

REPORT FROM

## OFFICE OF THE CITY ADMINISTRATIVE OFFICER

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Date: April 7, 2023

CAO File No. 0220-05827-0002

Council File No. 20-0769-S3

Council District: Citywide

To: The City Council

From: Matthew W. Szabo, City Administrative Officer 

Reference: Motion (Blumenfield) C.F. 20-0769-S3; adopted February 3, 2021

Subject: **UNARMED MODEL OF CRISIS RESPONSE REQUEST FOR PROPOSALS –  
PILOT PROGRAM CONTRACTING AUTHORITY AND TRANSFER OF FUNDS**

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### RECOMMENDATIONS

That the Council, subject to the approval of the Mayor:

1. Authorize the City Administrative Officer (CAO) to negotiate, execute and administer service agreements with Alcott Center for Mental Health Services (Alcott), Exodus Recovery, Inc. (Exodus) and Penny Lane Centers (Penny Lane), to provide unarmed crisis response services within designated pilot program geographic areas, for a term of one-year and for an aggregate contract amount of \$10,504,461, subject to the approval of the City Attorney, as to form;
2. Authorize the Controller to appropriate \$5,186,581 from the Unappropriated Balance – Community Initiatives line item, to the Office of the City Administrative Officer, Department 10, Fund 100, Account 003040, Contractual Services; and,
3. Authorize the CAO to make and technical corrections or clarifications to the above instructions to effectuate these recommendations.

### BACKGROUND

On October 14, 2020, the Council adopted a report from the Ad Hoc Committee on Police Reform relative to developing an unarmed model of crisis response (C.F. 20-0769). This report directed the Office of the City Administrative Officer (CAO), with the assistance of the Los Angeles Police Department (LAPD), the Chief Legislative Analyst (CLA), and the City Attorney, to develop and issue a Request for Proposals (RFP) seeking one or more non-profit partners to implement a pilot program for mobile crisis response modeled after the Crisis Assistance Helping Out On The Streets (CAHOOTS) Program in Eugene, Oregon. On February 3, 2021, a Motion (Blumenfield – Harris-Dawson – Price, C.F. 20-0769-S3) was introduced instructing the Office of the City Administrative Officer to report on the status of the RFP, and to provide quarterly reports with updates on the

rollout and implementation of the program. The CAO released a First Status Report and Timeline on February 19, 2021, which was adopted by Council at its meeting on April 7, 2021. The CAO subsequently released a Second Status Report and Draft Request for Proposals June 30, 2021, which was referred to the Public Safety Committee on July 1, 2021.

## **SUMMARY**

This report provides a status update and recommendations relative to the establishment of an one-year pilot program to provide unarmed crisis response services. This Office is currently preparing a separate report responsive to many of the outstanding Council motions related to unarmed crisis response, including C.F. 22-0979, which directs a “report on a multi-year transition plan to shift responsibility for non-violent calls related to homelessness and emergency crisis response to unarmed civilian personnel, and to implement alternative models and methods for traffic safety enforcement that do not rely on law enforcement (C.F. 20-0875). Also include a year-by-year expansion plan for the pilots and necessary budgetary requirements, and an analysis of whether, and if so, how these services should be eventually ... brought under the purview of City departments, rather than external providers.” The forthcoming report will also provide information and options for the management and oversight of the unarmed crisis response pilot programs. In the interim, the pilot program will be managed by the CAO.

## **Proposal Process and Selection**

On March 11, 2022, the CAO released a RFP seeking a qualified contractor or contractors to provide a one-year pilot program for an unarmed model of crisis response. The RFP document is included as an attachment.

### Scope of Services

The Scope of Services is included as Section 5 in the attached RFP (see Attachment 2). It outlines that the City intends to enter into a contract or contracts with one or more non-profit partners to implement a one-year pilot program for mobile crisis response services modeled after the Crisis Assistance Helping Out on the Streets (CAHOOTS) program based in Eugene, Oregon, or similarly established unarmed crisis response programs. It anticipated that this pilot program would be implemented for a period of one year in order to identify strengths, weaknesses, best practices and program metrics, to effectively determine the scalability to expand the program citywide, should it be deemed as successful. Following the effective implementation of a pilot program, the City intends to scale the program to provide unarmed crisis response coverage citywide on a continuous 24-hour, 365 days a year basis. As such, though a proposed pilot program may be more limited in scope, the proposer(s) should include a plan for the scalability of the program to possibly expand to provide the full scope of desired services and a discussion of how services could be provided citywide after the pilot program period has ended. This plan may be gradual, addressed in stages, and include additional partners and/or resources as needed. It should be noted that a full-scale citywide program is likely going to require multiple contractors and it is hoped that the performance of the pilot program will facilitate a better understanding of the overall scope, needs and outcomes of a full service program.

The proposed pilot program must:

- Fully integrate with existing dispatch systems and protocols;
- Furnish service providers and specialists to respond immediately to non-violent calls that may have a social services impact, including but not limited to (a) mental health, (b) substance abuse, (c) suicide threats, (d) behavioral distress, (e) conflict resolution, and (f) welfare checks;
- Provide follow-through and/or wraparound care to resolve crises;
- Integrate social equity or targeted hiring practices to include lived experience or prior justice system involvement;
- Furnish and report on detailed records of dispatch calls received and the outcomes thereof; and,
- Allow for scalability in terms of geographic area, service hours, and services provided from the pilot program to a full-scale program.

### Responses and Evaluation

The CAO received three proposals by the April 25, 2022 submission deadline. The selection Panel consisting of representatives from the Office of the CAO, Los Angeles Fire Department, Los Angeles Police Department, and Los Angeles Homeless Services Authority evaluated and scored the proposals. The selection criteria was based on the following categories: Demonstrated Ability (40 points); Program Design (40 points); and Cost (20 points), for a maximum total of 100 points.

The evaluation panel reviewed the three proposals, and it was determined that all three proposals could provide the services described in the scope of work. The three service providers, Alcott Center for Mental Health Services (Alcott), Exodus Recovery, Inc. (Exodus) and Penny Lane Centers (Penny Lane), all submitted proposed pilot programs that met the requirements of the RFP. Based upon this evaluation and given the need for these services citywide, it was determined that all three service providers should be recommended for inclusion in the pilot program. The business locations for the three services providers are as follows: Alcott is located in the Pico-Robertson community of Los Angeles, Exodus is located in Culver City, and Penny Lane is based in the North Hills community of the San Fernando Valley.

### Proposed Pilot Program Service Delivery Areas

During the one-year pilot program, services will be provided in specific areas of the City. These areas were originally determined by the service providers in the proposals submitted based on where services could feasibly be provided during a pilot program, and subsequently, a few areas were added to provide additional service area coverage. As the program will be utilizing the Los Angeles Police Department dispatch system to receive calls, the proposed service areas are defined along Los Angeles Police Department (LAPD) Area Division boundaries. The proposed service areas for the pilot program are provided in the table below, and a map of the service areas is included as Attachment 1. Although the service areas are designated by LAPD Division, the Council Districts covered by these Divisions are also included for reference. It should be noted that

the Council District areas served by the pilot program might only cover a portion of the District, due to the alignment of the corresponding LAPD Division boundaries. Additionally, all areas may not be covered at the beginning of the pilot program and will instead be implemented in phases. As stated in the RFP, there is an opportunity to subsequently expand these services citywide at the end of the pilot program.

<b>Service Provider</b>	<b>Proposed Service Area(s)</b>
Alcott Center for Mental Health Services	West LA (CDs 5, 10, and 11)
Exodus Recovery, Inc.	Southeast (CDs 8, 9, and 15), Hollenbeck (CDs 1 and 14), Pacific (CDs 5 and 11), West LA (CDs 5, 10, and 11), Newton (CDs 9 and 14), Northeast (CDs 1, 4, 13, and 14), and Rampart (CDs 1 and 13)
Penny Lane Centers	Devonshire (CDs 3 and 12), Mission (CDs 6 and 7), Van Nuys (CDs 4 and 6), and North Hollywood (CDs 2, 4, and 6)

Scope of Work and Cost

The proposed Agreement has not yet been finalized with the three service providers. It is the intent of this Office to prepare and execute Agreements based on the RFP provisions and the submitted proposals. The proposed costs for a one-year pilot program as submitted by the service providers are shown in the table below. The CAO will administer the pilot program contracts on an interim basis until the Mayor and Council authorize a permanent administrator. As part of the proposal submission process, each service provider included an estimated timeline for the preparation required for program implementation, including the time needed to hire staff and acquire vehicles and other equipment. Based on the information provided, the estimated implementation dates from the date of contract execution are as follows: Alcott estimates one month, Exodus estimates six weeks, and Penny Lane estimates 60 days. Should any issues occur that affects the program implementation dates, an update will be provided. The proposed cost of the pilot program contracts for each service provider is shown below:

<b>Service Provider</b>	<b>Cost</b>
Alcott Center for Mental Health Services	\$833,580
Exodus Recovery, Inc.	\$8,552,908
Penny Lane Centers	\$1,117,973
<b>Total</b>	<b>\$10,504,461</b>

Funding for these services was originally provided in the 2021-22 Adopted Budget within the Unappropriated Balance, which included a total of \$13,649,000 for Community Initiatives. Of this amount, \$3,649,000 was set aside for sidewalk vending outreach (\$500,000), Climate Emergency Community Outreach (\$500,000), Basic Income Guaranteed program costs (\$2,649,000), and Public Safety Alternatives for exploring various law enforcement alternatives (\$10,000,000). Of the \$10,000,000 that was designated for Public Safety Alternatives, \$7,436,581 is currently available. Two recently approved motions related to unarmed crisis response have also recommended utilizing these funds. One motion (C.F. 22-1312) recommended that \$1,250,000 be appropriated to support the Tarzana Treatment Center's mobile unit to provide unarmed crisis response and healthcare services for people experiencing homelessness within the Third Council District. A subsequent motion (C.F. 22.0978-S1) included a transfer of \$1,000,000 from this account in the Unappropriated Balance to immediately create the Office of Unarmed Crisis Response and Safety. Taking these motions into account, there is \$5,186,581 remaining to fund the proposed pilot program, resulting in a shortfall of \$5,317,880 for the total proposed budget amount. The remaining funding would need to be addressed through the 2023-34 budget process or through a subsequent budget request. This report includes a recommendation to transfer the available funding in the Unappropriated Balance to the CAO for the estimated program costs in the current year.

## **FISCAL IMPACT STATEMENT**

There is no fiscal impact to the General Fund associated with the recommendations provided in this report. Funding for the proposed agreements in the current year is available in the Unappropriated Balance. Any remaining funding needs would need to be addressed through the 2023-24 budget process.

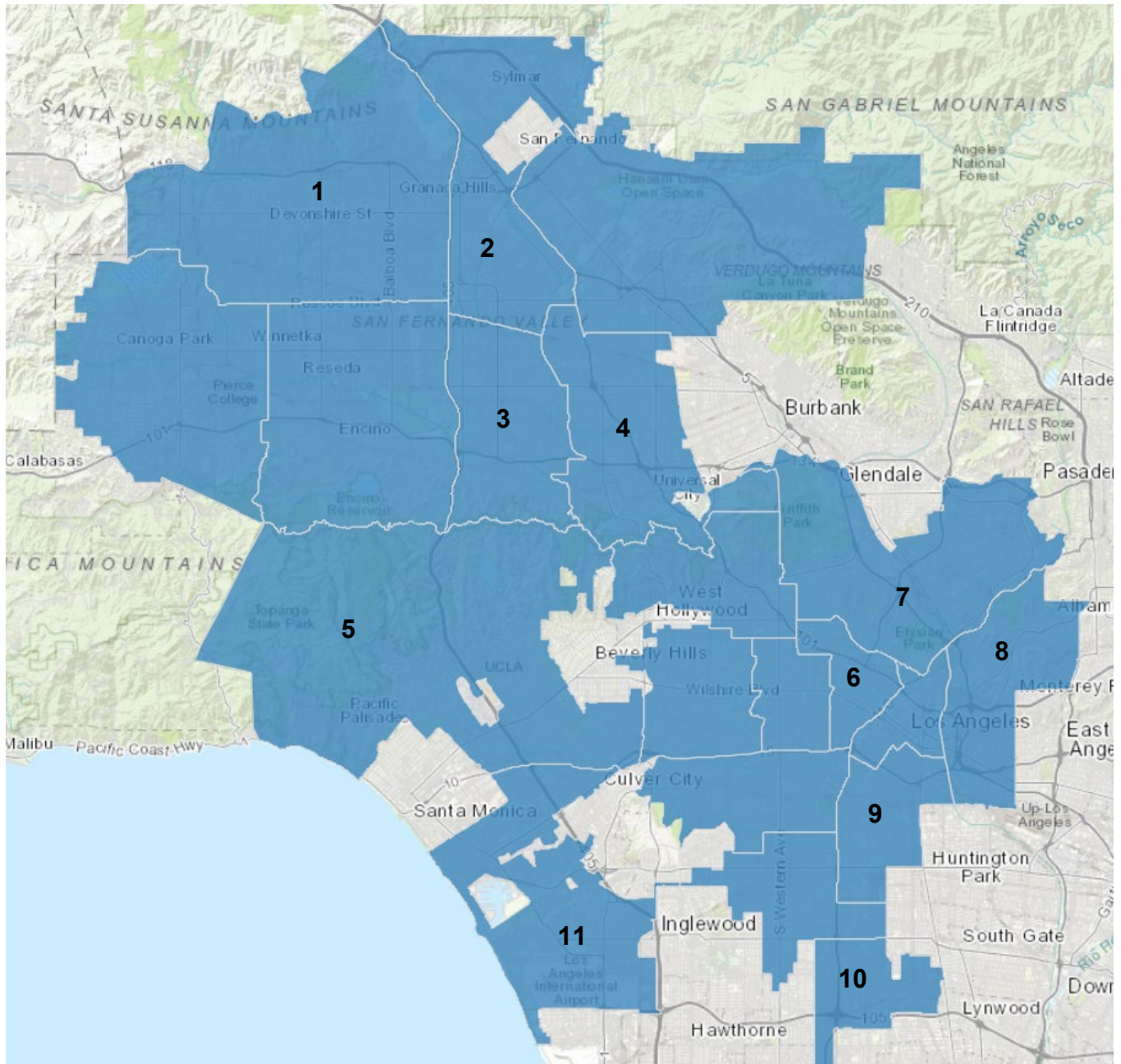
## **FINANCIAL POLICIES STATEMENT**

The recommendations in this report are consistent with the City's Financial Policies in that current operations will be funded by current appropriations.

*MWS:LLE:04230076*

Attachments

### Map of Proposed Service Areas by LAPD Division



- 1. Devonshire
- 2. Mission
- 3. Van Nuys
- 4. North Hollywood
- 5. West Los Angeles
- 6. Rampart
- 7. Northeast
- 8. Hollenbeck
- 9. Newton
- 10. Southeast
- 11. Pacific

**REQUEST FOR PROPOSALS**  
**UNARMED MODEL OF CRISIS RESPONSE**  
**FOR THE**  
**OFFICE OF THE CITY ADMINISTRATIVE OFFICER**



**ISSUED BY**  
**CITY OF LOS ANGELES**  
**OFFICE OF THE CITY ADMINISTRATIVE OFFICER**  
**PUBLIC SAFETY GROUP**

**MARCH 11, 2022**

**REQUEST FOR PROPOSALS  
UNARMED MODEL OF CRISIS RESPONSE  
FOR THE OFFICE OF THE CITY ADMINISTRATIVE OFFICER**

**DATE ISSUED:** MARCH 11, 2022

**TITLE:** Unarmed Model of Crisis Response

**DESCRIPTION:** The Office of the City Administrative Officer (CAO) is seeking through this Request for Proposals (RFP) a qualified contractor to provide an unarmed model of crisis response.

**MANDATORY**

**BIDDERS CONFERENCE:** Friday, March 25, 2022, 1:00 p.m.  
(Pacific Time)  
To be held virtually

**RFP Administrator:** Lindsey Estes  
Office of the City Administrative Officer  
200 N. Main Street, Room 1500  
City Hall East  
Los Angeles, California 90012  
E-mail: [cao.rfpresponse@lacity.org](mailto:cao.rfpresponse@lacity.org)

**SUBMISSION DEADLINE:** Monday, April 25, 2022, 4:00 p.m.  
(Pacific Time)

Proposals are to be submitted via an electronic cloud-based storage format (e.g. Dropbox, Google Drive, OneDrive, etc.). Access link(s) and any password(s) for password-protected folders and files in the cloud storage shall be emailed to [cao.rfpresponse@lacity.org](mailto:cao.rfpresponse@lacity.org) with the email subject as follows: "RFP Unarmed Model of Crisis Response Submission – [Contractor Name]" and received by the Office of the City Administrative Officer by **4:00 P.M. (PACIFIC TIME) ON MONDAY, APRIL 25**. Failure to submit access link(s) and password(s) for submissions by the deadline will result in a disqualification.

Submissions must be in portable document format ("PDF") with optical character recognition ("OCR") enabled. **Proposals submitted via hard copy, fax, or flash drive will not be accepted.** Timely submission is the sole responsibility of the proposer.



**REQUEST FOR PROPOSALS  
UNARMED MODEL OF CRISIS RESPONSE  
FOR THE OFFICE OF THE CITY ADMINISTRATIVE OFFICER**

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## 1. Introduction

The City of Los Angeles (“CITY”), as a local government serving its constituency, has an obligation to provide services in a cost efficient manner within available funds. To that end, the CITY is seeking proposals to provide unarmed crisis response within the City to better serve residents and improve the deployment of resources.

## 2. Background

On October 14, 2020, the Council adopted a report from the Ad Hoc Committee on Police Reform relative to developing an unarmed model of crisis response (C.F. 20-0769). This report directed the Office of the City Administrative Officer (CAO), with the assistance of the Los Angeles Police Department (LAPD), Chief Legislative Analyst (CLA), and City Attorney, to develop and issue a Request for Proposals (RFP) seeking one or more non-profit partners to implement a one-year pilot program for mobile crisis response modeled after the Crisis Assistance Helping Out On The Streets (CAHOOTS) Program in Eugene, Oregon.

The intent of this pilot program is to eventually implement an unarmed crisis response model that would operate Citywide 24-hours per day, 365 days per year. This program would respond to non-violent calls that may have a social services impact including but not limited to (a) mental health, (b) substance abuse, (c) suicide threats, (d) behavioral distress, (e) conflict resolution, and (f) welfare checks. Appendix M provides data on the current volume and type of calls handled by LAPD dispatch that could be diverted to an unarmed crisis response program. Additional information about the scope of services to be performed is available in Section No. 5, Scope of Services.

## 3. Definitions

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

- **“CITY”** means the City of Los Angeles, California, a municipal corporation.
- **“CITY ADMINISTRATIVE OFFICER”** means the City of Los Angeles’ Office of the City Administrative Officer. CITY ADMINISTRATIVE OFFICER may be used interchangeably with “CITY.” CITY ADMINISTRATIVE OFFICER may be abbreviated to “CAO.”
- **“CONTRACT”** means the particular CONTRACT awarded as a result of this RFP, and executed by the Contractor and CITY, of which this RFP, 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 RFP, and who is a party thereto.
- **“PROPOSAL”** means a formal written response prepared and delivered in accordance with this RFP.
- **“PROPOSER”** means a person/company that submits a PROPOSAL in response to this RFP. The PROPOSER must have the authority to submit the PROPOSAL on behalf of him/herself or the company for which the PROPOSAL is submitted.
- **“REQUEST FOR PROPOSALS (RFP)”** means this document, which is used by the PROPOSERS as a basis for preparing and submitting their PROPOSAL.
- **“WORK”** means services, labor, and/or materials provided to CITY according to CONTRACT provisions.

#### 4. RFP Administrator

The CAO will administer this RFP. All questions regarding this RFP shall be directed to the CAO at [cao.rfpresponse@lacity.org](mailto:cao.rfpresponse@lacity.org). The contractor shall coordinate its work through the CAO, 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, until such time as a Contract Administrator has been selected. It is the intent of the City to potentially expand successful pilot programs after the one-year pilot period, but an expanded program is not guaranteed.

#### 5. Scope of Services

The CITY intends to enter into a contract or contracts with one or more non-profit partners to implement a pilot program for mobile crisis response modeled after the Crisis Assistance Helping Out On The Streets (CAHOOTS) Program, or similar unarmed crisis response programs. It is anticipated that this pilot program or programs will be implemented for a period of one year to identify successes, weaknesses, and best practices. Following the successful implementation of a pilot program or programs, the CITY intends to scale program(s) to provide unarmed crisis response coverage Citywide on a continuous 24-hour basis, 365 days a year. As such, though a PROPOSER’s pilot program may be more limited in scope, the PROPOSER should include a plan for the scalability of the program to possibly expand to provide the full scope of desired services and a discussion of how services could be provided Citywide after the pilot program period has ended. This plan may be gradual, addressed in stages, and include additional partners and/or resources as needed; the CITY recognizes that PROPOSERS alone may not be able to fully scale services and service areas over a limited timeframe without additional support.

The proposed pilot program must be able to:

- A. Fully integrate with existing dispatch systems (including two-way communication after arrival on scene) and actively collaborate on protocols in order to provide a regular, reliable, immediate alternative to Police or Fire dispatch to CITY residents, including individuals experiencing homelessness, experiencing a non-violent crisis;
- B. Furnish service providers and specialists to respond immediately to non-violent calls that may have a social services impact including but not limited to (a) mental health, (b) substance abuse, (c) suicide threats, (d) behavioral distress, (e) conflict resolution, and (f) welfare checks;
- C. Provide follow-through and/or wraparound care or connections and access thereto, either through CONTRACTOR's program or partner programs, to resolve crises as needed (e.g. transportation to clinic, follow-up appointments or check-ins, etc.);
- D. Integrate hiring practices including any social equity or targeted hiring that focus on workforce development of individuals with lived experience (e.g. homelessness, substance abuse, etc.) or prior justice system involvement;
- E. Furnish and report on detailed records of dispatch calls received, both number and type, and the outcome of dispatch and any potential follow-up. CONTRACTOR must also demonstrate effectiveness of services provided and reduction of workload on other emergency services as a result of CONTRACTOR's provision of services. CONTRACTOR will be expected to coordinate collaboratively with CITY and CITY departments to analyze outcomes and results and modify protocols accordingly; and
- F. Allow for scalability in terms of geography, service hours, and services provided.

## 6. 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 RFP constitutes acknowledgement and acceptance of all terms and conditions set forth herein.

### Cost of Responding to RFP

The PROPOSER understands and agrees that the CITY is not responsible for any costs incurred by the PROPOSER in responding to this RFP. PROPOSERS who respond to this RFP, including attendance at a pre-proposal conference and possible attendance at a post-submission oral presentation, do so solely at their own expense.

### City's Right of Withdrawal of RFP and Rejection of Proposals

Notwithstanding any other provisions of this RFP, the CITY reserves the right to withdraw this RFP 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 email address specified herein for submittal 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 RFP.

### Disposition of Proposals and Disclosure of Information

All proposals submitted in response to this RFP 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 submittal of proposals and continuing until a contract is awarded, all CITY personnel and agents of the CITY involved in the RFP process will refrain from holding any meeting, conferences, or technical discussions with any PROPOSER except as provided in this RFP. PROPOSERS must not communicate in any manner with the CITY personnel or their agents regarding this RFP or the proposals during this period of time unless the communication relates solely to the scheduling of interviews, if applicable, or unless otherwise authorized in writing by the RFP/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 RFP may be considered non-responsive and, therefore, may be rejected.

### Proposal Interpretations and Addenda

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

## 7. Contents of Proposal

The response to this RFP 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 RFP 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 email 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 RFP 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 RFP, 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.

### Index

Immediately following the cover letter there shall be a comprehensive index, 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 crisis resolution services, including but not limited to those outlined in Section 5 of this RFP;
- B. Providing efficient and useful 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 in terms of providing services to CITY residents, as well as population(s) currently being served by the PROPOSER and programs currently operational or operational in the last five years;
- D. Envisioning, developing, and employing teams, including training crisis response workers in trauma-informed care, harm reduction, de-escalation techniques, provision of social services, and other best practices;
- E. Privacy and information security practices to ensure best practices are followed to secure sensitive or confidential information;
- F. 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

- G. Cost reimbursement eligibility and practices for social services, medical services, and other related services through various state and federal government programs including but not limited to recent federal legislation related to Covid-19 relief;

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 Criteria (Section 10 of this RFP) for additional details relative to documenting Demonstrated Ability.

### PROPOSER's Program Design

PROPOSER'S response to this RFP must include a discussion of the proposed approach and process for providing the associated services. PROPOSER shall provide the following:

- A. A narrative overview describing PROPOSER'S plan for fulfilling the requirements of this RFP identified in Section No. 5, Scope of Services, including presentation of your report to the Council and Mayor.
- 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 RFP'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. Data on existing volume and type of calls is available for reference in Appendix M.
- 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. PROPOSER must also propose a plan for scaling proposed pilot program to a Citywide, constantly-staffed program to serve all residents in crisis at all times.
- F. PROPOSERS are advised to review the Evaluation Criteria (Section 10 of this RFP) for additional details relative to documenting the proposed Program Design.

### 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 with milestones to integrate with existing dispatch services and scale up the crisis response teams

PROPOSER deems necessary/desirable to meet City's objectives. At a minimum, PROPOSER'S plan shall include:

- A. A general description of PROPOSER'S proposed methodology for accomplishing the work specified in Section 5, 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 by project name, location, and contracting entity.

### PROPOSER References

In the Section titled "References," the PROPOSER must submit a minimum of three (3) different references (do not repeat customer names) of clients for whom PROPOSER has provided similar services as those listed in this RFP, within the past five (5) years. The list shall include the company name, address, contact person, telephone number of the contact person, and a description of services provided for each client listed as a reference.

### 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 RFP. 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 Criteria (Section 10 of this RFP) 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 RFP, 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 RFP Format

Responses to this RFP 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 RFP 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 RFP 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 RFP, 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 Mandatory Bidders Conference. All recommendations or

suggestions must be in writing and submitted to CITY. CITY reserves the right to modify requirements on this RFP 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 RFP. 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 5, 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 RFP. 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.

### Key Personnel

The PROPOSER will include the names and resumes of all key personnel who are employed by the PROPOSER and who will be assigned to perform services pursuant to the contract, including the Project Manager. The PROPOSER must identify a Project Manager with full authority to administer the contract and must specify the responsibilities and duties of the Project Manager. For each person identified, the following information must be provided:

- A. A description of the responsibilities, duties, and services to be performed by each key person assigned to work on the program and whether each key person will be located in the Los Angeles Area. The CITY must approve in advance all changes

in individuals or levels of commitments. The CITY reserves the right to have the PROPOSER replace project personnel.

- B. A brief, yet complete statement of each key person's experience and background, providing the number of years of relevant experience, title or function while gaining the experience, the beginning and ending dates of the projects cited for relevant experience, and the relationship of that key person to the major goals of the program cited.
- C. The amount of time each key person will be assigned to work on the project.

The CITY reserves the right to verify each such person's experience, required certification status and/or education.

### 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 RFP

The proposal must specify any deviation from the terms, conditions, and/or specifications of this RFP. 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 RFP 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 RFP 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., Worker Retention Ordinance (WRO). PROPOSERS shall refer to Appendix D “Living Wage Ordinance and Service Contractor Worker Retention 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 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 [www.rampla.org](http://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 [www.rampla.org](http://www.rampla.org), prior to award of a CITY contract that 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 web site 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 [www.rampla.org](http://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 web site 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 by the provisions of the Slavery Disclosure Ordinance (SDO) and Disclosure of Border Wall Contracting Ordinance (DBWCO), any contract awarded under this RFP will be subject to the SDO, Section 10.41 of the Los Angeles Administrative Code and the DBWCO, Section 10.50 of the Los Angeles Administrative Code.

All PROPOSERS must register on RAMP at [www.rampla.org](http://www.rampla.org) to access the updated Disclosure Ordinances Affidavit web form. The web form can be found by clicking on the "Profiles" tab. Scroll to the "Company Profile" section and click on "Compliance Documents". The web form should be completed and submitted by the time of RFP submission.

The web form will be verified by the Bureau of Contract Administration (BCA) only if the PROPOSER is selected for contract award. PROPOSERS seeking additional information regarding the requirements of the SDO and DBWCO Disclosure Ordinances may visit the Bureau of Contract Administration's website at <http://bca.lacity.org>.

### Business Inclusion Program Requirements

It is the policy of the CITY to provide Minority Business Enterprise (MBE), Women Business Enterprise (WBE), Small Business Enterprise (SBE), Emerging Business Enterprise (EBE), Disabled Veteran Business Enterprise (DVBE), and all Other Business Enterprise (OBE) concerns an equal opportunity to participate in the performance of all CITY contracts. PROPOSERS will assist the CITY in implementing this policy by taking all reasonable steps to ensure that all available business enterprises; including MBEs, WBEs, SBEs, EBEs, DVBEs, and OBEs, have an equal opportunity to compete for, and participate in, CITY contracts. Equal opportunity will be determined by the PROPOSER's Business Inclusion Program (BIP) outreach documentation, as described in Appendix F, the Business Inclusion Program, of this RFP. Participation by MBEs, WBEs, SBEs, EBEs, DVBEs, and OBEs may be in the form of subcontracting.

PROPOSERS must refer to Appendix F, Business Inclusion Program of this RFP for additional information and instructions. BIP outreach must be performed using the CITY'S RAMP ([www.rampla.org](http://www.rampla.org)). A PROPOSER's failure to utilize and complete their BIP Outreach as described in Appendix F will result in their proposal being deemed non-responsive.

### Municipal Lobbying Ordinance

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

### Bidders 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](http://ethics.lacity.org).

### Fair Chance Initiative for Hiring Ordinance

Any contract awarded pursuant to this RFP 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 web site at <http://bca.lacity.org>.

### Contractor Evaluation Ordinance

PROPOSERS are advised that any contract awarded as a result of this RFP 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. As required by the Los Angeles Administrative Code Section 10.39.2 of the Los Angeles Administrative Code, 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 contract. A Contractor who receives a "Marginal" or "Unsatisfactory" rating 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 personal services contracts.

### Iran Contracting Act Of 2010

In accordance with California Public Contract Code Sections 2200-2208, all bidders 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" (Exhibit I).

## 8. Bidders Conference

### Conference Schedule

A Mandatory Bidders Conference regarding this RFP will be held on **Friday, March 25, 2022, at 1:00 p.m. (Pacific Time)**. Registration for the Bidders Conference must be completed using the link below. After registering, a confirmation email will be sent containing information about joining the Zoom meeting.

<https://us02web.zoom.us/meeting/register/tZwodumprDstE9ytRQzRsWiCB0nyn3udHMtX>

### Submittal of Written Questions

At the Mandatory Bidders Conference, a panel of CITY representatives will be available to reply to relevant questions from prospective PROPOSERS concerning this RFP. To maximize the effectiveness of the conference, PROPOSERS are asked to submit any questions in writing to the attention of **Lindsey Estes**, RFP Administrator. Questions should be e-mailed to [cao.rfpresponse@lacity.org](mailto:cao.rfpresponse@lacity.org) **no later than 12:00 noon on Wednesday, March 23, 2022.**

### Attendance at Conference

Attendance of the Bidders Conference is mandatory. Attendees at the conference will be responsible for taking their own notes.

### 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 Mandatory Bidders Conference, contact the RFP/Contract Administrator at least three (3) business days prior to the scheduled event.

## 9. Deadline for Submission of Proposals

### Deadline and Address for Submittal of Proposal

Proposals must be submitted and received by the Office of the City Administrative Officer no later than **4:00 p.m. (Pacific Time) on Monday, April 25, 2022** to the following email address: [cao.rfpresponse@lacity.org](mailto:cao.rfpresponse@lacity.org).

The subject line of the email must clearly identify the RFP for which the proposal is submitted with the following statement:

**“RFP Unarmed Model of Crisis Response Submission – [Contractor Name]”**

Timely submission of proposals is the sole responsibility of the PROPOSER. **Proposals submitted via hard copy, fax, or flash drive will not be accepted.**

Proposals must be received by the CAO on or before the submission deadline specified in this RFP. Any proposal received after the deadline, regardless of reason, will not be accepted. 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 a submitted PROPOSAL in writing at any time prior to the specified deadline. Signed withdrawal requests on the PROPOSER'S letterhead may be attached to an email and sent to [cao.rfpresponse@lacity.org](mailto:cao.rfpresponse@lacity.org). After withdrawing a previously submitted PROPOSAL, the PROPOSER may submit another PROPOSAL at any time up to the specified deadline.

## 10. 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 RFP. PROPOSALS will be awarded a maximum of 100 points. PROPOSALS with a score of 70 or greater, at the discretion of the CITY, may be required to make oral presentations to the review committee. The successful PROPOSER(S) will be named after the PROPOSALS and presentations (if any) are evaluated to select the most qualified firm(s). PROPOSERS will be notified of the time and place of any oral presentations not more than five (5) days nor less than two (2) days prior to the event.

### Evaluation Criteria

CITY will review and score each complete and fully responsive PROPOSAL. Attention will be given to the quality of responses to the RFP 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 7, Contents of Proposal.

#### Demonstrated Ability (40 Points)

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

- A. Current services and/or programs provided and populations served;
- B. History and experience developing and deploying teams trained in trauma-informed care, de-escalation techniques, harm reduction, peer counseling, social and racial equity perspectives, and other best practices;
- 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 5 of this RFP. 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 5 will be addressed;
- C. Specific scope and scale of the proposed program, including:
  - i. Populations served;
  - ii. Type of crisis addressed by CONTRACTOR (e.g. mental health crisis, substance abuse, etc.);
  - iii. Crisis services provided (e.g. de-escalation, peer counseling, minor medical treatment, psychological evaluations, transportation to medical or social services facility, etc.);
  - iv. Crisis team composition (number of members, training/experience of each member, resources available to team members);
  - v. Proposed service days/hours and geography served (PROPOSERS must specify geographic area by a commonly-accepted measure, such as census tracts, zip codes, LAPD area, or similar in order to allow for comparison across proposals; see Appendix N for map of LAPD bureaus and areas) ; and
  - vi. Proposed level and type of after-care/follow-up services.
- D. Feasibility, timeframes, and strategies for integrating with existing dispatch systems 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 RFP, including any applicable hourly rates for standard hours and extended hours (overtime), all non-salary costs (e.g. equipment, uniforms, vehicles, etc.), 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; and
- D. PROPOSER's familiarity with cost reimbursement eligibility and practices for social services, medical services, and other related services through various governmental programs including but not limited to recent federal legislation related to Covid-19 relief.

## Oral Presentations

After preliminary 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.

## 11. 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 RFP.

Upon receipt of a written protest, the RFP Administrator will furnish the protestor with a written statement setting forth the reasons for the proposed award ("Protest Response"). Within five (5) working days of the date of the Protest Response, the protestor may submit written documentation as to why the award should not be made according to the CITY's plans ("Further Documentation"). Within ten (10) working days of the date of Further Documentation, the CITY shall submit a written decision regarding the protest.

## 12. Contract Terms and Conditions

The CITY anticipates issuing an initial contract for one (1) year with one (1) additional one-year option 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 RFP 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. 10/17)” 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](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 RFP are provided as an attachment to the Appendix O 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>.

## 13. 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 Bidder Campaign Contributions and Fundraising CEC Form 55](#)

[Appendix I Fair Chance Initiative for Hiring Ordinance](#)

[Appendix J Iran Contracting Act of 2010](#)

[Appendix K Standard Provisions for City Contracts \(Rev. 10/17 v.4\)](#)

[Appendix L Required Insurance and Minimum Limits](#)

[Appendix M 911 Dispatch Call Volume by Type](#)

[Appendix N Map of LAPD Bureaus and Areas](#)



## 14. Proposer Checklist

### General Information

- \_\_\_\_\_ A complete copy of the proposal in portable document format (“PDF”) to be submitted via an electronic cloud-based storage format

### Required Content of Proposal (Refer to Section 7 for details)

- \_\_\_\_\_ Cover Letter with Appropriate Signatures
- \_\_\_\_\_ Index
- \_\_\_\_\_ 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
- \_\_\_\_\_ Key Personnel
- \_\_\_\_\_ Corporate or Other Entity Capability
- \_\_\_\_\_ Statement Regarding Proposal Deviation from RFP
- \_\_\_\_\_ 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)
- \_\_\_\_\_ Bidders Campaign Contributions and Fundraising CEC Form 55 (Appendix H)
- \_\_\_\_\_ Iran Contracting Act of 2010 (Appendix J)

### Required Related Documents to be Submitted Online (RAMP)

- \_\_\_\_\_ Equal Benefits Ordinance/First Source Hiring Ordinance
- \_\_\_\_\_ Slavery Disclosure Ordinance