responsible for notifying Council Offices, the CAO, and the CLA when an emergency deployment decision is made.

Key Metrics

Contractor performance will be evaluated on their ability to meet benchmarks based on the Council Districts assigned to each contractor. Data reported to HMIS by the contractor will be provided to the CITY.

Training

General outreach teams should receive a minimum of 80 hours per year in training on topics including but not limited to:

- Connecting individuals experiencing homelessness to Interim Housing
- Homeless Management Information System (HMIS) Training
- County and City Program Operations
- Confidentiality and Personal Information Protection
- Housing First
- Harm Reduction & Narcan Administration
- Trauma Informed Care
- De-escalation & Crisis Intervention
- Problem Solving Approach
- Suicide Prevention
- Motivational Interviewing
- Cultural and Disability Competency and Racial Equity
- Mental Health First Aid
- CPR & First Aid
- Listen, Empathize, Agree and Partner (LEAP)
- SSI/SSDI Outreach, Access, and Recovery (SOAR)
- Outreach 101
- Working with sensitive populations, including victims of Human Trafficking and Domestic Violence, LGBTQ++ populations, immigrant, and undocumented populations

Contractor is required to maintain records for each staff person regarding the topics and hours of training completed, including certificates of completion.

Each GET member must be trained in HMIS and provide a signed User Agreement.

Additional training may be required by the City of Los Angeles.

Collaboration and Partnerships

Collaboration with governmental agencies, service providers, and community partners is an essential part of the generalist outreach program.

- GETs shall collaborate and coordinate outreach services with regional CES outreach coordinator(s) and other homeless outreach teams.
- GETs shall attend Service Planning Area (SPA) and subregional outreach coordination meetings, case conference meetings, and any regional meetings with other partners to reinforce the coordinated outreach system and coordinate care for clients.

- GETs shall build and maintain collaborative partnerships with community organizations, service providers, and public entities to ensure clients have access to a comprehensive array of supportive services.
 - Partnerships shall include organizations that represent the broad cultural and disability diversity represented in the City to ensure that specialized resources can be available to meet the needs of all PEH.
 - Assist collaborative partners in accessing resources to enhance participation in the system

- Training shall be provided to City staff, including Council outreach liaisons, UHRC, CAO, and other departments as appropriate, and with Collaborative Partners, as determined jointly with the City.

Data Collection, Analysis, and Reporting

Contractor shall provide regular reports concerning the status of work conducted and outcomes of work efforts. The City shall determine formats and content for regular reports, with input from the Contractor. Copies of all reports shall be provided to the CAO as Program Manager and Contract Administrator.

- Contractor shall input data within 24 hours of generating information.

- GETs shall generate and maintain retrievable program records within HMIS for every client that receives services under this Agreement, and data collection/tracking systems as directed by the City. Contractor shall ensure appropriate safeguards are implemented to secure Protected Health Information (PHI) and Protected Personal Information at all times.

- Contractor shall ensure compliance with the HMIS Participation Agreement which calls for the protection of a PEH's personal information limiting information sharing to individuals and agencies who are HMIS participating entities to coordinate services for PEH.

- Contractor shall complete and submit monthly, quarterly, and/or other reports with the required supporting documentation as requested by the City and/or partners. Reports shall include aggregate reporting/data elements including demographic information, unique contacts, housing referrals & linkages, and service referrals and linkages, health & behavioral health referrals and linkages, and monthly success stories. City and Contractor shall develop an Annex to this Contract that documents the format for reports, reporting frequency, data to be used, and other elements of the reporting and metrics obligations of this Contract.

- Contractor shall submit any other ad hoc aggregate reports as requested by the City, for budgetary or other purposes. Reports shall include all the required information and shall be completed in the manner and time frame agreed upon by the City and Contractor.

Quality Assurance

The City will evaluate the Contractor's performance under this Work Order using the quality assurance procedures identified below:

- Contractor is required to attend scheduled meetings and training with all City partners as requested.
- Contractor is required to submit quarterly and annual reports to review performance against the defined target outcomes.
- In addition to departmental contracting staff, other City personnel may observe performance, activities, and review documents relevant to this Work Order at any time during normal business hours. However, these personnel may not unreasonably interfere with the Contractor's performance.

8. GENERAL PROPOSAL CONDITIONS

All proposals submitted are subject to the following general conditions:

ACCEPTANCE OF TERMS AND CONDITIONS

The submission of a proposal pursuant to this RFB constitutes acknowledgement and acceptance of all terms and conditions set forth herein.

COST OF RESPONDING TO RFB

The PROPOSER understands and agrees that the CITY is not responsible for any costs incurred by the PROPOSER in responding to this RFB. PROPOSERS who respond to this RFB, including attendance at an optional, virtual pre-submittal Proposers conference do so solely at their own expense.

CITY'S RIGHT OF WITHDRAWAL OF RFB AND REJECTION OF PROPOSALS

Notwithstanding any other provisions of this RFB, the CITY reserves the right to withdraw this RFB at any time without prior notice. The CITY also reserves the right to reject any and all proposals submitted or to waive any minor administrative irregularities contained in any proposal, when to do so would be in the best interest of the CITY.

PROPOSER'S RIGHT TO WITHDRAW PROPOSAL

A PROPOSER may withdraw a submitted proposal in writing at any time prior to the specified due date and time. Faxed withdrawals will not be accepted. A written request to withdraw, signed by an authorized representative of the PROPOSER, must be submitted to the CITY at the address specified herein for submission of proposals. After withdrawing a previously submitted proposal, the PROPOSER may submit another proposal at any time up to the specified submission deadline. All proposals submitted and not withdrawn prior to the end of the submission deadline must be firm and may not be withdrawn after the submission deadline for a period of three hundred sixty-five (365) calendar days following the deadline for submission of proposals specified in this RFB.

DISPOSITION OF PROPOSALS AND DISCLOSURE OF INFORMATION

All proposals submitted in response to this RFB will become the property of the CITY and will be a matter of public record subject to the State of California Public Records Act (California Government Code Section 6250 *et seq.*). PROPOSERS must identify, in writing, all copyrighted material, trade secrets, or other proprietary information that the PROPOSER claims is exempt from disclosure under the California Public Records Act. Any PROPOSER claiming such an exemption must identify the specific provision of the California Public Records Act that provides an exemption from disclosure for each item that the PROPOSER claims is not subject to disclosure under said Act.

Any PROPOSER claiming such an exemption must also state in the proposal the following: "The PROPOSER will indemnify the CITY and its officers, employees, and agents, and hold them harmless from any claim or liability and will defend any action brought against them for their refusal to disclose copyrighted material, trade secrets, or other proprietary information to any person making a request therefore." Failure to include such a statement will constitute a waiver of a PROPOSER'S right to exemption from disclosure.

CONFERENCES DURING THE EVALUATION PERIOD

After submission of proposals and continuing until a contract is awarded, all CITY personnel and agents of the CITY involved in the RFB process will refrain from holding any meeting, conferences, or technical discussions with any PROPOSER except as provided in this RFB. PROPOSERS must not communicate in any manner with the CITY or their agents regarding this RFB or the proposals during this period of time unless otherwise authorized in writing by the RFB/Contract Administrator. Failure to comply with this requirement will automatically terminate further consideration of that firm's or individual's proposal submitted.

PROPOSAL SUBMITTAL CONDITIONS OR LIMITATIONS

Proposals that set forth conditions or limitations to those set forth in the RFB may be considered non-responsive and, therefore, may be rejected.

PROPOSAL INTERPRETATIONS AND ADDENDA

Any change to or interpretation of this RFB will be communicated by the CAO to each firm or individual to whom an RFB has been distributed. Any such changes or interpretations will become a part of this RFB and may be incorporated into any contract awarded pursuant thereto.

9. CONTENTS OF PROPOSAL

The response to this RFB must be made in accordance with the format and in the order set forth herein. Failure to adhere to this format and order may be considered non-responsive and, therefore, be cause for rejection of the proposal. It is requested that proposals be prepared simply and economically, avoiding the use of unnecessary promotional material. It is the CITY's intent to award a contract, in a form approved by the City Attorney, to the selected PROPOSER. This RFB and the proposal submitted or any part thereof, may be incorporated into and made a part of the contract. Proposals accepted by the CITY constitute a legally binding contract offer by the PROPOSER.

IN WRITING

All proposals must be submitted in writing. The PROPOSER must complete and return all applicable documents, including forms and appendices. The CITY may deem a PROPOSER non-responsive if the PROPOSER fails to provide all required documentation and copies.

COVER LETTER

Each proposal must be accompanied by a cover letter that identifies the legal business status (e.g., individual, partnership, corporation, etc.), address, telephone number, fax number, and e-mail address of the PROPOSER. The cover letter must contain a general statement of the purpose for submission and must indicate the name, title, address, and telephone number of the person or persons authorized to represent the PROPOSER in order to enter into negotiations with the CITY with respect to this RFB and any subsequent awarded contract. The cover letter must also indicate any limitation of authority for any person named.

The cover letter must be signed by a representative or officer of the PROPOSER who is authorized to bind the firm to all provisions of the RFB, any subsequent changes, and to the contract if an award is made.

If the PROPOSER is a partnership, the proposal must be signed in the name of the partnership by a general partner thereof. If the PROPOSER is a corporation, the proposal must be signed on behalf of the corporation by two (2) authorized officers (a Chairperson of the Board, President or Vice President, and a Secretary, Treasurer, or Chief Financial Officer) or by an officer authorized by a resolution of the Board of Directors to execute such documents on behalf of the corporation. The corporate seal must be affixed. If the PROPOSER is a joint venture, duly authorized representatives from each corporation must sign the proposal or partnership as described above. All above signatures must be original and written in ink.

Proposals submitted by consortiums, joint ventures, or teams will not be considered responsive unless it is established in the proposal that all contractual responsibility rests solely with one member of the group or one legal entity. The proposal must identify the responsible entity.

TABLE OF CONTENTS

Immediately following the cover letter there shall be a comprehensive Table of Contents, which must include a clear description of the content of the PROPOSAL identifying the information set forth therein by sequential page number and by section reference number.

PROPOSER'S DEMONSTRATED ABILITY

PROPOSER shall provide a narrative summary detailing and demonstrating their knowledge and experience related to:

- A. The efficient delivery of outreach services, including but not limited to those outlined in Section 7 of this RFB;
- B. Providing efficient and useful outreach services to a diverse population, in terms of racial demographics, languages spoken, income level, housed or unhoused status, with varying levels of substance abuse, dependency, or traumatic histories, or other factors;
- C. PROPOSER's operating history and qualitative and quantitative goals and objectives, including any outreach services it has or is currently providing in the CITY, as well as any population(s) served by PROPOSER's programs within the last five years;
- D. The ability to work in conjunction with and/or leverage existing systems of social service provision, including homeless services, at the City, County, and/or State level, including governmental, quasi-governmental, and non-governmental entities, as well as community-level organizations, of both a medical and non- medical nature; and

- E. Access and familiarity with the HMIS is not a requirement but is highly desired. **Please include whether your organization currently uses HMIS in your proposal.**

PROPOSER shall specifically identify in writing any specific knowledge and experience of prior government work for the CITY in the last five (5) years.

PROPOSERS are advised to review the Evaluation Process and Criteria (Section 12 of this RFB) for additional details relative to documenting Demonstrated Ability.

Smaller, community-based organizations are strongly encouraged to apply. Examples of community-based organizations include religious-based or religious-affiliated groups, including those that currently operate community outreach or feeding programs, neighborhood associations, business improvement districts, neighborhood beautification groups, "Friends of..." groups, service clubs, or student groups. Smaller, community based organizations are also encouraged to partner with other entities if and when feasible to do so. Smaller groups should submit proposals that are correctly scaled to their respective organization's size and capacity. Contracts will be negotiated on a Council District by Council District basis.

PROPOSER'S PROGRAM DESIGN

PROPOSER'S response to this RFB must include a discussion of the proposed approach and process for providing the Scope of Services as described earlier in this document. PROPOSER shall provide the following:

- A. A narrative overview describing PROPOSER'S plan for fulfilling the requirements of this RFB as identified in Section 7, Scope of Services;
- B. Recommendations for additional phases, steps, deliverables, services, or approaches not outlined by the CITY, but part of the PROPOSER'S best practices;
- C. PROPOSER must describe its approach in meeting the RFB's overall and specific requirements. PROPOSER shall state specific capabilities, specializations, approaches, and proposed methodologies, and demonstrate a clear understanding of the nature of the work to be performed under the proposed Contract and its relation to the CITY'S needs;
- D. PROPOSER must describe hiring practices, including any social equity or targeted hiring practices that focus on workforce development of individuals with lived experience (e.g. homelessness, substance abuse, etc.) or prior justice system involvement;
- E. PROPOSER must clearly detail the scope of its proposed program, including service area, operating hours, populations served, and types of crises addressed; and

- F. PROPOSERS are advised to review the Evaluation Criteria (Section 12 of this RFB) for additional details relative to documenting the proposed Program Design.
- G. PROPOSERS should indicate which geographic areas of the City they would prefer to serve. PROPOSERS may provide services in any area of the City or in a focused area of the City, as is appropriate for the organizational program. PROPOSERS interested in providing these services in focused areas of the City, rather than across the entire City, are encouraged to submit bids. PROPOSERS should note that Council Districts will be the designated service areas.

PROJECT SCHEDULE

PROPOSER shall submit a proposed implementation plan to implement the services described in the Scope of Work, which shall include a detailed timeline. At a minimum, PROPOSER'S plan shall include:

- A. A general description of PROPOSER'S proposed methodology for accomplishing the work specified in Section 7, Scope of Services;
- B. Target start date, end date, duration, and any dependencies for each activity and milestone; and
- C. A description of each activity, deliverable, or alternative proposed deliverable(s), the objective of the deliverable, and the estimated level of effort to complete the deliverable.

LITIGATION DISCLOSURE

PROPOSER shall reconfirm eligibility to enter into a CONTRACT with CITY by clearly identifying any past or current litigation that their corporation was/is involved in which also involves or involved the CITY. If the corporation has not been involved in any past or current litigation with CITY, then PROPOSER must so state.

LIST OF OPEN AND PENDING CONTRACTS

PROPOSER shall list all open contracts with the City by project name, location, and contracting entity.

COST CONFORMANCE

PROPOSER shall list all contracts in the past five years and identify cost conformance information for each, including costs over, under, or equal to the originally agreed upon contract total compensation amount. The list may include notes to explain any reasons for Cost non-Conformance.

COST OF SERVICES

PROPOSER shall include a line-item budget detailing its costs to perform the work proposed in response to this RFB. These costs must be reasonable and competitive. The PROPOSER shall state any applicable hourly rates for standard hours and extended hours (overtime) as well as any applicable discounts. The PROPOSER shall also clearly state which costs are one-time and which are on-going. Rates may only be changed by mutual agreement after the initial one-year contract period.

PROPOSERS are advised to review the Evaluation Process and Criteria (Section 12 of this RFB) for additional details relative to documenting the proposed cost.

Should a PROPOSER be selected to contract with the CITY for the services detailed in this RFB, the CITY reserves the right to negotiate with the PROPOSER any cost proposals before awarding the contract. The CITY also reserves the right to not require services that are not legally mandated.

INFORMATION REQUESTED AND NOT FURNISHED

The information requested and the manner of submission is essential to permit prompt evaluation of all PROPOSALS. Accordingly, CITY reserves the right to declare as non-responsive and reject any PROPOSALS in which information is requested and is not furnished or when a direct or complete answer is not provided.

ADHERENCE TO RFB FORMAT

Responses to this RFB must be made in accordance with the format set forth in this Section. Failure to adhere to this format may be cause for rejection of the PROPOSAL as non-responsive.

ALTERNATIVES

The PROPOSER shall not change any wording in this RFB or associated documents. Any explanation or alternatives offered shall be submitted in a letter attached to the front of the PROPOSAL documents. This letter shall fully describe in writing any omissions or deviations from the requirements set forth in this RFB and the reasons why said omissions or deviations are in the best interest of CITY. The effect of any omissions or deviations, including cost, on the proposed work shall also be included.

Alternatives that do not substantially meet CITY'S requirements cannot be considered. PROPOSALS offered subject to conditions and/or limitations by the PROPOSER may be rejected as non-responsive.

PROPOSAL ERRORS

PROPOSER is liable for all errors or omissions incurred by PROPOSER in preparing the PROPOSAL. Except as provided elsewhere in this RFB, PROPOSER will not be allowed to alter PROPOSAL documents after the due date for submission.

CITY reserves the right to make corrections or amendments due to errors identified in PROPOSAL by CITY or PROPOSER. This type of correction or amendment will only be allowed for errors such as typing, transposition or any other obvious error. Any changes will be date and time stamped and attached to PROPOSAL. All changes must be coordinated in writing with, authorized by and made by CITY.

WAIVER OF MINOR ADMINISTRATIVE IRREGULARITIES

CITY reserves the right, at its sole discretion, to waive minor administrative irregularities contained in any PROPOSAL.

INTERPRETATION AND CLARIFICATIONS

CITY will consider prospective recommendations or suggestions regarding any requirements before the Pre-Proposal Conference. All recommendations or suggestions must be in writing and submitted to CITY. CITY reserves the right to modify requirements on this RFB determined by CITY to be in its best interest. Any such modifications will be posted on the CITY'S Regional Alliance Marketplace for Procurement (RAMP) as "Amendments" to the RFB. It is the responsibility of PROPOSERS to check RAMP periodically for any amendments.

QUALIFICATIONS OF THE PROPOSER

PROPOSERS will only be considered from entities that have provided services to the community that correspond in whole or in part to the services described in Section 7, Scope of Services, for a period of no less than five (5) years within the past ten (10) years. The proposal must document that the PROPOSER and its staff meet the required qualifications and experience, and can satisfactorily perform the duties specified in the RFB. Proposals that do not document PROPOSER'S satisfaction of these minimum qualifications shall be deemed non-responsive, shall be rejected, and thus shall not be eligible for further consideration.

The PROPOSER must provide details as to type of services previously provided to the community or to other public agencies as it pertains to the delivery of governmental services and resource allocation, including the name of the public agency, contact person(s), telephone number(s), and dates, times and periods during which the indicated service was provided, and the extent and exact nature of the service provided. This section must also contain a statement

of express permission for the CITY to contact any identified present or previous customer regarding PROPOSER'S performance.

SUBCONTRACTORS

If a PROPOSER intends to use subcontractors, the proposal must identify each subcontractor, its task, schedules of performance and costs. The proposal must also provide information on the qualification and experience of each subcontractor. Subcontractors are not subject to the same five-year minimum requirement as described above for Proposers. Key personnel for subcontractors must be identified and a brief but complete statement of such key personnel's experience and background must also be provided. Notwithstanding the fact that a contractor may utilize subcontractors, the Contractor will remain responsible for performing all aspects of the scope of services and for ensuring that all work is performed appropriately and on schedule.

CONFLICT OF INTEREST

No employee of the City of Los Angeles whose position enables him/her to influence the selection of a response to this RFB, or any competing RFB, or any spouse or economic dependent of such employees, shall be employed in any capacity by a respondent to this RFP or have any other direct or indirect financial interest in the selection of the consultant for this contract.

The Contractor and any subcontractors under any Contract resulting from this RFB will be subject to Section 1090 of the California Government Code governing potential conflicts of interests involving public agencies within the State of California. In addition to the Contractor and any subcontractors themselves, officers and employees of the Contractor and any subcontractors who perform work for the City pursuant to this contract are subject to and shall comply with California Government Code Section 1090 and other State conflicts laws, such as the Political Reform Act, relating to conflicts of interests. The Contractor and any subcontractors, and their officers and employees, are hereby advised to obtain independent legal counsel in order to fully understand the penalties for violating Government Code Section 1090 and the other State conflicts laws, including criminal prosecution.

CORPORATION OR OTHER ENTITY CAPABILITY

The proposal must include a summary of the relevant background and experience of the entity submitting the proposal. Adequate documentation must be provided regarding the organizational and financial stability of the PROPOSER, in sufficient detail to substantiate that the PROPOSER has the organizational and financial stability to continue in business throughout the period of the contract, and will be able to successfully provide the services under the contract. The PROPOSER must provide validated evidence of its financial condition, such as a CPA certified annual report or annual operating statement, and any interim statement completed within the prior six (6) months.

INFORMATION ON BUSINESS LOCATION AND WORKFORCE

It is the policy of the CITY to encourage businesses to locate or remain in the CITY. Therefore, the CITY Council requires all CITY departments to gather information on the headquarters addresses and certain information on the employees of the firms contracting with the CITY.

If the PROPOSER is a joint venture or other collaboration of separate entities, each member of the joint venture or collaboration must submit such a list.

This information can be completed in the PROPOSER Workforce Information form, Appendix A.

PROPOSAL DEVIATION FROM RFB

The proposal must specify any deviation from the terms, conditions, and/or specifications of this RFB. Each such deviation must be fully identified and must include both the nature and the reason for the deviation, as well as a statement explaining the benefit to the CITY as a result of the deviation. The proposal must state specifically, "We have excluded no items in the Request for Proposal," or "We have included additional items in the Request for Proposal," and provide a list of all additional items.

ADDITIONAL DATA PROPOSER WISHES TO PRESENT

The proposal must include any other relevant information the PROPOSER believes is essential to the evaluation of the proposal. If the PROPOSER does not wish to present any additional data, the proposal must state specifically, "There is no other information we wish to present."

STATEMENT OF NON-COLLUSION

Each proposal must include an executed Statement of Non-Collusion attached to this RFB as Appendix B.

NONDISCRIMINATION, EQUAL EMPLOYMENT PRACTICES AND AFFIRMATIVE ACTION PROGRAM (NON-CONSTRUCTION AND CONSTRUCTION)

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, Non-discrimination Clause.

All contracts (both construction and non-construction) for which the consideration is \$1,000 or more shall comply with the provisions of Los Angeles Administrative Code Sections 10.8.3, Equal Employment Practices Provisions. By affixing its signature on a contract that is subject to

the Equal Employment Practices Provisions, the Contractor shall agree to adhere to the provisions in the Equal Employment Practices Provisions for the duration of the contract.

All contracts (both construction and non-construction) for which the consideration is \$25,000 or more shall comply with the provisions of Los Angeles Administrative Code Sections 10.8.4., Affirmative Action Program Provisions. By affixing its signature on a contract that is subject to the Affirmative Action Program Provisions, the Contractor shall agree to adhere to the provisions in the Affirmative Action Program Provisions for the duration of the contract.

Furthermore, contractors shall include similar provisions in all subcontracts awarded for work to be performed under the contract with the CITY and shall impose the same obligations. The contract with the subcontractor that contends similar language shall be made available to the Office of Contract Compliance upon request.

PROPOSER 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 web site at <http://bca.lacity.org>.

CHILD SUPPORT OBLIGATIONS

PROPOSERS are advised that any contract awarded pursuant to this RFB will be subject to the applicable provisions of Los Angeles Administrative Code Section 10.10, Child Support Obligations. CITY policy also requires that all contractors performing work for the CITY comply with all applicable state and federal reporting requirements relative to legally mandated child support. PROPOSERS must refer to Appendix C – Child Support Obligations for further information and instructions and must submit the required declaration at the time proposals are submitted.

SERVICE CONTRACTOR WORKER RETENTION AND LIVING WAGE ORDINANCES

Unless approved for an exemption, contractors under contracts primarily for the furnishing of services to or for the CITY and that involve an expenditure 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). PROPOSERS shall refer to Appendix D "Service Contractor Worker Retention Ordinance and Living Wage Ordinance" for further information regarding the requirements of the Ordinances.

PROPOSERS who believe that they meet the qualifications for one of the exemptions shall apply for exemption from the Ordinance by completing and submitting with the appropriate Exemption/Non-Coverage Application form with their proposal. Application forms are as follows: Exemption Application (Form LW-10), Small Business Exemption Application (Form LW-26),

501(c)(3) Non-profit Exemption Application (Form OCC/LW- 28), and Non-Coverage Determination Application (Form OCC/LW-29). These forms and more detailed information about the ordinances are available on the Bureau of Contract Administration's website at <https://bca.lacity.org>. The List of Statutory exemptions, the Application and the Certification are included in the Appendix D.

EQUAL BENEFITS ORDINANCE / FIRST SOURCE HIRING ORDINANCE

If a contract is subject to the Equal Benefits Ordinance (EBO) and/or the First Source Hiring Ordinance (FSHO), PROPOSERS are required to complete a streamlined EBO/FSHO Compliance Affidavit web application form that is located on the CITY'S Regional Alliance Marketplace for Procurement (RAMP) at <https://www.rampla.org>. PROPOSERS are responsible for creating a RAMP profile and completing and submitting the affidavit. See below for the additional details about the EBO and the FSHO.

EQUAL BENEFITS ORDINANCE

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, EBO.

All PROPOSERS shall complete and submit the Equal Benefits Ordinance Compliance Affidavit, available on the CITY'S RAMP residing at <https://www.rampla.org>, prior to award of a CITY contract, which exceeds \$25,000. The affidavit shall be valid for a period of three (3) years from the date it is first uploaded onto the CITY'S RAMP. PROPOSERS do not need to submit supporting documentation with their bids or proposals. However, the CITY may request supporting documentation to verify that the benefits are provided equally as specified on the EBO Affidavit.

PROPOSERS seeking additional information regarding the requirements of the EBO may visit the Bureau of Contract Administration's website at <http://bca.lacity.org>.

FIRST SOURCE HIRING ORDINANCE

Unless approved for an exemption, contractors under contracts primarily for the furnishing of services to or for the CITY, the value of which exceeds \$25,000 with a term of at least three (3) months, and certain recipients of CITY Loans or Grants, shall comply with the provisions of Los Angeles Administrative Code Sections 10.44 *et seq.*, FSHO.

All PROPOSERS shall complete and electronically sign the FSHO Compliance Affidavit available on the CITY'S RAMP residing at <https://www.rampla.org> prior to award of a CITY contract. The affidavit shall be valid for a period of three years from the date it is first uploaded on the CITY'S RAMP.

PROPOSERS seeking additional information regarding the requirements of the FSHO may visit the Bureau of Contract Administration's website at <http://bca.lacity.org>.

CONTRACTOR RESPONSIBILITY ORDINANCE

PROPOSERS are advised that any contract awarded will be subject to the provisions of the Contractor Responsibility Ordinance (Los Angeles Administrative Code, Section 10.40 *et seq.*).

PROPOSER must refer to Appendix E – Contractor Responsibility Ordinance for additional information and instructions. All PROPOSERS must complete and return with their proposal, the Responsibility Questionnaire included in Appendix E. Failure to return the completed Questionnaire may result in a PROPOSER being deemed non-responsive.

SLAVERY DISCLOSURE ORDINANCE

Unless otherwise exempt, in accordance with the provisions of the Slavery Disclosure Ordinance, any contract awarded pursuant to this RFB will be subject to the Slavery Disclosure Ordinance, Section 10.41 of the Los Angeles Administrative Code.

All PROPOSERS shall complete and upload, the Slavery Disclosure Ordinance Affidavit (one (1) page) available on the CITY'S RAMP residing at <https://www.rampla.org> prior to award of a CITY contract.

PROPOSERS seeking additional information regarding the requirements of the Slavery Disclosure Ordinance may visit the Bureau of Contract Administration's web site at <http://bca.lacity.org>.

BUSINESS INCLUSION PROGRAM

PROPOSERS shall comply with requirements of the Business Inclusion Program.

MUNICIPAL LOBBYING ORDINANCE

The PROPOSER shall submit the applicable Municipal Lobbying Ordinance Compliance Form – Proposer Certification CITY Ethics Commission (CEC) Form 50, attached as Appendix G, with their proposal.

PROPOSERS CONTRIBUTIONS

PROPOSERS are subject to Charter section 470(c)(12) and related ordinances. As a result, PROPOSERS 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 PROPOSERS, twelve (12) months after the contract is signed. The PROPOSER'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.

PROPOSERS must submit CEC Form 55, provided in Appendix H, to the awarding authority at the same time the response is submitted. The form requires PROPOSERS to identify their principals, their subcontractors performing \$100,000 or more in work on the contract, and the principals of those subcontractors. PROPOSERS 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 will be deemed non-responsive. PROPOSERS who fail to comply with CITY law may be subject to penalties, termination of contract, and debarment. Additional information regarding these restrictions and requirements may be obtained from the CEC at (213) 978-1960 or ethics.lacity.org.

FAIR CHANCE INITIATIVE FOR HIRING ORDINANCE

Any contract awarded pursuant to this RFB/RFP/RFQ will be subject to the Fair Chance Initiative for Hiring Ordinance (FCIHO), Section 10.48 of the Los Angeles Administrative Code. The Ordinance provides, among other things, that contractors/subcontractors with at least 10 employees are: prohibited from seeking a job applicant's criminal history information until after a job offer is made; must post FCIHO information in conspicuous places at worksites; and cannot withdraw a job offer based on an applicant's criminal history unless a link has effectively been made between the applicant's criminal history and the duties of the job position. PROPOSERS seeking additional information regarding the requirements of the Fair Chance Initiative for Hiring Ordinance may visit the Bureau of Contract Administration's website at <http://bca.lacity.org>.

CONTRACTOR EVALUATION ORDINANCE

PROPOSERS are advised that any contract awarded as a result of this RFB process will be subject to the provisions of the Contractor Evaluation Ordinance (Los Angeles Administrative Code, Section 10.39 *et seq.*). In accordance with this Ordinance, the CITY must conduct an evaluation of a contractor's performance at the end of the contract.

The CITY may also conduct evaluations of the Contractor's performance during the term of the contract. Evaluations will be based on a number of criteria, including the quality of the work product or service performed, the timeliness of performance, financial issues, and the expertise of personnel that the contractor assigns to the Agreement. Information from the evaluations will be kept in a centralized database, and CITY departments will consider that information when awarding future contracts.

IRAN CONTRACTING ACT OF 2010

In accordance with California Public Contract Code Sections 2200-2208, all proposers submitting proposals for, entering into, or renewing contracts with the CITY for goods and services estimated at \$1,000,000 or more is required to complete, sign, and submit the "Iran Contracting Act of 2010 Compliance Affidavit" (Appendix J).

VACCINE MANDATE

PROPOSERS are advised that any contract awarded as a result of this RFB will be subject to provision of Ordinance 187134. In accordance with this Ordinance, employees of Contractor and/or persons working on its behalf, including but not limited to, subcontractors, while performing services under any contract awarded as a result of the RFB must be fully vaccinated against the novel coronavirus (COVID-19).

10. PRE-PROPOSAL CONFERENCE

OPTIONAL PROPOSERS CONFERENCE

An optional Proposers conference will be held on _____ **PDT.**

Click the following link to register for the Proposers conference:

https://us02web.zoom.us/meeting/register/tZwuc-qgrzooGNIDHvRjCOve_UoVHceOBeRZ.

SUBMITTAL OF WRITTEN QUESTIONS

At the optional Pre-Proposal Conference, a panel of CITY representatives will be available to reply to relevant questions from prospective PROPOSERS concerning this RFB. To maximize the effectiveness of the conference, PROPOSERS are asked to submit any questions in writing to the attention of **Margaret Wynne**, RFB Administrator. Questions should be e-mailed to her at cao.rfresponse@lacity.org no later than **5 PM PDT** on _____, **2022**. The subject line should include the words General Homeless Outreach. Responses to written questions will be posted on RAMP.

ATTENDANCE AT CONFERENCE

Attendance at the Proposers Conference is optional. Attendees at the conference will be responsible for taking their own notes. The meeting will be held virtually.

REASONABLE ACCOMMODATIONS FOR PERSONS WITH DISABILITIES

As an entity covered under Title II of the Americans with Disabilities Act, the CITY does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its proposals, programs, services, and activities. If an individual with a disability requires accommodations to attend the Pre-Proposal Conference, contact the RFB/Contract Administrator at least three (3) business days prior to the scheduled event.

11. DEADLINE FOR SUBMISSION OF PROPOSALS

NUMBER OF COPIES REQUIRED

The PROPOSER must submit an original proposal and must bear the actual signature(s) of the person(s) authorized to sign the proposal.

DEADLINE AND ADDRESS FOR SUBMITTAL OF PROPOSAL

Proposals must be delivered electronically and received no later than 5 p.m. PDT on _____, 2022 to the following address: cao.rfpresponse@lacity.org.

The subject line must clearly identify the RFB for which the proposal is submitted with the following or a similar statement: **“General Homeless Outreach”**

Persons who deliver proposals will be issued a “Notice of Receipt of Proposal.” Timely submission of proposals is the sole responsibility of the PROPOSER. **Proposals submitted via U.S. Mail, in-person, fax, or e-mail will not be accepted.**

Proposals must be received by the CAO on or before the submission deadline specified in this RFB. Any proposal received after the deadline, regardless of reason, will not be accepted, and will be returned to the PROPOSER unopened. **Therefore, all proposals delivered after 5 p.m. PDT on the due date will be returned unopened to applicants.** The addition of substantive supplemental information or modifications to the proposal will not be allowed after the submission deadline. The CITY reserves the right to determine the timeliness of all proposal submissions.

WITHDRAWAL OF PROPOSALS

PROPOSER may withdraw submitted PROPOSAL in writing at any time prior to the specified deadline. Signed withdrawal requests on PROPOSER'S letterhead may be attached to an email and sent to cao.rfpresponse@lacity.org. After withdrawing a previously submitted PROPOSAL, the PROPOSER may submit another PROPOSAL at any time up to the specified deadline.

12. EVALUATION PROCESS AND CRITERIA

EVALUATION PROCESS

PROPOSALS will be evaluated by a review committee composed of representatives of the CITY and other governmental entities at the discretion of the CITY. The Committee will evaluate the PROPOSALS on the basis of which PROPOSAL is the most responsive and responsible in performing the professional, scientific, expert, technical or other special services set forth in this RFB. PROPOSALS will be awarded a maximum of 100 points.

EVALUATION CRITERIA

CITY will review and score each complete and fully responsive PROPOSAL. Attention will be given to the quality of responses to the RFB and verifiability of the PROPOSAL information and documentation.

PROPOSALS will be evaluated based on three areas, Demonstrated Ability, Program Design, and Cost. Additional content to include is provided in Section 9, Contents of Proposal.

DEMONSTRATED ABILITY (40 POINTS)

The PROPOSER must demonstrate the knowledge and ability to perform requested services as described in this RFB. Discuss the following in the narrative response:

- A. Current services and/or programs provided and populations served;
- B. History and experience developing and deploying outreach teams; and
- C. Current integration with and/or partnership with existing governmental, quasi-governmental, and non-governmental entities, including community-level organizations, including duration and nature of partnership.

PROGRAM DESIGN (40 POINTS)

The PROPOSER must provide a detailed program design narrative that describes how it will meet the deadlines in its Project Schedule, and the actions it will take to satisfactorily provide the services outlined in Section 7 of this RFB. Discuss the following in the narrative response:

A. Detailed list, by name, title, and qualifications, of lead program staff (include documentation of any licenses required to perform anticipated duties);

B. Process by which each service in Section 7 will be addressed;

C. Specific scope and scale of the proposed program, including:

1. Populations served;
2. Type of outreach provided by CONTRACTOR;
3. Proposed service days/hours and geography served (PROPOSERS must specify geographic area by a commonly-accepted measure, such as census tracts, zip codes, or similar in order to allow for comparison across proposals); and

D. Feasibility, timeframes, and strategies for integrating with existing cleanup operations and staffing team(s) to provide services;

E. Identification of hiring practices including any social equity or targeted hiring practices that focus on workforce development of individuals with lived experience (e.g. homelessness, substance abuse, etc.) or prior justice system involvement;

F. The CONTRACTOR personnel and resources that will be assigned to work on each service (see also Cost, item A below);

G. What CITY resources will be required for CONTRACTOR to successfully meet the CONTRACT requirements; and

H. The actions necessary to meet the deadlines in the proposed Project Schedule.

COST (20 POINTS)

Costs will be compared with those submitted by other PROPOSERS and evaluated on the following factors:

A. Line-item budget detailing PROPOSER's costs to perform the work proposed in response to this RFB, including any applicable hourly rates for standard hours and extended hours (overtime), all non-salary costs (e.g. equipment, uniforms, vehicles, etc.), overhead costs, as well as any applicable discounts, clearly identifying one-time vs. on-going costs;

B. PROPOSER must include a list, by name and title, of lead program staff;

C. History of PROPOSER's cost conformance.

ORAL PRESENTATIONS

After evaluations are completed, the CITY may offer PROPOSERS the opportunity to give an oral presentation. However, no proposal may be altered or enhanced during an oral presentation.

13. PROTEST PROCESS

Any protest to a proposal award must be:

- In writing;
- Stating the specific reasons for the protest; and
- Stating how the PROPOSER's proposal met the requirements of the RFB.

Upon receipt of a written protest, the RFB Administrator will furnish the protester with a written statement setting forth the reasons for the proposed award. An administrative hearing will be held within five (5) working days after receiving the protest, unless waived by the PROPOSER.

At or prior to the hearing, the protester may submit written documentation as to why the award should not be made according to the CITY'S plans. Following the hearing, the RFB Administrator will provide written notification of the determination to the protesting party. Such notification shall be mailed within five (5) working days.

14. CONTRACT TERMS AND CONDITIONS

The CITY anticipates issuing an initial contract for two (2) years with two (2) additional one-year options to extend the Agreement subject to the CITY'S needs, availability of funds, and the Contractor's satisfactory performance. The PROPOSER(S) to whom the contract is awarded will be required to enter into a written contract with the CITY in a form approved by the City Attorney. This RFB and the proposal, or any part thereof, may be incorporated into and made a part of the final contract. However, the CITY reserves the right to further negotiate the terms and conditions of the contract with the selected PROPOSER.

The document titled "Standard Provisions for CITY Contracts (Rev. 10/21)" is attached hereto as Appendix K and will be incorporated into and made a part of the final contract.

CITY STANDARD PROVISIONS FOR PERSONAL SERVICES CONTRACTS – INSURANCE/INDEMNITY

The selected PROPOSER(S) shall access insurance information on the internet through the City Administrative Officer (CAO) Risk Management website. For information, go to:

http://cao.lacity.org/risk/Submitting_proof_of_Insurance.pdf

Through the KwikComply system, a broker can have insurance approval within twenty- four (24) hours. Insurance requirements for this RFB are provided as an attachment to the Appendix L Required Insurance and Minimum Limits.

CITY BUSINESS TAX REGISTRATION CERTIFICATE

The selected PROPOSER(S) shall obtain and keep current a Business Tax Registration Certificate Number and all such certificates required of it and shall not allow any such certificate(s) to be revoked or suspended while any contract is in effect. Contractors may apply online through the Los Angeles Office of Finance:

<https://finance.lacity.org/tax-education/new-business-registration/how-register-btrc>

15. APPENDICES

Appendix A PROPOSER Workforce Information
Appendix B Statement of Non-Collusion
Appendix C Child Support Obligations
Appendix D Service Contractor Worker Retention and Living Wage Ordinances
Appendix E Contractor Responsibility Ordinance
Appendix F Business Inclusion Program (BIP) Requirements
Appendix G Municipal Lobbying Ordinance CEC Form 50
Appendix H Proposer Campaign Contributions and Fundraising
Appendix I Fair Chance Initiative for Hiring Ordinance
Appendix J Iran Contracting Act of 2010
Appendix K Standard Provisions for City Contracts (Rev. 10/21 v.4)
Appendix L Required Insurance and Minimum Limits

16. PROPOSER CHECKLIST

GENERAL INFORMATION

____ One (1) electronic signed copy of the proposal

REQUIRED CONTENT OF PROPOSAL (REFER TO SECTION 9 FOR DETAILS)

- ____ Cover Letter with Appropriate Signatures
- ____ Table of Contents
- ____ Proposer Demonstrated Ability

- ____ Proposer Program Design
- ____ Project Schedule
- ____ Litigation Disclosure
- ____ List of Open and Pending Contracts
- ____ Proposer References
- ____ Cost Conformance
- ____ Cost of Services
- ____ Alternatives
- ____ Qualifications of the PROPOSER, including List of References
- ____ Subcontractors
- ____ Conflict of Interest
- ____ Key Personnel
- ____ Corporate or Other Entity Capability
- ____ Statement Regarding Proposal Deviation from RFB
- ____ Statement Regarding Additional Data
- ____ Statement Regarding California Public Records Act (If PROPOSER Claims Any Exemption)

REQUIRED RELATED DOCUMENTS TO BE SUBMITTED WITH PROPOSAL

- ____ Information on Business Location and Workforce (Appendix A)
- ____ Statement of Non-Collusion Form(s) (Appendix B)
- ____ Child Support Obligations (Appendix C)
- ____ Service Contractor Worker Retention and Living Wage Ordinance Forms, as appropriate (Appendix D)
- ____ Contractor Responsibility Ordinance Forms (Appendix E)
- ____ Business Inclusion Program (BIP) Schedule A (Appendix F)
- ____ Municipal Lobbying Ordinance CEC Form 50 (Appendix G)
- ____ Proposers Campaign Contributions and Fundraising CEC Form 55 (Appendix H)
- ____ Iran Contracting Act of 2010 (Appendix J)
- ____ Required Insurance and Minimum Limits (Appendix L)

REQUIRED RELATED DOCUMENTS TO BE SUBMITTED ONLINE (RAMP)

- ____ Equal Benefits Ordinance/First Source Hiring Ordinance
- ____ Slavery Disclosure Ordinance
- ____ Business Tax Registration Certificate