

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

**Request for Proposals #109  
Supportive Services for Transitional Age  
Youth Needing Mental Health Supports**



Date Issued: November 20, 2017  
Pre-Proposal Conference: November 27, 2017, Monday, 10:00 a.m.  
Proposal Due: December 15, 2017, Friday, 5:00 p.m.

**Request for Proposals for Supportive Services For  
Transitional Age Youth Needing Mental Health Supports**

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## I. Introduction and Schedule

### A. Introduction

The Department of Homelessness and Supportive Housing (HSH) announces its intent to seek proposals from organizations interested in contracting to provide support services to 36 residents at the supportive housing program located at 501 Ellis Street.

The target population is Transitional Age Youth (TAY), ages 18 – 24, currently participating in the 501 Ellis Street Supportive Housing Program in San Francisco who have serious mental illness and are homeless, marginally housed, or at imminent risk of homelessness. These TAY represent diverse genders, races, ethnicities and sexual orientations. The county mental health department, or its designee, will certify the target population eligibility for the MHSA funded housing and services.

Supportive services will include wraparound intensive case management, mental health intervention and counseling, peer-based counseling, life skills including money management, vocational training and employment counseling. The goals of these services are to empower tenants to stabilize, become self-sufficient, increase their income and education levels, and move on to more independent living while also promoting community building, tenant participation, and maintaining a safe, supportive and stable environment.

The grant agreement shall have an initial term from January 2018 through June 2021. The City shall have the option to extend the term for an additional two year period, subject to annual availability of funds, satisfactory grantee performance, and need. HSH has the sole, absolute discretion to exercise this option.

The source of funding for these services will be from the California Mental Health Services Act. Payment for all services provided in accordance with provisions under this grant shall be contingent upon the availability of funds for the purpose of providing these services. The City shall not be required to provide any definite units of services nor does the City guarantee any minimum amount of funding for these services. The Department reserves the right to make one or multiple awards.

The 501 Ellis Street housing site is currently operated by the Tenderloin Neighborhood Development Corporation. The site operator shall not unreasonably withhold consent to work with the provider that is selected by HSH through this procurement. The successful provider will be required to execute a Memorandum of Understanding (MOU) or similar instrument with the site operator in order to provide support services at this site.

### B. Schedule

The anticipated schedule for selecting a grantee is as follows:

| <u>Proposal Phase</u>   | <u>Date</u>                             |
|---|---|
| Request for Proposals (RFP) issued by the City                            | Monday, November 20, 2017               |
| Pre-Proposal Conference   | Monday, November 27, 2017, 10:00 a.m.   |
| Deadline for submission of written questions or request for clarification | Thursday, November 30, 2017, 12:00 p.m. |
| Proposals due   | Friday, December 15, 2017, 5:00 p.m.    |

Please note: Schedule dates and times are subject to change with advance notice.

### **C. Definitions**

|                   |   |
|-------------------|---|
| Coordinated Entry | Housing placement system that will be developed by HSH as a mechanism to place those most in need of housing using a streamlined and accessible referral and housing placement process. |
| DBI               | San Francisco Department of Building Inspection   |
| DPH               | San Francisco Department of Public Health   |
| MHSA              | California Mental Health Services Act   |
| HSH               | San Francisco Department of Homelessness and Supportive Housing   |
| HMIS              | Homeless Management Information System  |
| HSB               | San Francisco Department of Homelessness and Supportive Housing   |
| NOFA              | Notice of Funding Availability from the U.S. Department of Housing and Urban Development (Federal)  |
| Tenant            | Any individual who is a legal resident in units covered by this grant   |

### **D. Target Population**

The target population is Transitional Age Youth (TAY), ages 18 – 24, participants in the 501 Ellis Street Supportive Housing Program in San Francisco who have serious mental illness and are homeless, marginally housed, or at imminent risk of homelessness. These TAY represent diverse genders, races, ethnicities and sexual orientations. The county mental health department, or its designee, will certify the target population eligibility for the California Mental Health Services Act (MHSA) funded housing and services.

### **E. Eligibility**

All tenants are eligible for the housing and support services. Participation in services will not be a requirement of tenancy but is highly encouraged as a means to support greater independence and self-sufficiency.

### **F. Service Provision**

Mental Health Support Services will be provided directly on-site with staff currently available through partnerships with other community providers, or with referrals to off-site organizations. Proposed staff hours and service provision should be easily accessible to tenants and mirror their hours of availability.

## **G. Client Referrals**

All new clients placed will be referred by HSH, via the access point agency system established to focus on the appropriate target population for this building, designed to assist with a smooth transition from homelessness to placement in supportive housing. HSH will also be implementing Coordinated Entry, which will replace the current referral process. Once implemented, all new applicants to 501 Ellis Street will be referred through HSH Coordinated Entry.

If the building is not in compliance with DPH or DBI codes, referrals will be suspended until code violations have been cleared or specific situations have been negotiated with and approved by HSH.

## **H. Outreach**

Support services staff will outreach to and offer onsite services and/or referrals to all tenants who display indications of housing instability. This includes but is not limited to discontinuance from benefits, non-payment of rent, lease violations or warnings from Property Management, and conflicts with staff or tenants.

## **I. Objectives**

The respondent is expected to propose objectives that will measure quantity, quality, and impact of services. The grantee is also expected to have an internal evaluation process that can help quickly identify the effectiveness of services and gaps in service delivery. Evaluation of services should also include input from tenants.

### *1. Example Service Objectives:*

- \_\_\_ (insert number) Number of outreach efforts to new tenants
- \_\_\_ (insert number) Number of outreach efforts to tenants showing instability
- \_\_\_ (insert number) Number of referrals to offsite services
- \_\_\_ (insert number) Number of case management meetings with tenants
- \_\_\_ (insert number) Number of service plans created
- \_\_\_ (insert number) Number of tenants receiving mental health support

### *2. Example Outcome Objectives:*

- \_\_\_ (%) of tenants who have increased their income
- \_\_\_ (%) of tenants enrolled in school
- \_\_\_ (%) of tenants newly employed
- \_\_\_ (%) of tenants reporting income from employment
- \_\_\_ (%) of tenants connected to mainstream benefits
- \_\_\_ (%) of tenants actively working on a housing exit plan to more independent housing
- \_\_\_ (%) of tenants who have maintained housing or moved to other permanent housing

## 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. Respondents should use this description when designing their proposed programs. However, respondents 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.

### Description of Services

1. Community development activities and events.
2. Crisis intervention for residents.
3. Collaboration with residents and property management to support the establishment and ongoing activities of a tenant council.
4. Outreach and engagement.
5. Community referrals and advocacy with: medical providers; mental health and/or substance abuse services/treatment; IHSS, meal services; free legal services; SSI advocacy services; money management services; home-health Services.
6. Housing retention.
7. Assistance with applications for: SSI; General Assistance/County Adult Assistance Programs; Medi-Cal; Paratransit; Muni; AIDS Emergency Fund Psychiatric care that is provided in-house or through a partnership with another provider.
8. One-on-one mental health and life skills counseling.
9. Development of individual care plans with tenants, addressing challenges and goals. Substance use, mental health and/or primary care issues should be addressed with a harm reduction approach and may range from decreasing problematic and/or harmful behavior to treatment options.
10. Referrals to and follow up with primary medical care and other community services as needed.
11. Assistance with access to basic needs such as clothing and food.
12. Group programming that may include, but is not limited to: twelve-step meetings, life-skills groups, harm reduction practice groups, and community social activities.
13. Coordination and collaboration with property management to provide a truly supportive housing environment; including regularly scheduled meetings between service and property management teams to address operations and housing stability issues and eviction prevention, ongoing communication and collaboration to address and intervene with acute or chronic concerns with individual tenants, the community and/or the environment.
14. Referral to and follow up with eviction prevention services and advocacy.
15. Offers to meet with two or more tenants to assist in problem solving and resolution of conflicts.
16. Provision of opportunities for tenants to participate in organized gatherings for peer support, to gain information from presenters and each other, to form social connections with other tenants/staff, or to celebrate/commemorate significant individual, holiday and community events. These events shall be held on-site and are often planned with or based on the input from tenants,

held at least once a week, and a monthly calendar of events shall be posted and provided to tenants.

17. Passive observation of the tenant population and coordination with property management to identify clients who have not been seen or have shown signs of concern to staff on at least a weekly basis and conduct wellness checks. Outreach efforts are used to make contact with and check in with these tenants.
18. Assessment of tenants' skills and goals at intake, with encouragement of all tenants to participate in educational and employment services. The goal of these services are to increase education levels, skill levels, and find employment all geared towards increasing the tenant's income.
19. Training for tenants on paying rent, accessing mainstream resources, budgeting, financial planning, saving, and credit repair through counseling, case management, and workshops provided by staff.
20. Provision of resources needed to be food secure for each tenant as they live independently.
21. Provision of resources to ensure transportation is not a barrier to the tenant's ability to become self-sufficient.
22. Housing-related support that assists the tenant in achieving goals that move them towards more independent housing. When this level of self-sufficiency is achieved, assist the tenant in housing searches and applications.
23. A written mechanism for accepting and responding to tenant complaints and concerns.
24. Facilitation of monthly community meetings for tenants.

### **Expected Client to Staff Ratios**

The successful Services Provider will propose and have the capacity to implement/maintain a client to staff ratio that reflects the level of case management services expected to meet the services needs of the target population. Respondents must justify their proposed ratio in the narrative portion of the application, providing an overview of how many FTE hours will be allocated.

### **Education and Experience**

All case managers must have a significant level of experience working with youth who present with severe, persistent mental illness, as well as with substance use and medical challenges. Case managers are typically social workers with bachelor or advanced degrees. Clinical Supervision, if proposed, must be provided by Licensed Clinical Social Worker (LCSW) or equivalent.

## **III. Submission Requirements**

### **A. Time and Place for Submission of Proposals**

Respondents shall submit one (1) electronic PDF file of the proposal to: [vanessa.price-cooper@sfgov.org](mailto:vanessa.price-cooper@sfgov.org). The electronic file title should include the RFP number, the proposing agency name, and the number of files submitted, i.e. 1 of 4. Proposals must be received **no later than 5:00 p.m., Friday, December 15, 2017**. Late submissions will not be considered. Supplemental documents or revisions after the deadline will not be accepted.

Department staff will confirm receipt of all respondent submissions within two (2) business day after the deadline noted above.

## **B. Format**

For word processing documents, text should be unjustified (i.e., with a ragged-right margin) using a 12 point serif font (e.g., Times Roman, and 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 Agency 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.

### **2. RFP Cover Page – (use the form provided in Section X)**

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 3 pages**

All organizations submitting proposals for funding must provide a *Minimum Qualifications Narrative* describing in detail how the proposing organization 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 or award of grant. (refer to section IV, Item A).

### **4. Grants (both public and private) –up to 2 pages**

Organizations should submit a statement listing relevant grants with a description of the services which have been completed during the last five (5) years. The statement must also list any failure or refusal to complete a grant, including details and dates. Provide disclosure of any litigation including Respondent, subgrants, or any principal officers thereof in connection with any grant or grant.

### **5. Organizational Capacity –up to 5 pages (not including resumes, job descriptions, and letters of reference)**

Description of your organization’s ability to deliver the services proposed in this RFP.

In addition, please address the following:

- a. Staffing Plan – Describe organizational structure and staffing patterns needed to provide the proposed services including program supervision and management. Attach job descriptions and resume 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.

- b. Description of your organization's experience and staff skills related to working with the identified target population and program design along with training being offered to staff to enhance skills and knowledge.

**6. Program Approach –up to 10 pages**

Description of your organization's specific program approach to deliver the services proposed in this RFP.

In addition, please address the following:

- a. Description of your organization'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 (be sure to address all applicable items listed in Target Population, Scope of Work, and Service and Outcome Objectives).
- b. List and explain the specific service and outcome objectives to be accomplished through the proposal.
- c. Describe methods for data collection, documentation, and reporting service and outcome data. Describe the method(s) by which service and outcome objectives will be evaluated.
- d. Describe the proposed model for clients to offer input regarding program operations.

**7. Fiscal Capacity (Budget) –up to 4 pages (excluding justification, budget and audited financial statement)**

- a. Please refer to the instructions outlined in Section XII and use only HSH approved budget forms. Provide the proposed budget and the most current audited financial statements.
- b. HSH intends to award this grant to respondent(s) that it considers will provide the best overall program services at a reasonable pricing structure. HSH reserves the right to accept other than the lowest priced offer and to reject any proposals that are not responsive to this request.
- c. Using the budget forms, please provide the direct expenses for all proposed costs to be supported through this grant for a three-year term. Respondents must also provide a budget narrative that clearly explains the basis for each expense listed on the budget forms.
- d. Discuss planned leveraging of other resources (i.e., fund raising, in-kind contributions, 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 Proposal Page Number Reference Form (refer to Section XI)**

## IV. Evaluation and Selection Criteria

### A. Minimum Qualifications

- Respondent must be a certified vendor with the City and County of San Francisco or the ability to become a certified vendor within ten (10) days after notice of intent to award.
- A minimum of three (3) years of experience providing support services or similar services to the target population as described in the RFP.

**Please note:** organizations submitting proposals that have previously been granted by the City and County of San Francisco and/or Federal agencies to provide goods and/or services must successfully demonstrate compliance with performance/monitoring requirements specified in previous grants/grants (corrective actions) in order to be considered responsive to this RFP. **Documented failure to correct performance/monitoring deficiencies identified in past City and County grants/grants may result in Agency disqualification to participate in this RFP.**

Any proposal that does not demonstrate that the respondent meets these minimum requirements by the deadline for submittal of proposals will be considered non-responsive and will not be eligible for award of the grant.

### 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***

***Respondents must receive a minimum of 60% of the available points to be considered for an award.***

#### **Organizational Capacity (25 points)**

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.

1. The respondent clearly demonstrates that it has the organizational infrastructure and administrative/financial capacity to deliver the services as proposed. (5 points)
2. The staff, based on job descriptions and qualifications is adequately trained or experienced in operating the program. The proposed staff pattern is realistic, meets the needs of the target population, and reflects the hours tenants are most likely on site and available for accessing the services. (10 points)
3. The subject matter and types of trainings that are to be provided to staff that are providing the services are appropriate to assist staff in delivering quality services. (5 points)
4. Staff demonstrates the ability to collaborate and cooperate with other community organizations and service providers to deliver the mental health support services to the target population. (5 points)

**Program Approach (50 points)**

1. The proposal demonstrates the necessary understanding of the target population and their needs in order to provide effective services with easily accessibility. (25 points)
2. The proposal clearly identifies linkages to support the target population in connecting them to services. (10 points)
3. The proposal clearly identifies specific and realistic services and outcome objectives and how they will be met. This should also include a discussion of specific methods for collecting information and data on service utilization, performance outcome and client satisfaction. (10 points)
4. The proposal provides a model for client input in program design, service delivery, and program operation. (5points)

**Fiscal Capacity (25 points)**

1. The budget provided is clear and easy to understand. The budget reflects sound, adequate allocation of resources, matching the program components including staffing costs, operating costs and capital costs (as appropriate). The budget supports the services proposed and the pricing is competitive Costs are reasonable, justified, and competitive. Cost Allocation Plan is reasonable. (20 points)
2. Respondent'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**

Respondents are encouraged to attend a pre-proposal conference on **Monday, November 27, 2017**, at **10:00 a.m.**, to be held at **San Francisco Department of Homelessness and Supportive Housing, 1360 Mission Street, Suite 200, Large Conference Room, San Francisco, CA 94103**. 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.B.

**B. Grant Award**

HSH will select a respondent with whom Agency staff will commence grant negotiations. The selection of any proposal shall not imply acceptance by the City of all terms of the proposal, which may be subject to further negotiations and approvals before the City may be legally bound thereby. If a satisfactory grant cannot be negotiated in a reasonable time frame, the Department of Homelessness and Supportive Housing, in its sole discretion, may terminate negotiations with the highest ranked respondent and begin grant negotiations with the next highest ranked respondent, or cease the RFP process, and re-issue a new RFP.

**C. Written Questions**

Respondents are encouraged to submit written questions before the due date stated in Section I.B. to the individual designated in Section VI.B. All questions will be addressed and any available new information will be provided in writing via email to respondents. **All written questions must be submitted on or prior to Thursday, November 30, 2017, 12:00 noon.**

## **VI. Terms and Conditions for Receipt of Proposals**

### **A. Errors and Omissions in RFP**

Respondents are responsible for reviewing all portions of this RFP. Respondents are to promptly notify the Department, in writing, if the respondent discovers any ambiguity, discrepancy, omission, or other error in the RFP. Any such notification should be directed to the Department promptly after discovery, but in no event later than five working days prior to the date for receipt of proposals. Modifications and clarifications will be made by addenda as provided below.

### **B. Inquiries Regarding RFP**

Inquiries regarding the RFP and all notifications of intent to request written modification or clarification of the RFP must be in writing via email to [vanessa.price-cooper@sfgov.org](mailto:vanessa.price-cooper@sfgov.org) or via mail to:

Vanessa Price-Cooper  
Office of Contracts Management  
Department of Homelessness and Supportive Housing  
1360 Mission Street, Suite 200  
San Francisco, CA 94103

In order to prevent possible delay, submission via email is highly recommended.

### **C. Objections to RFP Terms**

Should a respondent object on any ground to any provision or legal requirement set forth in this RFP, the respondent must, not more than ten calendar days after the RFP is issued, provide written notice to the Department setting forth with specificity the grounds for the objection. The failure of a respondent to object in the manner set forth in this paragraph shall constitute a complete and irrevocable waiver of any such objection.

### **D. Change Notices**

The Department may modify the RFP, prior to the proposal due date, by issuing Change Notices, which will be posted on the website. The respondent shall be responsible for ensuring that its proposal reflects any and all Change Notices issued by the Department prior to the proposal due date regardless of when the proposal is submitted. Therefore, the City recommends that the respondent consult the website frequently, including shortly before the proposal due date, to determine if the respondent has downloaded all Change Notices.

### **E. Term of Proposal**

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.

## **F. Revision of Proposal**

A respondent may revise a proposal on the respondent's own initiative at any time before the deadline for submission of proposals. The respondent must submit the revised proposal in the same manner as the original. A revised proposal must be received on or before the proposal due date.

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 respondent.

At any time during the proposal evaluation process, the Department may require a respondent to provide oral or written clarification of its proposal. The Department reserves the right to make an award without further clarifications of proposals received.

## **G. Errors and Omissions in Proposal**

Failure by the Department to object to an error, omission, or deviation in the proposal will in no way modify the RFP or excuse the vendor from full compliance with the specifications of the RFP or any grant awarded pursuant to the RFP.

## **H. Financial Responsibility**

The City accepts no financial responsibility for any costs incurred by an agency in responding to this RFP. Submissions of the RFP will become the property of the City and may be used by the City in any way deemed appropriate.

## **I. Respondent's Obligations under the Campaign Reform Ordinance**

Respondents must comply with Section 1.126 of the S.F. Campaign and Governmental Conduct Code, which states:

No person who grants with the City and County of San Francisco for the rendition of personal services, for the furnishing of any material, supplies or equipment to the City, or for selling any land or building to the City, whenever such transaction would require approval by a City elective officer, or the board on which that City elective officer serves, shall make any contribution to such an officer, or candidates for such an office, or committee controlled by such officer or candidate at any time between commencement of negotiations and the later of either (1) the termination of negotiations for such grant, or (2) three months have elapsed from the date the grant is approved by the City elective officer or the board on which that City elective officer serves.

If a respondent is negotiating for a grant that must be approved by an elected local officer or the board on which that officer serves, during the negotiation period the respondent is prohibited from making contributions to:

- the officer's re-election campaign
- a candidate for that officer's office
- a committee controlled by the officer or candidate.

The negotiation period begins with the first point of contact, either by telephone, in person, or in writing, when a grantee approaches any city officer or employee about a particular grant, or a city officer or employee initiates communication with a potential grantee about a grant. The negotiation period ends

when a grant is awarded or not awarded to the grantee. Examples of initial contacts include: (1) a vendor contacts a city officer or employee to promote himself or herself as a candidate for a grant; and (2) a city officer or employee contacts a grantee to propose that the grantee apply for a grant. Inquiries for information about a particular grant, requests for documents relating to a Request for Proposal, and requests to be placed on a mailing list do not constitute negotiations.

Violation of Section 1.126 may result in the following criminal, civil, or administrative penalties:

1. **Criminal.** Any person who knowingly or willfully violates section 1.126 is subject to a fine of up to \$5,000 and a jail term of not more than six months, or both.
2. **Civil.** Any person who intentionally or negligently violates section 1.126 may be held liable in a civil action brought by the civil prosecutor for an amount up to \$5,000.
3. **Administrative.** Any person who intentionally or negligently violates section 1.126 may be held liable in an administrative proceeding before the Ethics Commission held pursuant to the Charter for an amount up to \$5,000 for each violation.

For further information, respondents should contact the San Francisco Ethics Commission at (415) 581-2300.

#### **J. Sunshine Ordinance**

In accordance with S.F. Administrative Code Section 67.24(e), grantees' bids, responses to RFPs and all other records of communications between the City and persons or firms seeking grants shall be open to inspection immediately after a grant has been awarded. Nothing in this provision requires the disclosure of a private person's or organization's net worth or other proprietary financial data submitted for qualification for a grant or other benefits until and unless that person or organization is awarded the grant or benefit. Information provided which is covered by this paragraph will be made available to the public upon request.

#### **K. Public Access to Meetings and Records**

If a respondent is a non-profit entity that receives a cumulative total per year of at least \$250,000 in City funds or City-administered funds and is a non-profit organization as defined in Chapter 12L of the S.F. Administrative Code, the respondent must comply with Chapter 12L. The respondent must include in its proposal (1) a statement describing its efforts to comply with the Chapter 12L provisions regarding public access to respondent's meetings and records, and (2) a summary of all complaints concerning the respondent's compliance with Chapter 12L that were filed with the City in the last two years and deemed by the City to be substantiated. The summary shall also describe the disposition of each complaint. If no such complaints were filed, the respondent shall include a statement to that effect. Failure to comply with the reporting requirements of Chapter 12L or material misrepresentation in respondent's Chapter 12L submissions shall be grounds for rejection of the proposal and/or termination of any subsequent Agreement reached on the basis of the proposal.

#### **L. Reservations of Rights by the City**

The issuance of this RFP does not constitute an agreement by the City that any grant will actually be entered into by the City. The City expressly reserves the right at any time to:

1. Waive or correct any defect or informality in any response, proposal, or proposal procedure;

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2. Reject any or all proposals;
3. Reissue a Request for Proposals;
4. Prior to submission deadline for proposals, modify all or any portion of the selection procedures, including deadlines for accepting responses, the specifications or requirements for any materials, equipment or services to be provided under this RFP, or the requirements for contents or format of the proposals;
5. Procure any materials, equipment or services specified in this RFP by any other means; or
6. Determine that no project will be pursued.

#### **M. No Waiver**

No waiver by the City of any provision of this RFP shall be implied from any failure by the City to recognize or take action on account of any failure by a respondent to observe any provision of this RFP.

#### **N. Local Business Enterprise Goals and Outreach**

Due to county, federal and state funding for these services, LBE bid discounts will not be used in this RFP.

### **VII. City Grant Requirements**

#### **A. Standard Grant Provisions**

The successful respondent will be required to enter into a grant substantially in the form of the Agreement for Professional Services. Failure to timely execute the grant, or to furnish any and all insurance certificates and policy endorsement, surety bonds or other materials required in the grant, shall be deemed an abandonment of a grant offer. The City, in its sole discretion, may select another firm and may proceed against the original selectee for damages.

Respondents are urged to pay special attention to the requirements of Administrative Code Chapters 12B and 12C, Nondiscrimination in Grants and Benefits; the Minimum Compensation Ordinance; the Health Care Accountability Ordinance; the First Source Hiring Program; and applicable conflict of interest laws, as set forth in paragraphs B, C, D, E and F below.

#### **B. Nondiscrimination in Grants and Benefits**

The successful respondent will be required to agree to comply fully with and be bound by the provisions of Chapters 12B and 12C of the San Francisco Administrative Code. Generally, Chapter 12B prohibits the City and County of San Francisco from entering into grants or leases with any entity that discriminates in the provision of benefits between employees with domestic partners and employees with spouses, and/or between the domestic partners and spouses of employees. The Chapter 12C requires nondiscrimination in grants in public accommodation. Additional information on Chapters 12B and 12C is available on the CMD's website at [www.sfCMD.org](http://www.sfCMD.org).

#### **C. Minimum Compensation Ordinance (MCO)**

The successful respondent will be required to agree to comply fully with and be bound by the provisions of the Minimum Compensation Ordinance (MCO), as set forth in S.F. Administrative Code Chapter 12P. Generally, this Ordinance requires grantees to provide employees covered by the Ordinance who do work funded under the grant with hourly gross compensation and paid and unpaid time off that meet certain minimum requirements.

For the amount of hourly gross compensation currently required under the MCO, see [www.sfgov.org/olse/mco](http://www.sfgov.org/olse/mco). Note that this hourly rate may increase on January 1 of each year and that grantees will be required to pay any such increases to covered employees during the term of the grant. Additional information regarding the MCO is available on the web at [www.sfgov.org/olse/mco](http://www.sfgov.org/olse/mco).

#### **D. Health Care Accountability Ordinance (HCAO)**

The successful respondent will be required to agree to comply fully with and be bound by the provisions of the Health Care Accountability Ordinance (HCAO), as set forth in S.F. Administrative Code Chapter 12Q. Grantees should consult the San Francisco Administrative Code to determine their compliance obligations under this chapter. Additional information regarding the HCAO is available on the web at [www.sfgov.org/olse/hcao](http://www.sfgov.org/olse/hcao).

#### **E. First Source Hiring Program (FSHP)**

If the grant is for more than \$50,000, then the First Source Hiring Program (Admin. Code Chapter 83) may apply. Generally, this ordinance requires grantees to notify the First Source Hiring Program of available entry-level jobs and provide the Workforce Development System with the first opportunity to refer qualified individuals for employment.

Grantees should consult the San Francisco Administrative Code to determine their compliance obligations under this chapter. Additional information regarding the FSHP is available on the web at <http://www.workforcedevelopmentsf.org/> and from the First Source Hiring Administrator, (415) 401-4960.

#### **F. Conflicts of Interest**

The successful respondent will be required to agree to comply fully with and be bound by the applicable provisions of state and local laws related to conflicts of interest, including Section 15.103 of the City's Charter, Article III, Chapter 2 of City's Campaign and Governmental Conduct Code, and Section 87100 et seq. and Section 1090 et seq. of the Government Code of the State of California. The successful respondent will be required to acknowledge that it is familiar with these laws; certify that it does not know of any facts that constitute a violation of said provisions; and agree to immediately notify the City if it becomes aware of any such fact during the term of the Agreement.

Individuals who will perform work for the City on behalf of the successful respondent might be deemed consultants under state and local conflict of interest laws. If so, such individuals will be required to submit a Statement of Economic Interests, California Fair Political Practices Commission Form 700, to the City within ten calendar days of the City notifying the successful respondent that the City has selected the respondent.

### **VIII. Protest Procedures**

#### **A. Protest of Non-Responsiveness Determination**

Within five working days of the City's issuance of a notice of non-responsiveness, any firm that has submitted a proposal and believes that the City has incorrectly determined that its proposal is non-responsive may submit a written notice of protest. Such notice of protest must be received by the City on or before the fifth working day following the City's issuance of the notice of non-responsiveness. The notice of protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the

respondent, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the City to determine the validity of the protest.

## **B. Protest of Grant Award**

Within ten calendar days of the City's issuance of a notice of intent to award the grant, any firm that has submitted a responsive proposal and believes that the City has incorrectly selected another respondent for award may submit a written notice of protest. Such notice of protest must be received by the City on or before the tenth calendar day after the City's issuance of the notice of intent to 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 protest must be signed by an individual authorized to represent the respondent, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the City to determine the validity of the protest.

## **C. Delivery of Protests**

All protests must be received by the due date. If a protest is mailed, the protestor bears the risk of non-delivery within the deadlines specified herein. Protests should be transmitted by a means that will objectively establish the date the City received the protest. Protests or notice of protests made orally (e.g., by telephone) will not be considered. Protests must be delivered via email to:

Gigi Whitley  
Deputy Director for Administration and Finance  
San Francisco Department of Homelessness and Supportive Housing  
Email: gigi.whitley@sfgov.org

## **IX. Standard Forms**

Before the City can award any grant to a grantee, that grantee must file three standard City forms (items 1-3 on the chart). Because many grantees have already completed these forms, and because some informational forms are rarely revised, the City has not included them in the RFP package. Instead, this Appendix describes the forms, where to find them on the Internet (see bottom of page 2), and where to file them. If a grantee cannot get the documents off the Internet, the grantee should call (415) 554-6248 or e-mail Purchasing (purchasing@sfgov.org) and Purchasing will fax, mail or e-mail them to the grantee.

If a grantee has already filled out items 1-3 (see note under item 3) on the chart, **the grantee should not do so again unless the grantee's answers have changed.** To find out whether these forms have been submitted, the grantee should call Vendor File Support in the Controller's Office at (415) 554-6702.

If a grantee would like to apply to be certified as a local business enterprise, it must submit item 4. To find out about item 4 and certification, the grantee should call Grant Monitoring Division at (415) 252-2500.

| Item | Form name and Internet location   | Form        | Description   | Return the form to;<br>For more info   |
|------|---|-------------|---|--|
| 1.   | Request for Taxpayer Identification Number and Certification<br><a href="http://sfgsa.org/index.aspx?page=4762">http://sfgsa.org/index.aspx?page=4762</a><br><br><a href="http://www.irs.gov/pub/irs-fill/fw9.pdf">www.irs.gov/pub/irs-fill/fw9.pdf</a> | W-9         | The City needs the grantee's taxpayer ID number on this form. If a grantee has already done business with the City, this form is not necessary because the City already has the number.   | Controller's Office<br>Vendor File Support<br>City Hall, Room 484<br>San Francisco, CA 94102<br><br>(415) 554-6702 |
| 2.   | Business Tax Declaration<br><br><a href="http://sfgsa.org/index.aspx?page=4762">http://sfgsa.org/index.aspx?page=4762</a>   | P-25        | All grantees must sign this form to determine if they must register with the Tax Collector, even if not located in San Francisco. All businesses that qualify as "conducting business in San Francisco" must register with the Tax Collector  | Controller's Office<br>Vendor File Support<br>City Hall, Room 484<br>San Francisco, CA 94102<br><br>(415) 554-6702 |
| 3.   | S.F. Administrative Code Chapters 12B & 12C Declaration: Nondiscrimination in Grants and Benefits<br><br><a href="http://sfgsa.org/index.aspx?page=4762">http://sfgsa.org/index.aspx?page=4762</a><br><br>In Vendor Profile Application                 | CMD-12B-101 | Grantees tell the City if their personnel policies meet the City's requirements for nondiscrimination against protected classes of people, and in the provision of benefits between employees with spouses and employees with domestic partners. Form submission is not complete if it does not include the additional documentation asked for on the form. Other forms may be required, depending on the answers on this form. Grant-by-Grant Compliance status vendors must fill out an additional form for each grant. | Human Rights Comm.<br>25 Van Ness, #800<br>San Francisco, CA 94102-6059<br>(415) 252-2500                          |
| 4.   | CMD LBE Certification Application<br><br><a href="http://www.sfgsa.org/index.aspx?page=6058">http://www.sfgsa.org/index.aspx?page=6058</a><br><br>In Vendor Profile Application   |             | Local businesses complete this form to be certified by CMD as LBEs. Certified LBEs receive a rating bonus pursuant to Chapter 14B when bidding on City grants if applicable. To receive the bid discount, you must be certified by CMD by the proposal due date.  | Grant Monitoring Unit<br>30 Van Ness Avenue,<br>Suite 200<br>San Francisco, CA 94102<br>Phone: (415) 581-2310      |

**Where the forms are on the Internet:**

**Office of Grant Administration**

Homepage: [www.sfgov.org/oca/](http://www.sfgov.org/oca/)

Purchasing forms:

Click on “Required Vendor Forms” under the “Information for Vendors and Grantees” banner.

### **Grant Monitoring Division**

CMD’s homepage:

<http://sfgsa.org/index.aspx?page=5365>

Equal Benefits forms:

<http://sfgsa.org/index.aspx?page=5359>

LBE certification form:

<http://sfgsa.org/index.aspx?page=5364#Section%20V>

**X. San Francisco Department of Homelessness and Supportive Housing  
Proposal Cover Page**

NAME OF ORGANIZATION(S): \_\_\_\_\_

ADDRESS: \_\_\_\_\_

DIRECTOR: \_\_\_\_\_

PHONE/FAX #: \_\_\_\_\_

EMAIL: \_\_\_\_\_

FEDERAL EMPLOYER IDENTIFICATION NUMBER (EIN): \_\_\_\_\_

ANNUAL AMOUNT(S) REQUESTED: \$ \_\_\_\_\_

I understand that the San Francisco Department of Homelessness and Supportive Housing (HSH) 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 PDF file via email to: [vanessa.price-cooper@sfgov.org](mailto:vanessa.price-cooper@sfgov.org)

**XI. San Francisco Department of Homelessness and Supportive Housing  
Proposal Page Number Reference 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 proposal page number(s) where the reviewer may find the answer(s) responding to the criteria.

| <b>Evaluation and Selection Criteria</b>   |  |                        |
|--|--|------------------------|
|  | <b>Minimum Qualifications</b>  | <b>Proposal Page #</b> |
|  | <ul style="list-style-type: none"> <li>• Respondent must be a certified vendor with the City and County of San Francisco or the ability to become a certified vendor within ten (10) days after notice of intent to award.</li> <li>• A minimum of three (3) years of experience providing support services or similar services to the target population as described in the RFP.</li> </ul>                         |                        |
| <b>Organizational Capacity (25 points)</b> |  |                        |
| 1.   | The respondent clearly demonstrates that it has the organizational infrastructure and administrative/financial capacity to deliver the services as proposed. (5 points)  |                        |
| 2.   | The staff, based on job descriptions and qualifications is adequately trained or experienced in operating the program. The proposed staffing pattern is realistic and meets the needs of the target population and reflects the hours tenants are most likely on site and available for accessing the services. (10 points)  |                        |
| 3.   | The subject matter and types of trainings to be offered to staff providing the services appropriate to assist staff in delivering quality services. (5 points)   |                        |
| 4.   | Staff demonstrates the ability to collaborate and cooperate with other community organizations and service providers to deliver mental health support services to the target population. (5 points)  |                        |
| <b>Program Approach (50 points)</b>        |  |                        |
| 1.   | The proposal demonstrates the necessary understanding of the target population and their needs in order to provide effective services with easy accessibility. (25 points)   |                        |
| 2.   | The proposal clearly identifies linkages to support the target population in linking them to services. (10 points)   |                        |
| 3.   | The proposal clearly identifies specific and realistic service and outcome objectives and how they will be met. This should also include a discussion of specific methods for collecting information and data on service utilization, performance outcome, and customer satisfaction. (10 points)  |                        |
| 4.   | The proposal provides a model for client input in program design, service delivery, and program operations. (5 points)   |                        |
| <b>Fiscal Capacity (25 points)</b>         |  |                        |
| 1.   | The budget provided is clear and easy to understand. The budget reflects sound, adequate allocation of resources, matching the program components including staffing costs, operating costs and capital costs (as appropriate). The budget supports the services proposed and is competitive with other proposals. Costs are reasonable, justified, and competitive. Cost Allocation Plan is reasonable. (20 points) |                        |
| 2.   | Respondent'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)  |                        |

## **XII. San Francisco Department of Homelessness and Supportive Housing Proposal Budget Forms and Instructions**

Budgets should be submitted in the standard HSH format. Forms are available at: <http://mission.sfgov.org/OCABidPublication/ReviewBids.aspx> and click on the “Consultants and Professional Services” link and then the link for this RFP.

The budget forms are in Excel spreadsheets. There are 4 pages (sections) 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 to 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. Respondents should follow cost allocation guidelines for nonprofit grantees that largely follow those described by Generally Accepted Accounting Principles (GAAP) and in Federal OMB Circular A-122. The plan should include how indirect costs were calculated.

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

Indirect rates are not allowable on subgrantee 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 the HSH Grant Manager.

*These guidelines provide general information. For questions, please consult the assigned HSH Contract Manager.*