

**City and County of San Francisco
Mayor's Office of Housing and Community Development
In Collaboration with
Human Services Agency**

**Request for Proposals [2023-02C] for: Supportive Service
Provision within Rental Assistance Demonstration Sites**



Request for Proposals Issued:
[Pre-Proposal Conference:](#)
Deadline to Submit Proposals:

January 29, 2024
February 2, 2024 at 10am
**DEADLINE
EXTENDED TO 3/29/24
at 5pm for GROUP 5
ONLY**

➔ **REMINDER TO UPDATE THE TABLE OF CONTENTS BEFORE PUBLISHING. HOVER ANYWHERE OVER THE TABLE WITH YOUR MOUSE AND CLICK THE RIGHT BUTTON ON YOUR MOUSE TO BRING UP THE UPDATE MENU. – RIGHT CLICK, THEN CLICK “UPDATE FIELD”, THEN CLICK “UPDATE PAGE NUMBERS ONLY”.**

Table of Contents

I. INTRODUCTION AND SOLICITATION SCHEDULE	1
A. Introduction	1
B. Anticipated Term	5
C. Anticipated Not to Exceed Amount	5
D. Cooperative Agreement	6
E. Solicitation Schedule	6
F. Definitions	7
G. Target Population	7
II. SCOPE OF WORK	7
A. Description of Services	7
B. Objectives	8
C. Reporting Requirements	9
III. SUBMISSION REQUIREMENTS	10
A. Time and Place for Submission of Proposals	10
B. Format	10
C. Content	10
IV. PROPOSAL EVALUATION CRITERIA	12
A. Minimum Qualifications (Pass/Fail)	12
B. Selection Criteria [these should align with sections III.C and X]	13
V. PRE-PROPOSAL CONFERENCE AND GRANT AWARD	14
A. Pre-Proposal Conference	14
B. Award	14
C. Written Questions and Requests for Clarification	15
VI. TERMS AND CONDITIONS FOR RECEIPT OF PROPOSALS	15
A. Inquiries Regarding RFP	15
B. How to Register as a City Supplier	15
C. Proposal Questions and Submissions	15
D. Proposal Addenda	16
E. Public Disclosure	16
F. Limitation on Communications During Solicitation	16
G. Proposal Selection Shall Not Imply Acceptance	17
H. Cybersecurity Risk Assessment	17
I. Solicitation Errors and Omissions	17
J. Objections to Solicitation Terms	17
K. Protest Procedures	18
L. Proposal Term	19
M. Revision to Proposal	19
N. Proposal Errors and Omissions	19
O. Financial Responsibility	19
P. Proposer’s Obligations under the Campaign Reform Ordinance	19
Q. Reservations of Rights by the City	20
R. No Waiver	20
S. Other	20
T. Local Business Enterprise Goals and Outreach	21
VII. CITY’S SOCIAL AND ECONOMIC POLICY REQUIREMENTS	21

A.	Proposers Unable to do Business with the City	21
B.	Minimum Compensation Ordinance	21
C.	First Source Hiring Program	22
VIII.	GRANT REQUIREMENTS	22
A.	Grant Terms and Negotiations	22
B.	Insurance Requirements	22
C.	Failure to Provide Insurance and/or Bonds	24
D.	Compliance with Other Laws	24
E.	MOHCD Program Documents	24
F.	HSA/DAS Policy Manuals and Memoranda	24
IX.	RFP COVER PAGE	25
X.	PAGE NUMBER FORM	26
	Evaluation and Selection Criteria	26
XI.	BUDGET FORMS AND INSTRUCTIONS	28

Attachments

Attachment 1: Agreement for Professional Services (form G-100)

Attachment 2: Budget Forms

I. INTRODUCTION AND SOLICITATION SCHEDULE

A. Introduction

1. General

The San Francisco Mayor’s Office of Housing and Community Development (MOHCD) in collaboration with the San Francisco Human Services Agency’s (SFHSA) Department of Disability and Aging Services (DAS) announce their intent to seek proposals from nonprofit organizations interested in providing onsite supportive services within indicated Rental Assistance Demonstration (RAD) properties.

2. Background

In 2014, San Francisco opted to use HUD's Rental Assistance Demonstration (RAD) program as an opportunity to transfer public housing buildings from the San Francisco Housing Authority (SFHA) to developers with community ties who could rehabilitate and operate the buildings long-term.

To-date, 3,480 public housing units in 29 developments around San Francisco in need of major repair and maintenance have been converted through RAD to the project-based Voucher (PBV) program. 37% of the units house families and 63% of the units house seniors and people with disabilities. The average income of the residents is \$16,405, which is less than 25% percent of the area median income in San Francisco. An additional 1,052 units formerly under the 1980s and 1990s-era Section 8 Moderate Rehabilitation (“Mod Rehab”) program, now obsolete, have also been converted to PBVs via RAD. Utilizing project-based vouchers, residents’ rent burden account for no more than 30% of their income.

The properties included in the RAD program were originally constructed between 1942 and 1991 and suffered from an array of deferred maintenance concerns. Through the conversion and rehabilitation process, the City of San Francisco addressed critical life safety issues such as seismic deficiencies, pervasive mold and mildew, dry rot, deficient elevators, water intrusion, fire alarm systems, fire damaged units, and missing sprinkler systems. Additionally, Improved accessibility was also seen as a major concern for owners and residents, and through the RAD process the overall number of ADA units was increased at every property.

On site Supportive Services

Supportive services and community connection are now available in all buildings as part of the RAD program. These services include, but are not limited to:

- Service connections including enhanced information and follow-up
- Referral to case management, legal services, mental health, substance abuse, job placement, financial empowerment, and other city funded and non-city funded services
- Resident Leadership development
- Housing stabilization and rental assistance
- Ongoing health and wellness, educational, and economic mobility activities
- Community building events such as cultural, holiday, and or social activities

The purpose of this request for proposal (RFP) is to procure continued supportive services at the existing RAD Sites. Sites are currently managed by both MOHCD and DAS, with family based sites being managed by MOHCD, and the older adult/adult with disability sites being managed by DAS. Supportive services also work closely with property management in order to provide

comprehensive services. Please reference the list below with regard to RAD properties, site type, and ownership.

Group 1	Site Name	Address	Ownership	Site Type	Department
Family/ Bernal Heights	Alemaný	938 Ellsworth	Bridge Housing, Bernal Heights Neighborhood Center	Family Site	MOHCD
Family/ Bernal Heights	Holly Courts	100 Appleton	Bridge Housing, Bernal Heights Neighborhood Center	Family Site	MOHCD
Group 2	Site Name	Address	Ownership	Site Type	Department
Family/ Southeast	Hunters Point East West	90 Kiska / 1105 Oakdale	John Stewart, Related, San Francisco Housing Development Center, Ridgepoint	Family Site	MOHCD
Family/ Southeast	Westbrook	90 Kiska	John Stewart, Related, San Francisco Housing Development Center, Ridgepoint	Family Site	MOHCD
Group 3	Site Name	Address	Ownership	Site Type	Department
Family/ Chinatown	Ping Yuen North	838 Pacific	Chinatown Community Development Center	Family Site	MOHCD
Family/ Chinatown	Ping Yuen	795 Pacific	Chinatown Community Development Center	Family Site	MOHCD
Group 4	Site Name	Address	Ownership	Site Type	Department
Family/ Western Addition	Robert B. Pitts	1150 Scott	Related, Tabernacle	Family Site	MOHCD
Family/ Western Addition	Westside Courts	2501 Sutter	Related, Tabernacle	Family Site	MOHCD
Group 5	Site Name	Address	Ownership	Site Type	Department
Family/ Scatter Sites	Scattered Sites	363 Noe, 1357-1371 Eddy (Joan San Jule Apartments), 200 Randolph/409 Head, 4101 Noriega Street, 2206-2268ii Great Highway, San Francisco, CA 94116	Mission Housing Development Corporation	Family Site	MOHCD
Group 6	Site Name	Address	Ownership	Site Type	Department
Family / HOPE 6 one	Bernal Dwellings	3138 Kamille Court	McCormack Baron Salazar, San Francisco Housing Development Center	Family Site	MOHCD
Family / HOPE 6 one	Hayes Valley N & S	401 Rose Street	McCormack Baron Salazar, San Francisco Housing Development Center	Family Site	MOHCD
Group 7	Site Name	Address	Ownership	Site Type	Department
Family / HOPE 6 two	Plaza East	1300 Buchanan	McCormack Baron Salazar, Tabernacle	Family Site	MOHCD
Group 8	Site Name	Address	Ownership	Site Type	Department
Senior & Disabled/ Mission/ Castro	Sanchez	25 Sanchez	Mission Economic Development Agency, Bridge Housing	Older Adult/Adult with Disability	DAS

Senior & Disabled/ Mission/ Castro	Duboce	462 Duboce	Mission Economic Development Agency, Bridge Housing	Older Adult/Adult with Disability	DAS
Senior & Disabled/ Mission/ Castro	Woodside	255 Woodside	Mission Economic Development Agency, Bridge Housing	Older Adult/Adult with Disability	DAS
Senior & Disabled/ Mission/ Castro	18 th Street	3850 18 th Street	Mission Economic Development Agency, Bridge Housing	Older Adult/Adult with Disability	DAS
Senior & Disabled/ Mission/ Castro	Mission Dolores	1855 15 th Street	Mission Economic Development Agency, Bridge Housing	Older Adult/Adult with Disability	DAS
Group 9	Site Name	Address	Ownership	Site Type	Department
Senior & Disabled/ Chinatown	Bay Street	227 Bay Street	Chinatown Community Development Center	Older Adult/Adult with Disability	DAS
Senior & Disabled/ Chinatown	Pacific	990 Pacific	Chinatown Community Development Center	Older Adult/Adult with Disability	DAS
Group 10	Site Name	Address	Ownership	Site Type	Department
Senior & Disabled/ Western Addition/ Tenderloin	Rachel Townsend Apartments	1750 McAllister	Home Rise SF	Older Adult/Adult with Disability	DAS
Senior & Disabled/ Western Addition/ Tenderloin	Triple 6	666 Ellis	Home Rise SF	Older Adult/Adult with Disability	DAS
Group 11	Site Name	Address	Ownership	Site Type	Department
Senior & Disabled/ Western Addition/ TL/ SOMA	Eddy Street Apartments	939-951 Eddy	Tenderloin Neighborhood Development Corporation	Older Adult/Adult with Disability	DAS
Senior & Disabled/ Western Addition/ TL/ SOMA	Rosa Parks	1251 Turk	Tenderloin Neighborhood Development Corporation	Older Adult/Adult with Disability	DAS
Senior & Disabled/ Western Addition/ TL/ SOMA	Clementina Towers	320-330 Clementina	Tenderloin Neighborhood Development Corporation	Older Adult/Adult with Disability	DAS
Senior & Disabled/ Western Addition/ TL/ SOMA	Sala Burton Manor	430 Turk	Tenderloin Neighborhood Development Corporation	Older Adult/Adult with Disability	DAS

Senior & Disabled/ Western Addition/ TL/ SOMA	Ellis Gardens	350 Ellis	Tenderloin Neighborhood Development Corporation, Glide Housing	Older Adult/Adult with Disability	DAS
Group 12	Site Name	Address	Ownership	Site Type	Department
Senior & Disabled/ Capital Corridor		1880 Pine	Mercy Housing, John Stewart, Japanese American	Older Adult/Adult with Disability	DAS
Senior & Disabled/ Capital Corridor		345 Arguello	Mercy Housing John Stewart, Japanese American	Older Adult/Adult with Disability	DAS
Senior & Disabled/ Capital Corridor		491 31 st Ave.	Mercy Housing, John Stewart, Japanese American	Older Adult/Adult with Disability	DAS
Senior & Disabled/ Capital Corridor		1760 Bush	Mercy Housing, John Stewart, Japanese American	Older Adult/Adult with Disability	DAS
Senior & Disabled/ Capital Corridor	John F Kennedy Towers	2451 Sacramento	Mercy Housing, John Stewart, Japanese American	Older Adult/Adult with Disability	DAS
Senior & Disabled/ Capital Corridor		2698 California	Mercy Housing, John Stewart, Japanese American	Older Adult/Adult with Disability	DAS

3. Funding Opportunity Details

MOHCD and SFHSA will be accepting proposals for supportive services by grouping as listed in the table above. Proposers will identify which number cluster grouping they are interested in providing services to on the cover page of their submission. Multiple clusters may be selected. If awarded the cluster, this may result in one or multiple grant agreements which will be determined in post award negotiations, and at the discretion of the managing department.

4. Diversity, Inclusion, and Racial Equity

MOHCD and SFHSA are committed to a culture of inclusion in which our differences are celebrated. Everyone should have what they need to thrive no matter their race, age, ability, gender, sexual orientation, ethnicity, or country of origin. Our departments believe that a diverse and inclusive workforce will produce more creative and innovative outcomes for the organization, and ultimately, its clients.

Our departments are committed to combating systemic racism and disparate impact of governmental services by advancing racial equity in all aspects of our work, ensuring access to services and providing support to communities to ensure their ability to succeed and thrive.

Our departments seek to partner with community based organizations that share these values in their organizational culture and program services. We see our contracted community based

partners and their work as a means to enhance and further advance efforts to address racial equity and inclusion across San Francisco.

Proposers to this request for proposals must ensure that they clearly demonstrate how these values are exemplified through their organizational and program operations. This should include a description of the organization’s plans, strategies, and activities to address racial equity and inclusion among staff and program participants, as well as internal controls to regularly review current practices through the lens of racial equity and inclusion to identify areas of improvement.

Additional examples of information to be provided are: the organizational mission or inclusion statements, non-discrimination documents, and/or other supporting documents, community outreach plans, staff training activities on racial equity, and a description of or data on the demographics of staff and program participants.

5. Selection Overview

The City shall award grants to multiple proposers that meet the Minimum Qualifications of this Solicitation that obtain the highest-ranking scores. Responsive Proposals will be evaluated by a panel (“Evaluation Panel”) consisting of one or more parties with expertise related to goods and/or services being procured through this Solicitation. The Evaluation Panel may include staff from various City departments. Proposals will be evaluated based on the criteria outlined herein.

B. Anticipated Term

A grant awarded pursuant to this Solicitation shall have a tentative term of four (4) years from July 1, 2024 to June 30, 2028, subject to annual availability of funds, annual satisfactory grantee performance, and need. MOHCD/SFHSA reserves the right to enter into grants of a shorter duration.

C. Anticipated Not to Exceed Amount

The total estimated annual funding for this RFP is approximately \$3,658,483 per year, which may increase or decrease depending on funding availability. The funding amounts listed in this RFP are anticipated initial funding awards, based on current budget availability. Please refer to the table below for total funding available by grouping. The source of funding for these services is local funds. Actual awards will be determined by the number of responsive proposals that meet the Department’s strategies and objectives, and funding may be less or more. **Please submit budget requests according to the limits in this RFP**, however, MOHCD/SFHSA may negotiate different funding allocations, grant terms, and project goals before finalizing awards. Should additional funding become available, award amounts may be increased significantly beyond the originally anticipated amount at a level commensurate to the details in the RFP.

Group 1	Group 2	Group 3	Group 4	Group 5	Group 6
Family/Bernal Heights	Family/Southeast	Family/Chinatown	Family/Western Addition	Family/Scattered Sites	Family/HOPE 6 one
\$213,582	\$432,150	\$442,260	\$290,450	\$36,203	\$232,639
275 units	437 units	432 units	337 units	60 units	353 units
Total FTE 2.69*	Total FTE 2.4*	Total FTE 3.9*	Total FTE 1.72*	Total FTE 0*	Total FTE 1.5*
Group 7	Group 8	Group 9	Group 10	Group 11	Group 12
Family/ HOPE 6 two	Senior & Disabled/ Mission/Castro	Senior & Disabled/Chinatown	Senior & Disabled/ Western Addition/ TL/ SOMA	Senior & Disabled /Western Addition/TL/SOMA	Senior & Disabled /Capital Corridor
\$137,729	\$432,322	\$145,069	\$161,656	\$705,470	\$428,953
193 units	441 units	151 units	197 units	719 units	503 units
Total FTE 1*	Total FTE 2.97*	Total FTE 1.24*	Total FTE .76*	Total FTE 6*	Total FTE 1.76*

*Primary staffing costs are carried by the respective building's operations budget at a rate of 1:100 unit to staff ratio. These costs are managed through an MOU between building ownership and the services provider. FTE funded by these grants are supplemental amounts to support a 1:75 unit to staff ratio.

All decisions regarding the size, length, and scope of future funding awards are subject to MOHCD/SFHSA approval and budget availability. Some of the service areas may not be funded initially, but the Department may award unfunded proposals within the term of this RFP if funds become available that align with the services proposed. Future funding is not guaranteed, and funding amounts and terms will depend upon the performance of the grantee during the initial award period, as well as other policy considerations as determined by MOHCD/SFHSA. MOHCD/SFHSA reserves the right, in its sole discretion, to not renew funding awards.

D. Cooperative Agreement

Any other City department, public entity or non-profit made up of multiple public entities, may use the results of this Solicitation to obtain some or all of the commodities or services to be provided by proposer under the same terms and conditions of any grant awarded pursuant to this Solicitation.

E. Solicitation Schedule

The anticipated schedule for this Solicitation is set forth below. These dates are tentative and subject to change.

Proposal Phase	Tentative Date
Request for Proposals Issued	January 29, 2024
Pre-Proposal Conference	February 2, 2024, at 10am
Deadline for Written Questions	February 7, 2024
Deadline to Submit Proposals	March 15, 2024
Tentative Evaluation of Proposals	March 27, 2024
Tentative Notice of Award	April 15, 2024
Tentative Date Services are to Begin	July 1, 2024

F. Definitions

Adult with Disability	Person 18 to 61 years of age living with a disability
DAS	Department of Disability and Aging Services
Disability	A condition attributable to mental or physical impairment, or a combination of mental and physical impairments, that result in substantial functional limitations in one or more major life activity.
Economic Mobility Activities	Any activity that may improve and/or maintain tenants' financial stability (e.g. workshop on how to save money, learn how to balance a check, presentation about credit cards and debt, etc.)
Health and Wellness Services	Any service that supports and/or promotes tenants' health and well-being (i.e. Adult Day Health, nutrition programs, free health screenings, DAAS services, etc.)
HUD	U.S. Department of Housing and Urban Development
Older Adults	Person who is 62 years and older
RAD	Rental Assistance Demonstration
SFHSA	San Francisco Human Services Agency

G. Target Population

Family Sites

Individuals and families residing in San Francisco RAD converted housing development units.

Older Adults and Adults with Disability Sites

Older adults and adults with disabilities residing in San Francisco RAD converted housing development units.

II. SCOPE OF WORK

The Scope of Work is to be used as a general guide and is not intended to be a complete list of all work necessary to complete the project. Grantees should use this description when designing their proposed programs. However, grantees may suggest modifications and/or additions that will, in their estimation, make the program more feasible or effective. The description below outlines the key program elements and services the selected vendor(s) will provide.

A. Description of Services

The service provision model will be based on three principles:

- 1) Community Engagement
 - Establish trust
 - Map assets and identify needs
 - Begin community activities
 - Build tenant base
 - Develop neighborhood partnerships

- 2) Community Building
 - Community organizing and events, including but not limited to support groups, food pantries, coffee hours, movie nights, exercise classes, mobile library, health screening, and community meals
 - Increase information and opportunities
 - Deeper tenant and neighborhood partnerships
 - Development of health and wellness, educational, and economic mobility activities

- 3) Service Connection
 - Enhanced information and referral with follow up
 - Intentional support for housing stabilization
 - Ongoing health and wellness, educational, and economic mobility activities

B. Objectives

Proposers should state in measurable, quantifiable terms the service and outcome objectives they will achieve in providing these services. The major purpose of objectives is to measure quantity, quality, and impact of services. In measuring these areas, a balance should be created between the value of the information and the time/effort required to collect the information. The objectives stated in the proposal may be incorporated as part of the program's evaluation plan.

1. Services Objectives

As part of the proposal, the proposer will be required to develop specific service objectives that measure the quantity and other aspects of services. The objectives should state the target quantities and match the program services as proposed.

- Grantee will have individual and group service encounters with at least 45% - 65% unduplicated tenants per month. *
- Grantee will provide to tenants a minimum of two (2) activities or events per week (or 104 annually). Types of activities annually must be at least 10% trainings/workshops, 25% health and wellness related, and 65% all other.
- All (100%) households that are at risk of eviction or housing instability are offered assistance or service addressing their needs.
- Grantee will outreach to 100% unduplicated tenants annually.

*Final target to be determined in post award contract negotiations.

2. Outcome Objectives

As part of the proposal, the proposer will be required to develop specific outcome objectives that demonstrate and measure the impact, outcomes, or results of services. Both quantitative and

qualitative analysis shall be applied to measure program efficiency and effectiveness. The outcome objectives specified below will be required for each grant.

- Tenants are connected and involved in their tenant/resident community. At least 50% of unduplicated tenants participating in the annual survey will feel “strongly” or “very strongly” about being connected and involved in their tenant/resident community. Grantee may use the following standardized question: “How strongly do you feel connected and involved in the tenant/resident community at [site]?” The options should be “Very strongly”, “Strongly”, “Somewhat”, “Not at all”.
- Tenants have better access to resources improving their health and wellness. At least 50% of unduplicated tenant participating in the annual survey will “agree” or “highly agree” that they have better access to resources that improve their health and wellness. Grantee may use the following standardized question: “Do you have better access to resources that improve your health and wellness?” The options should be “Highly agree”, “Agree”, “Neutral”, “Disagree”, “Highly disagree”.
- Tenants have stable housing. At least 95% of households will have maintained or have obtained a stable housing.

C. Reporting Requirements

- Grantee will provide a monthly report of activities, referencing the tasks as described in Section B.1. Service Objectives. Grantee will enter the monthly metrics in the assigned reporting database by the 15th of the following month.
- - Number and percentage of unduplicated tenants with individual and group service encounters.
 - Number and type of event, activity, training, or educational workshop conducted onsite or offsite, and number of attendees per activity.
 - Number and percentage of households that were at risk of eviction or housing instability and were offered assistance or service addressing their needs.
- Grantee will provide an annual report summarizing the contract activities, referencing the tasks as described in Section B.2. Outcome Objectives. This report will also include accomplishments and challenges encountered by the Grantee. Grantee will enter the annual metrics in the assigned reporting database by the 15th of the month following the end of the program year.
 - Number and percentage of unduplicated tenants that were outreached annually.
 - Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “strongly” or “very strongly” when asked about being connected and involved in their tenant/resident community.
 - Number and percentage of unduplicated tenants who participated in the satisfaction survey and responded with “agree” or “highly agree” when asked about having better access to resources that improve their health and wellness.
 - Number and percentage of households that have maintained or have obtained a stable housing.

- Grantee will provide ad hoc reports as required by the Department.

III. SUBMISSION REQUIREMENTS

A. Time and Place for Submission of Proposals

Proposers shall submit one (1) electronic pdf copy of the proposal and one (1) electronic Excel copy of the budget to commdevrfp@sfgov.org . Electronic file title should include RFP number, agency name, number of files submitted i.e. 1 of 4. Proposals must be received by 5:00 p.m. on March 15, 2024. Late submissions will not be considered. Supplemental documents or revisions after the deadline will not be accepted.

Department staff will confirm receipt of all proposer submissions within one (1) business day after the deadline for receipt noted above.

B. Format

Proposals must be created using a word processing software (e.g. Microsoft Word or Excel), text should be unjustified (i.e., with a ragged-right margin), double-spaced, using a 12-point serif font (e.g.-Times New Roman, not Arial), and page margins should be at least 1” on all sides (excluding headers and footers).

C. Content

Organizations interested in responding to this RFP must submit the following information, in the order specified below. All proposals for funding must be developed using the format below. This is necessary so that all proposals can receive fair and equal evaluation. Proposals not following the required format will not be considered for funding. Information must be at a level of detail that enables effective evaluation and comparison between proposals by the Proposal Evaluation Panel. The proposer must ensure that the proposal addresses the Selection Criteria.

1. **Table of Contents**

Each proposal package should contain a complete table of contents showing page numbers. All pages in the package must be numbered consecutively, and major sections must be indexed.

2. **RFP Cover Page – (use form provided in Section IX)**

Submit the cover page signed by a person authorized to obligate the organization to perform the commitments contained in the proposal. Submission of this document will constitute a representation by the organization that the organization is willing and able to perform the commitments contained in the proposal.

3. **Minimum Qualifications – up to 2 pages of narrative and a Letter of Support**

All agencies submitting proposals for funding must provide a *Minimum Qualifications Narrative* describing in detail how the proposing agency meets each of the Minimum Qualifications. Any proposals failing to demonstrate these qualifications will be considered non-responsive and will not be eligible for proposal review/award. (refer to section IV, Item A)

The proposer must also provide a letter of support from the ownership entity of the site(s) they wish to provide services at in order to be considered for award.

4. Contracts/Grants (both public and private) – up to 2 pages

Agencies should submit a statement listing relevant contracts and grants with a description of the services which have been completed during the last three (3) years. The statement must also list any failure or refusal to complete a contract or grant, including details and dates. Include any unresolved and/or outstanding findings from any program or fiscal/compliance visits done by the City. If no outstanding issues, provide a statement that your agency is in full compliance with program and fiscal monitoring. Provide disclosure of any litigation including proposer, subcontracts, or any principal officers thereof in connection with any contract or grant.

5. Organizational Capacity – up to 5 pages (not including resumes/job descriptions)

Description of your agency's ability to deliver the services proposed in this RFP. In addition, please address the following:

a) Description of agency experience and staff skills related to working with the identified target population and program design. Briefly explain how your organization is qualified to implement the services

b) Describe organizational structure and staffing patterns needed to provide the proposed services, including management/supervisory infrastructure and administrative/financial capacity. Attach job descriptions and resumes of key program staff and clearly identify which staff position they occupy and provide written assurance that the key individuals listed and identified will be performing the work and will not be substituted with other personnel or reassigned to another project without the City's prior approval. Clearly identify whether services will be performed by existing staff or by proposed staff.

c) A description of the organization's plans, strategies, and activities to address racial equity, cultural competence and inclusion among staff and program participants, as well as internal controls to regularly review current practices through the lens of racial equity and inclusion to identify areas of improvement, including cultural and linguistic competencies, related to working with the identified Target Population and the envisioned program design. Describe agencies language and cultural capacity

d) Description of staff training plans to ensure services are provided in an efficient manner and service and outcome objectives are being achieved.

6. Program Approach – up to 10 pages [these should align with sections IV.B and X]

Description of your agency's specific program approach to deliver the services proposed in this RFP. In addition, please address the following:

a) Description of your agency's specific program approach to deliver the service components proposed and how this program approach or service model will appropriately address the needs of the target populations in this RFP (be sure to address all applicable items listed in Target Population, Scope of Work, and Service and Outcome Objectives). Describe the linkages that will link clients to services.

b) Identify the proposed site that will be made available for the target population. Include Site Chart. Is the facility/site appropriate for the services proposed?

c) Identify any subcontractors and describe their responsibilities in the delivery of services. Provide MOU or letter of intent

d) List and explain the specific service and outcome objectives to be accomplished and how they will be measured. Describe methods for data collection, documentation, and reporting on service and outcome objectives.

e) Describe the proposed model for clients to offer input regarding program design, service delivery and program operations.

7. Fiscal Capacity (Budget) – up to 4 pages (excluding justification, cost allocation plan and audited financial statement)

Please refer to the instructions outlined in Section XI and use only SFHSA approved budget forms. Provide Cost Allocation Plan and current audited financial statements. The SFHSA intends to award this grant to proposers that it considers will provide the best overall program services at a reasonable pricing structure. The SFHSA reserves the right to accept other than the lowest priced offer and to reject any proposals that are not responsive to this request.

Using the budget forms, please provide the direct expenses for all proposed costs to be supported through this grant. Proposers must also provide a budget narrative that clearly explains the basis for each expense listed on the budget forms.

Discuss any planned leveraging of other resources (i.e., fund raising, in-kind contributions, volunteers, etc.), if any, to support the program approach proposed. Identify external resources committed to this program, including in-kind resources designated solely for this program. Assign a dollar value for all external resources.

8. Completed Page Number Form (refer to Section X)

IV. PROPOSAL EVALUATION CRITERIA

A. Minimum Qualifications (Pass/Fail)

Proposers must provide documentation that clearly demonstrates each Minimum Qualification (MQ) listed below has been met at time of submission. Minimum Qualification documentation should be clearly marked as “MQ1”, MQ2”, etc. to indicate which MQ it supports. Each Proposal will be reviewed for initial determination on whether proposer meets the MQs referenced in this section. **This screening is a pass or fail determination and a Proposal that fails to meet the Minimum Qualifications will not be eligible for further consideration in the evaluation process.** The City reserves the right to request clarifications from proposers prior to rejecting a Proposal for failure to meet the Minimum Qualifications.

MQ #	Description
MQ1	Proposer has 3 years of experience providing housing site based supportive services or similar services to the target population as described in the RFP.
MQ2	A nonprofit organization with a 501(c)(3) determination and/or equivalent
MQ3	Must be willing and able to comply with the City contracting requirements set forth in Section VIII of this RFP.
MQ4	Proposer provides a letter of support from the ownership of the site(s) they intend to provide services at.
MQ5	Current certified vendor or the ability to become a certified vendor with the City and County of San Francisco within ten (10) days of notice of award.
MQ6	For proposers submitting Older Adult specific funding opportunities- 3 years providing services to older adults and / or adults with disabilities in services outlined in this RFP.

Proposals should clearly demonstrate that the qualifications are met. Insufficient or incomplete information may result in a proposal being considered non-responsive and may not be eligible for award of the grant.

All proposed subcontractors **MUST** also meet MQs.

Please note: Agencies submitting proposals that have previously contracted with the City and County of San Francisco and/ or Federal agencies to provide goods and/or services must successfully demonstrate compliance with performance/monitoring requirements specified in previous grants/contracts (corrective actions) in order to be considered responsive to this RFP. **Documented failure to correct performance/monitoring deficiencies identified in past City and County grants/contracts may result in Agency disqualification to participate in this RFP.** Provide a statement of any unresolved and/or outstanding findings from any program or fiscal/compliance visits done by the City. If no outstanding issues, provide a statement that your agency is in full compliance with program and fiscal monitoring. (Refer to section III.C.4)

B. Selection Criteria

The proposals will be evaluated by a selection committee comprised of parties with expertise in the service areas identified in this RFP. The City intends to evaluate the proposals generally in accordance with the criteria itemized below.

Total Possible Points: 100

Organizational Capacity (40 points)

- 1) Does the proposer demonstrate the management/supervisory infrastructure, and administrative/financial capacity to deliver the proposed services? (10 points)
- 2) Does the agency have experience and a history of successfully providing these services, and serving this population and community? Proposer has a well-established history of competently providing services and programming for the target populations identified in the proposer's proposal. Proposer has experience in successfully providing the type of programming and/or services describe in the RFP or experience and demonstrated ability to implement new programming and/or services. (15 points)
- 3) Based on job descriptions and qualifications, does the staff have the necessary skill, training, and experience to successfully provide the services to these clients and community? Is the program sufficiently staffed? Demonstrate expertise of the organization necessary to complete the tasks, including quality of recently completed projects that meet the requirements and adhere to schedules. Demonstrate appropriate experience, professional qualifications and education of staff assigned to the project, a realistic description of the tasks to be performed by each staff person, reasonable workload and work schedule, staff availability, and accessibility. (10 points)
- 4) Does the agency clearly demonstrate how racial equity and cultural competence values are exemplified through their organizational and program operations? This should include a description of the organization's plans, strategies, and activities to address racial equity and inclusion among staff and program participants, as well as internal controls to regularly review current practices through the lens of racial equity and inclusion to identify areas of improvement. Do they address the agencies language and cultural capacity (5 points)

Program Approach (35 points)

- 1) Does the proposer clearly describe the agency's specific program approach to deliver the service components proposed and how this program approach or service model will appropriately address the needs of the target populations in this RFP including Target Population, Scope of Work, and Service and Outcome Objectives? Does the Proposer clearly describe the linkages that will link clients to services? (15 points)

- 2) Is the proposed facility/site that will be made available for the target population appropriate for the services proposed? Proposer has a plan for location and hours of programming and/or service. Proposer satisfactorily completes a Site Chart. (5 points)
- 3) Does the Proposer describe specific service and outcome objectives to be accomplished and how they will be measured? Does the Proposer include an explanation of methods for data collection, documentation, and reporting on service and outcome objectives? (10 points)
- 4) Does the proposed model include methods for clients to offer input regarding program design, service delivery and program operations? (5 points)

Fiscal Capacity (25 points)

- 1) The budget reflects sound, adequate allocation of resources, matching the program components including staffing costs, operating costs and capital costs (as appropriate). Is the budget correct and easy to understand? (10 points)
- 2) Are the overall costs reasonable, and competitive with other proposals? Are specific costs reasonable, justified, and competitive? Does the cost allocation support the services as proposed? (10 points)
- 3) Proposer's ability to leverage other resources for this program, either from in-kind, and/or external resources. The proposal reflects the effective use of organizational resources/external resources, including leveraged funds, designated exclusively for this program. (5 points)

V. PRE-PROPOSAL CONFERENCE AND GRANT AWARD

A. Pre-Proposal Conference

Proposers are encouraged to attend a Pre-Proposal Conference on February 2, 2024, at 10am to be held via Zoom, [linked here](#). All questions will be addressed at this conference and any available new information will be provided at that time. If you have further questions regarding the RFP, please contact the individual designated in Section VI. A.

B. Award

MOHCD/SFHSA will select a proposer with whom Agency staff shall commence grant negotiations. The selected proposal will be part of the final grant and will be used as a starting point for negotiations. The acceptance and/or selection of any Proposal(s) shall not imply acceptance by the City of all terms of the Proposal(s), which may be subject to further negotiations and approvals before the City may be legally bound thereby. MOHCD/SFHSA may negotiate modifications after the bid/proposal has been selected to assure that all necessary program requirements are covered before the grant is signed. If a satisfactory grant cannot be negotiated in a reasonable time, MOHCD/SFHSA, in its sole discretion, may terminate negotiations with the highest ranked proposer and begin grant negotiations with the next highest ranked proposer.

C. Written Questions and Requests for Clarification

Proposers are encouraged to submit written questions to commdevrfp@sfgov.org . All questions will be addressed and any available new information will be provided in writing via email to proposers. All written questions must be submitted on or prior to February 7, 2024 at 5pm.

VI. TERMS AND CONDITIONS FOR RECEIPT OF PROPOSALS

A. Inquiries Regarding RFP

All inquiries regarding the RFP or clarification of the RFP, must be directed to commdevrfp@sfgov.org.

B. How to Register as a City Supplier

The following requirements pertain only to Proposers not currently registered with the City as a Supplier.

Step 1: Register as a BIDDER at City’s Supplier Portal:

<https://sfcitypartner.sfgov.org/pages/index.aspx>

Step 2: Follow instructions for converting your BIDDER ID to a SUPPLIER ID. This will require you to register with the City Tax Collector’s Office and submit Chapter 12B and 12C forms through the Supplier portal. Once these forms have been completed, submitted, and processed, you will be notified via email with your organization's new Supplier ID. That email will also provide instructions for completing your Supplier registration.

- **City Business Tax Registration Inquiries:** For questions regarding business tax registration procedures and requirements, contact the Tax Collector’s Office at (415) 554-4400 or, if calling from within the City and County of San Francisco, 311.
- **Chapter 12(B) and 12(C) Inquiries:** For questions concerning the City’s Chapter 12(B) and 12(C) Equal Benefits and Non-Discrimination in Contracting requirements, go to: www.sfgov.org/cmd

C. Proposal Questions and Submissions

1. Proposer Questions and Requests for Clarification

Proposers shall address any questions regarding this Solicitation to commdevrfp@sfgov.org . Proposers who fail to submit questions concerning this Solicitation and its requirements will waive all further rights to protest based on the specifications and conditions herein. **Questions must be submitted by email to commdevrfp@sfgov.org no later than Written Questions Due Date.** A written Addendum will be executed addressing each question and answer and posted publicly. It is the responsibility of the Proposer to check for any Addenda and other updates that will be posted on the City’s Supplier Portal: <https://sfcitypartner.sfgov.org/pages/Events-BS3/event-search.aspx>.

2. Proposal Format

Proposals must be created using a word processing software (e.g. Microsoft Word or Excel) and typed in a serif font (e.g. Times New Roman). The document must have page margins of at least 1” on all sides. Information must be provided at a level of detail that enables effective evaluation and comparison between Proposals. Failure to follow formatting, submission, or content requirements, as well as page limit restrictions (if any), may negatively impact the evaluation of your Proposal.

3. Time and Place for Submission of Proposals

Proposers shall submit one (1) electronic pdf copy of the proposal and one (1) electronic Excel copy of the budget to commdevrfp@sfgov.org. Electronic file title should include RFP number, agency name, number of files submitted i.e., 1 of 4. **Proposals must be received by 5pm, on March 15, 2024.** Late submissions will not be considered. Supplemental documents or revisions after the deadline will not be accepted.

Department staff will confirm receipt of all Proposer submissions within one (1) working day after the deadline for receipt noted above.

D. Proposal Addenda

The City may modify this Solicitation, prior to the Proposal Due Date, by issuing an Addendum to the Solicitation, which will be posted on the San Francisco Supplier Portal. Every Addendum will create a new version of the Sourcing Event and Proposers must monitor the event for new versions. **The Proposer shall be responsible for ensuring that its Proposal reflects any and all Addenda issued by the City prior to the Proposal Due Date regardless of when the Proposal is submitted.** Therefore, the City recommends that the Proposer consult the website frequently, including shortly before the Proposal Due Date, to determine if the Proposer has downloaded all Solicitation Addenda. It is the responsibility of the Proposer to check for any Addenda, Questions and Answers documents, and updates, which may be posted to the subject Solicitation.

THE SUBMITTAL OF A RESPONSE TO THIS SOLICITATION SHALL EXPLICITLY STIPULATE ACCEPTANCE BY PROPOSERS OF THE TERMS FOUND IN THIS SOLICITATION, ANY AND ALL ADDENDA ISSUED TO THIS SOLICITATION, AND THE PROPOSED GRANT TERMS.

E. Public Disclosure

All documents under this solicitation process are subject to public disclosure per the California Public Records Act (California Government Code Section §6250 et. Seq) and the San Francisco Sunshine Ordinance (San Francisco Administrative Code Chapter 67). Contracts, Proposals, responses, and all other records of communications between the City and Proposers shall be open to inspection immediately after a contract has been awarded. Nothing in this Administrative Code provision requires the disclosure of a private person's or organization's net worth or other proprietary financial data submitted for qualification for a contract or other benefit until and unless that person or organization is awarded the contract or benefit.

If the City receives a Public Records Request ("Request") pertaining to this solicitation, City will use its best efforts to notify the affected Proposer(s) of the Request and to provide the Proposer with a description of the material that the City deems responsive and the due date for disclosure ("Response Date"). If the Proposer asserts that some or all of the material requested contains or reveals valuable trade secret or other information belonging to the Proposer that is exempt from disclosure and directs the City in writing to withhold such material from production ("Withholding Directive"), then the City will comply with the Withholding Directive on the condition that the Proposer seeks judicial relief on or before the Response Date. Should Proposer fail to seek judicial relief on or before the Response Date, the City shall proceed with the disclosure of responsive documents.

F. Limitation on Communications During Solicitation

From the date this Solicitation is issued until the date the competitive process of this Solicitation is completed (either by cancelation or final Award), Proposers and their subcontractors, vendors,

representatives and/or other parties under Proposer’s control, shall communicate solely with the Contract Administrator whose name appears in this Solicitation. Any attempt to communicate with any party other than the Contract Administrator whose name appears in this Solicitation – including any City official, representative or employee – is strictly prohibited. Failure to comply with this communications protocol may, at the sole discretion of City, result in the disqualification of the Proposer or potential Proposer from the competitive process. This protocol does not apply to communications with the City regarding business not related to this Solicitation.

G. Proposal Selection Shall Not Imply Acceptance

The acceptance and/or selection of any Proposal(s) shall not imply acceptance by the City of all terms of the Proposal(s), which may be subject to further approvals before the City may be legally bound thereby.

H. Cybersecurity Risk Assessment

As part of City’s evaluation process, City may engage in Cybersecurity Risk Assessment (CRA). CRA may be performed for each entity manufacturing the product, performing technical functions related to the product’s performance, and/or accessing City’s networks and systems. Where a prime grantee or reseller plays an active role in each of these activities, CRA may also be required for the prime grantee or reseller.

To conduct a CRA, City may collect as part of this Solicitation process one of the following two reports:

- **SOC-2 Type 2 Report:** Report on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality or Privacy; or
- **City’s Cyber Risk Assessment Questionnaire:** Proposer’s responses to a City’s Cyber Risk Assessment Questionnaire.

The above reports may be requested at such time City has selected or is considering a potential Proposer. The reports will be evaluated by the soliciting Department and the City’s Department of Technology to identify existing or potential cyber risks to City. Should such risks be identified, City may shall afford a potential Proposer an opportunity to cure such risk within a period of time deemed reasonable to City. Such remediation and continuing compliance shall be subject to City’s on-going review and audit through industry-standard methodologies, including but not limited to: on-site visits, review of the entities’ cybersecurity program, penetration testing, and/or code reviews.

I. Solicitation Errors and Omissions

Proposers are responsible for reviewing all portions of this Solicitation. Proposers are to promptly notify the City, in writing and to the Solicitation contact person if the Proposer discovers any ambiguity, discrepancy, omission, or other error in the Solicitation. Any such notification should be directed to the City promptly after discovery, but in no event later than the deadline for questions. Modifications and clarifications will be made by Addenda as provided below.

J. Objections to Solicitation Terms

Should a Proposer object on any ground to any provision or legal requirement set forth in this Solicitation, the Proposer must, no later than the deadline for questions, provide written notice to the City setting forth with specificity the grounds for the objection. The failure of a Proposer to object in the manner set forth in this paragraph shall constitute a complete and irrevocable waiver of any such objection.

K. Protest Procedures

1. Notice of Intent to Award-Required Documentation

After the City issues a Notice of Intent to Award, and before award, if requested by the City, the successful Proposer must possess all qualifications required for the contract. Any failure to demonstrate satisfaction of one or more of following requirements, if requested by the City, will be considered sufficient for the disqualification of the Proposer as nonresponsive and will entitle the City to terminate negotiations and move to the next highest ranked Proposer for award.

1. Proposer is registered in the System of Award Management (SAM) and has no exclusions (<https://usfcr.com/search-sam-cage-duns/>) ;
2. Proposer is in good standing with the California Secretary of State (<https://bizfileonline.sos.ca.gov/search/business>);
3. Proposer is in good standing with the Franchise Tax Board (<https://webapp.ftb.ca.gov/eletter/?Submit=Check+Status>);
4. Proposer is in good standing with the Internal Revenue Service (<https://apps.irs.gov/app/eos/>) ;
5. Proposer is in good standing with California Attorney General's Registry of Charitable Trusts (<https://rct.doj.ca.gov/Verification/Web/Search.aspx?facility=Y>)
 - a. To receive a grant under this Solicitation, any nonprofit proposer must be in good standing with the California Attorney General's Registry of Charitable Trusts by the time of grant execution and must remain in good standing during the term of the agreement. Upon request, proposer must provide documentation to the City demonstrating its good standing with applicable legal requirements. If proposer will use any nonprofit subgrantees to perform the agreement, proposer will be responsible for ensuring they are also in compliance with all requirements of the Attorney General's Registry of Charitable Trusts at the time of grant execution and for the duration of the agreement.

Note: Proposer's failure to remain in good standing with the above after award will entitle the City immediately to terminate the contract for default with no opportunity for the Proposer to cure.

2. Protest of Non-Responsiveness Determination

Within three (3) business days of the City's issuance of a Notice of Non-Responsiveness, a Proposer may submit a written Notice of Protest of Non-Responsiveness. The Notice of Protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The Notice of Protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure or Solicitation provision on which the protest is based. In addition, the Notice of Protest must specify facts and evidence sufficient for the City to determine the validity of the protest.

3. Protest of Award

Within three (3) business days of the City's issuance of a Notice of Intent to Award, a Proposer may submit a written Notice of Protest of Contract Award. The Notice of Protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The Notice of Protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure or Solicitation provision on which the protest is based. In addition, the Notice of Protest must specify facts and evidence sufficient for the City to determine the validity of the protest. A panel selected by MOHCD/HSA will review all eligible appeals, and the panel decisions will be final. If necessary, we will schedule a meeting with the proposer within ten (10) calendar days of receiving the appeal.

4. Delivery of Protests

A Notice of Protest must be written. Protests made orally (e.g., by telephone) will not be considered. A Notice of Protest must be delivered by email to commdevrfp@sfgov.org and received by the due dates stated above.

L. Proposal Term

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

M. Revision to Proposal

A Proposer may revise a Proposal on the Proposer's own initiative at any time before the deadline for submission of Proposals. The Proposer must submit the revised Proposal in the same manner as the original. A revised Proposal must be received on or before, but no later than the Proposal Due Date and time. In no case will a statement of intent to submit a revised Proposal, or commencement of a revision process, extend the Proposal Due Date for any Proposer. At any time during the Proposal evaluation process, the City may require a Proposer to provide oral or written clarification of its Proposal. The City reserves the right to make an award without further clarifications of Proposals received.

N. Proposal Errors and Omissions

Failure by the City to object to an error, omission, or deviation in the Proposal will in no way modify the Solicitation or excuse the Proposer from full compliance with the specifications of this Solicitation or any contract awarded pursuant to this Solicitation.

O. Financial Responsibility

The City accepts no financial responsibility for any costs incurred by a Proposer in responding to this Solicitation. Proposers acknowledge and agree that their submissions in response to this Solicitation will become the property of the City and may be used by the City in any way deemed appropriate.

P. Proposer's Obligations under the Campaign Reform Ordinance

If a contract awarded pursuant to this Solicitation has (A) a value of \$100,000 or more in a fiscal year and (B) requires the approval of an elected City official, Proposers are hereby advised:

1. Submission of a Proposal in response to this Solicitation may subject the Proposers to restrictions under Campaign and Governmental Conduct Code Section 1.126, which prohibits City contractors, Proposers, and their affiliates from making political contributions to certain City elective officers and candidates; and
2. Before submitting a Proposal in response to this Solicitation, Proposers are required to notify their affiliates and subcontractors listed in the awarded contract or Proposal of the political contribution restrictions set forth in Campaign and Governmental Conduct Code section 1.126.

This restriction applies to the party seeking the contract, the party's board of directors, chairperson, chief executive officer, chief financial officer, chief operating officer, any person with an ownership interest greater than ten percent, and any political committees controlled or

sponsored by the party, as well as any subcontractors listed in the awarded contract or Proposal. The law both prohibits the donor from giving contributions and prohibits the elected official from soliciting or accepting them.

The people and entities listed in the preceding paragraph may not make a campaign contribution to the elected official at any time from the submission of a Proposal for a contract until either: (1) negotiations are terminated and no contract is awarded; or (2) twelve months have elapsed since the award of the contract.

A violation of Section 1.126 may result in criminal, civil, or administrative penalties. For further information, Proposers should contact the San Francisco Ethics Commission at **(415) 252-3100** or go to <https://sfethics.org/compliance/city-officers/city-contracts/city-departments/notifying-bidders-and-potential-bidders>.

Q. Reservations of Rights by the City

The issuance of this Solicitation does not constitute a guarantee by the City that a contract will be awarded or executed by the City. The City expressly reserves the right at any time to:

1. Waive or correct any defect or informality in any response, Proposal, or Proposal procedure;
2. Reject any or all Proposals;
3. Reissue the Solicitation;
4. Prior to submission deadline for Proposals, modify all or any portion of the selection procedures, including deadlines for accepting responses, the specifications or requirements for any materials, equipment or services to be provided under this Solicitation, or the requirements for contents or format of the Proposals;
5. Procure any materials, equipment or services specified in this Solicitation by any other means; or
6. Determine that the subject goods or services are no longer necessary.

R. No Waiver

No waiver by the City of any provision of this Solicitation shall be implied from the City's failure to recognize or take action on account of a Proposer's failure to comply with this Solicitation.

S. Other

1. The City may make such investigation, as it deems necessary, prior to the award of this contract to determine the conditions under which the goods are to be delivered or the work is to be performed. Factors considered by the City shall include, but not be limited to:
 - a. Any condition set forth in this Solicitation;
 - b. Adequacy of Proposer's plant facilities and/or equipment, location and personnel location to properly perform all services called for under the Purchase Order; and
 - c. Delivery time(s).
2. City reserves the right to inspect an awarded Proposer's place of business prior to award of and/or at any time during the contract term (or any extension thereof) to aid City in determining an awarded Proposer's capabilities and qualifications.

3. Failure to timely execute a contract, or to furnish any and all insurance certificates and policy endorsements, surety bonds or other materials required in the contract, shall be deemed an abandonment of a contract offer. The City, in its sole discretion, may select another Proposer and may proceed against the original selectee for damages.

4. City reserves the right to reject any Proposal on which the information submitted by Proposer fails to satisfy City and/or if Proposer is unable to supply the information and documentation required by this Solicitation within the period of time requested.

5. Any false statements made by a Proposer or any related communication/clarification may result in the disqualification of its Proposal from receiving further evaluation and a contract award.

T. Local Business Enterprise Goals and Outreach

Per Section 14B.2 of the Admin Code, Chapter 14B requirements do not apply to grants, whether funded by the City or by Federal or State grant funds, to a nonprofit entity to provide services to the community.

VII. CITY'S SOCIAL AND ECONOMIC POLICY REQUIREMENTS

The San Francisco Municipal Code establishes a number of requirements for people seeking to do business with the City (“Social and Economic Policy Requirements”). These Social and Economic Policy Requirements set forth below, which Proposers are encouraged to carefully review. The Social and Economic Policy Requirements set forth below are not intended to be a complete list of all Social Policy Requirements applicable to this Solicitation and any contracts awarded from it.

A. Proposers Unable to do Business with the City

1. Generally

Proposers that do not comply with laws set forth in San Francisco’s Municipal Codes may be unable to enter into a contract with the City. Laws applicable to this Solicitation are set forth below.

2. Administrative Code Chapter 12X

Reserved (Administrative Code Chapter 12X).

3. Administrative Code Chapter 12B

A Proposer selected pursuant to this Solicitation may not, during the term of the Agreement, in any of its operations in San Francisco, on real property owned by San Francisco, or where work is being performed for the City elsewhere in the United States, discriminate in the provision of bereavement leave, family medical leave, health benefits, membership or membership discounts, moving expenses, pension and retirement benefits or travel benefits, as well as any benefits other than the benefits specified above, between employees with domestic partners and employees with spouses, and/or between the domestic partners and spouses of such employees, where the domestic partnership has been registered with a governmental entity pursuant to state or local law authorizing such registration, subject to the conditions set forth in §12B.2(b) of the San Francisco Administrative Code.

B. Minimum Compensation Ordinance

A Proposer selected pursuant to this Solicitation shall comply with Administrative Code Chapter 12P. A Proposer selected pursuant to this Solicitation shall pay covered employees no less than

the minimum compensation required by San Francisco Administrative Code Chapter 12P, including a minimum hourly gross compensation, compensated time off, and uncompensated time off. A Proposer selected pursuant to this Solicitation is subject to the enforcement and penalty provisions in Chapter 12P. Information about and the text of the Chapter 12P is available on the web at <https://sf.gov/information/understanding-minimum-compensation-ordinance>.

C. First Source Hiring Program

A proposer selected pursuant to this solicitation shall comply with all of the provisions of the First Source Hiring Program, Chapter 83 of the San Francisco Administrative Code that apply to this agreement and an awarded proposer is subject to the enforcement and penalty provisions in Chapter 83.

VIII. GRANT REQUIREMENTS

A. Grant Terms and Negotiations

The successful Proposer will be required to enter into the Agreement in the form attached hereto as Attachment 1, City's Proposed Agreement Terms. **City's Proposed Agreement Terms are not subject to negotiation.** However, Proposers may identify those contract terms to which they object as part of the questions they submit by the Questions Due Date. City shall evaluate all objections and determine what, if any changes, will be incorporated into City's Contract Terms prior to the Proposal Due Date. Any such changes will be made known to all Proposers through an Addendum to this Solicitation. Failure to timely execute the Proposed Agreement, or to furnish any and all insurance certificates and policy endorsements, surety bonds or other materials required in the Proposed Agreement, shall be deemed an abandonment of the Proposal and City, in its sole discretion, may select another Proposer and proceed against the original selectee for damages.

B. Insurance Requirements

1. Types and Amounts of Coverage. Without limiting Grantee's liability, Grantee shall maintain in force, during the full term of the grant agreement, insurance in the following amounts and coverages:
 - a. Workers' Compensation, in statutory amounts, with Employers' Liability Limits not less than one million dollars (\$1,000,000) each accident, injury, or illness.
 - b. Commercial General Liability Insurance with limits not less than \$1,000,000 each occurrence and \$2,000,000 general aggregate for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations; policy must include Abuse and Molestation coverage, and
 - c. Commercial Automobile Liability Insurance with limits not less than one million dollars (\$1,000,000) each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable.

If professionals are used as part of the grant agreement, professional liability will be required:

- d. Professional liability insurance for negligent acts, errors or omission with respect to professional or technical services, if any, required in the performance of this Agreement with limits not less than one million dollars (\$1,000,000) each claim.
2. Additional Requirements for General and Automobile Coverage. Commercial General Liability and Commercial Automobile Liability insurance policies shall:
 - a. Name as additional insured City and its officers, agents and employees.
 - b. Provide that such policies are primary insurance to any other insurance available to the Additional Insureds, with respect to any claims arising out of this Agreement, and that insurance applies separately to each insured against whom claim is made or suit is brought, except with respect to limits of liability.
3. Additional Requirements for All Policies. All policies shall be endorsed to provide at least thirty (30) days' advance written notice to City of cancellation of policy for any reason, nonrenewal or reduction in coverage and specific notice mailed to City's address for notices pursuant to Article 15.
4. Required Post-Expiration Coverage. Should any of the insurance required hereunder be provided under a claims-made form, Grantee shall maintain such coverage continuously throughout the term of this Agreement and, without lapse, for a period of three (3) years beyond the expiration or termination of this Agreement, to the effect that, should occurrences during the term hereof give rise to claims made after expiration or termination of the Agreement, such claims shall be covered by such claims-made policies.
5. General Annual Aggregate Limit/Inclusion of Claims Investigation or Legal Defense Costs. Should any of the insurance required hereunder be provided under a form of coverage that includes a general annual aggregate limit or provides that claims investigation or legal defense costs be included in such general annual aggregate limit, such general annual aggregate limit shall be double the occurrence or claims limits specified above.
6. Evidence of Insurance. Before commencing any operations under this Agreement, Grantee shall furnish to City certificates of insurance, and additional insured policy endorsements, in form and with insurers satisfactory to City, evidencing all coverages set forth above, and shall furnish complete copies of policies promptly upon City's request. Before commencing any operations under this Agreement, Grantee shall furnish to City certificates of insurance and additional insured policy endorsements with insurers with ratings comparable to A-, VIII or higher, that are authorized to do business in the State of California, and that are satisfactory to City, in form evidencing all coverages set forth above.

Failure to maintain insurance shall constitute a material breach of this Agreement.

7. Effect of Approval. Approval of any insurance by City shall not relieve or decrease the liability of Grantee hereunder.
8. Insurance for Subcontractors and Evidence of this Insurance. If a subcontractor will be used to complete any portion of this agreement, the grantee shall ensure that the subcontractor shall provide all necessary insurance and shall name the City and County of San Francisco, its officers, agents, and employees and the grantee listed as additional insureds.
9. Regarding Workers' Compensation, Contractor hereby agrees to waive subrogation which any insurer of Contractor may acquire from Contractor by virtue of the payment of any loss. Contractor agrees to obtain any endorsement that may be necessary to effect this waiver of subrogation. The Workers' Compensation policy shall be endorsed with a waiver of subrogation in favor of the City for all work performed by the Contractor, its employees, agents and subcontractors.
10. Should any required insurance lapse during the term of this Agreement, requests for payments originating after such lapse shall not be processed until the City receives satisfactory evidence of reinstated coverage as required by this Agreement, effective as of the lapse date. If insurance is not reinstated, the City may, at its sole option, terminate this Agreement effective on the date of such lapse of insurance.

C. Failure to Provide Insurance and/or Bonds

Unless otherwise stated, within ten business days of the receipt of a notice of award of a Contract, the Proposer to whom the RFP is awarded shall deliver the specified bond documents and/or insurance certificates and policy endorsements to City. If the Proposer fails or refuses to furnish the required bond and/or insurance within ten days after receiving notice to award a Contract, City may, at its option, determine that the Proposer has abandoned its Proposal. Thereupon the tentative award of said contract to this Proposer shall be canceled and City shall notify the Proposer's surety and collect on the Proposer's bond (or the check accompanying its Proposal shall be deposited with the Treasurer of the City and County of San Francisco for collection). The proceeds thereof shall be retained by City as partial liquidated damages for failure of such Proposer to properly file the bonds and insurance herein required. The foregoing in no way limits the damages which are recoverable by City whether or not defined elsewhere in the contract documents.

D. Compliance with Other Laws

Grantee shall keep itself fully informed of City's Charter, codes, ordinances and regulations and all state, and federal laws, rules and regulations affecting the performance of the grant Agreement and shall at all times comply with such Charter codes, ordinances, and regulations rules and laws.

E. MOHCD Program Documents

<https://www.sf.gov/information/community-development-grantee-forms-and-documents>

F. HSA/DAS Policy Manuals and Memoranda

<https://www.sfhsa.org/partner/policies-and-procedures>

NAME OF ORGANIZATION: _____

ADDRESS: _____

DIRECTOR: _____

PHONE: _____

EMAIL: _____

CITY SUPPLIER ID (IF KNOWN) _____

FEDERAL EMPLOYER #: _____

IX. RFP COVER PAGE

GROUP NUMBR FOR PROPOSED SERVICES (1-12) _____

AMOUNT REQUESTED: \$ _____

I understand that the San Francisco Human Services Agency (SFHSA) reserves the right to modify the specifics of this application at the time of funding and/or during the grant negotiation; that a grant may be negotiated for a portion of the amount requested; and that there is no grant until a written grant has been signed by both parties and approved by all applicable City Agencies. Submission of a proposal signifies that the proposed services and prices are valid for 120 calendar days from the proposal due date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity.

Signature of authorized representative(s):

Name: _____ Title: _____

Signature: _____ Date: _____

Name: _____ Title: _____

Signature: _____ Date: _____

Submit an electronic copy to commdevrfp@sfgov.org .

X. PAGE NUMBER FORM

This form is to assist the review panel in finding the information in the Proposal that corresponds to the evaluation criteria. For each item listed below, please list the page number(s) where the reviewer may find the answer(s) to the criteria.

	Evaluation and Selection Criteria	
	Minimum Qualifications	Page Number(s)
MQ1	Proposer has 3 years of experience providing housing site based supportive services or similar services to the target population as described in the RFP.	
MQ2	A nonprofit organization with a 501(c)(3) determination and/or equivalent	
MQ3	Must be willing and able to comply with the City contracting requirements set forth in Section VIII of this RFP.	
MQ4	Proposer provide a letter of support from the ownership of the site(s) they intend to provide services at.	
MQ5	Current certified vendor or the ability to become a certified vendor with the City and County of San Francisco within ten (10) days of notice of award.	
MQ6	For proposers submitting Older Adult specific funding opportunities- 3 years providing services to older adults and / or adults with disabilities in services outlined in this RFP.	
	Organizational Capacity (40 points)	
A1.	Does the proposer demonstrate the management/supervisory infrastructure, and administrative/financial capacity to deliver the proposed services? (10 points)	
A2.	Does the agency have experience and a history of successfully providing these services, and serving this population and community? Proposer has a well-established history of competently providing services and programming for the target populations identified in the Proposer’s proposal. Proposer has experience in successfully providing the type of programming and/or services describe in the RFP or experience and demonstrated ability to implement new programming and/or services. (15 points)	
A3.	Based on job descriptions and qualifications, does the staff have the necessary skill, training, and experience to successfully provide the services to these clients and community? Is the program sufficiently staffed? Demonstrate expertise of the organization necessary to complete the tasks, including quality of recently completed projects that meet the requirements and adhere to schedules. Demonstrate appropriate experience, professional qualifications and education of staff assigned to the project, a realistic description of the tasks to be performed by each staff person, reasonable workload and work schedule, staff availability, and accessibility. (10 points)	
A4	Does the agency clearly demonstrate how racial equity and cultural competence values are exemplified through their organizational and program operations? This should include a description of the organization’s plans, strategies, and activities to address racial equity and inclusion among staff and program participants, as well as internal controls to regularly	

	review current practices through the lens of racial equity and inclusion to identify areas of improvement. Do they address the agencies language and cultural capacity (5 points)	
	Program Approach (35 points)	
B1.	Does the Proposer clearly describe the agency’s specific program approach to deliver the service components proposed and how this program approach or service model will appropriately address the needs of the target populations in this RFP including Target Population, Scope of Work, and Service and Outcome Objectives? Does the Proposer clearly describe the linkages that will connect clients to services? (15 points)	
B2.	Is the proposed facility/site that will be made available for the target population appropriate for the services proposed? Proposer has a plan for location and hours of programming and/or service. Proposer satisfactorily completes a Site Chart. (5 points)	
B3.	Does the Proposer describe specific service and outcome objectives to be accomplished and how they will be measured? Does the Proposer include an explanation of methods for data collection, documentation, and reporting on service and outcome objectives? (10 points)	
B4.	Does the proposed model include methods for clients to offer input regarding program design, service delivery and program operations? (5 points)	
	Fiscal Capacity (25 points)	
C1.	The budget reflects sound, adequate allocation of resources, matching the program components including staffing costs, operating costs and capital costs (as appropriate). Is the budget correct and easy to understand? (10 points)	
C2.	Are the overall costs reasonable, and competitive with other proposals? Are specific costs reasonable, justified, and competitive? Does the cost allocation support the services as proposed? (10 points)	
C3.	Proposer’s ability to leverage other resources for this program, either from in-kind, and/or external resources. The proposal reflects the effective use of organizational resources/external resources, including leveraged funds, designated exclusively for this program. (5 points)	

XI. BUDGET FORMS AND INSTRUCTIONS

Budgets should be submitted in the standard HSA format. Forms are available at:

<https://sfcitypartner.sfgov.org/pages/Events-BS3/event-search.aspx>

Click on “Human Services Agency” in the Department drop-down menu and then click the link for this RFP.

The attached spreadsheets are in Excel. There are four (4) pages in the budget (in addition to the budget justification), as follows: Grant Budget Summary, Salaries and Benefits Detail, Operating Expense Detail, Capital Expenditure Detail.

Please note the Salaries and Benefits, Operating Expense and Capital Expenditure are direct costs and must be clearly and easily attributable to a specific program.

The Budget Justification is a narrative, which provides the detailed information and calculations supporting the amount allocated for each budget line item. There is no form provided for the Budget Justification. Please detail all mathematical computations for each line item. Show how the total dollar amount was derived, e.g., the annual salary for each position multiplied by the FTE, the number of square feet of office space to be utilized multiplied by the rate per square foot, the cost per month for insurance multiplied by the number of months in the grant term, etc. For the Salaries and Benefits section, list the position, a brief sentence of the position's responsibilities, the full-time equivalent (FTE), the percentage of FTE allocated to the activity, the salary per month, the salary per annum, and the mathematical computation used to arrive at the total dollar amount.

The Cost Allocation Plan is required. proposers must follow the City’s cost allocation guidelines for nonprofit grantees, which largely follow those described by Generally Accepted Accounting Principles (GAAP) and in Federal OMB Circular A-122. The plan should include how indirect costs were calculated.

If applicable, attach a separate detailed Subcontracting budget using the standard SFHSA format if there is a Subcontractor arrangement made under the terms of the grant. Provide a brief explanation of the subcontracting arrangement, as well as a budget breakdown. Please note, the total subcontractor budget amount should appear on the Operating Expense Detail sheet under the Subcontractor section.

Indirect rates are not allowable on subcontractor indirect expenditures, capital expenditures, aid payments, other direct voucher payments, or any stipend, subsidy or expense paid on behalf of a client (i.e., security deposit, rental payment assistance, transportation vouchers, etc.). These examples are not intended to be a comprehensive list. If an organization is uncertain whether indirect costs can be applied to a particular expense, it should consult with commdevrfp@sfgov.org prior to submission.

These guidelines provide general information. If further clarification or technical assistance is required, consult commdevrfp@sfgov.org.