2019 MOBILE SHOWERS PROGRAM
REQUEST FOR PROPOSALS (RFP)

Revised per Addendum #4

RFP Released: September 19, 2019
1\textsuperscript{st} Mandatory In-Person Proposers Conference: September 25, 2019, 11 AM – 1 PM
2\textsuperscript{nd} Mandatory In-Person Proposers Conference: November 13, 2019, 10 AM -12 PM
1\textsuperscript{st} Written Questions Due: September 27, 2019, 2 PM
2\textsuperscript{nd} Written Questions Due: November 18, 2019, 2 PM
3\textsuperscript{rd} Written Questions Due: January 21, 2020, 2 PM
Submission Deadline: January 23, 2020; 2 PM
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A. DESCRIPTION OF WORK

1. Objective

The Los Angeles Homeless Services Authority (LAHSA) is issuing this Request for Proposals (RFP) to fund mobile showers programs for all populations who are experiencing homelessness within Los Angeles County.

Individuals experiencing homelessness often have difficulty accessing essential services that will help them maintain their personal hygiene and improve their health, including public shower facilities. Several service providers currently operate mobile showers that serve people experiencing homelessness, but these providers have limited capacity to serve a high volume of clients across a large geographic area. The County of Los Angeles has allocated funds for mobile showers programs through the County of Los Angeles, Approved Strategies to Combat Homelessness strategy E6, Countywide Outreach System. The County believes that, in addition to the public health and hygiene benefits of access to showers, mobile shower programs offer a unique opportunity to engage people experiencing homelessness and connect them to supportive services and housing.

Proposers to this funding opportunity may elect to operate a mobile showers program utilizing showers already owned by the proposer, OR showers that would be leased to the provider by either the County of Los Angeles or LAHSA at no-cost to the service provider.

Proposers funded under this RFP will be required to operate as collaborative partners within the existing CES. This includes, but is not limited to, participating in the CES Service Planning Area (SPA) and countywide meetings, helping providers find and engage individuals experiencing homelessness, helping to document homelessness, engaging in problem-solving interventions, and linking participants to services.

All projects that are awarded funding under this RFP will be subject to the terms and conditions of this RFP and any LAHSA-issued revisions or addenda to this RFP. Revisions and addenda to this RFP may be issued in response to written questions or to communicate revisions or corrections made by the funder.

2. Funding Available

There is $750,792 of annual funding available for this RFP. Funding under this RFP is anticipated but not guaranteed through Measure H Special Funds from the County of Los Angeles, made available through the County of Los Angeles, Approved Strategies to Combat Homelessness, Strategy E6.

All funding is subject to change.

3. Eligible Applicants

This RFP is open to government agencies, and nonprofit organizations that were certified on or before award recommendations are made to the P&E Committee as qualified bidders/proposers for receiving County of Los Angeles Measure H Funds through the LAHSA Request for Statement of Qualifications (RFSQ) process.

The list of certified agencies can be viewed at the following link under RFSQ Documents (See: RFSQ Exhibit I - Certified Agencies & Funding Sources):
For future reference, instructions on how to become a LAHSA Qualified Bidder can also be viewed at the link above.

Government agencies do not need to apply through the RFSQ process to be a certified bidder.

4. Contract Term

The contract term for contracts awarded through this RFP is April 1, 2020 to June 30, 2022 with funding authorized on an annual basis. LAHSA will allow providers to use up to 60-days from their contract start date as startup time. Providers can bill for expenses incurred during this time even if clients have not yet been served. All expenses must be included in the budget approved by LAHSA. LAHSA reserves the right to authorize funding on an annual basis, based upon, but not limited to, satisfactory contractor performance, availability of funds, and demonstrated geographic need.

A separate contract will need to be executed between the County and/or LAHSA and the selected providers for use of the shower trailers.

5. Geographic Area Served

All proposals must list a minimum of two locations where they intend to operate the proposed program. All project locations must be within the County of Los Angeles. Each proposal must clearly identify the site addresses, and the Service Planning Areas (SPA) in which the proposed project will be located.

6. Eligible Populations

This RFP seeks to fund services that will serve all people experiencing homelessness that are in need of shower services.

7. Core Principles

The following principles are required for all system components funded under this RFP. Proposers must review the Scope of Required Services (SRS) to develop a response to this RFP. The SRS can be found in Exhibit A.

Housing First

According to the webinar Core Principles of Housing First and Rapid Re-Housing issued by HUD and the United States Interagency Council on Homelessness (USICH), the Housing First approach is based on the following principles:

1. Housing is safe and affordable;
2. All people can achieve housing stability in permanent housing; supports may look different;
3. Everyone is “housing ready”;
4. Improved quality of life, health, mental health, and employment can be achieved through housing;
5. Right to determination, dignity and respect;
6. Configuration of housing and services based on household’s needs and preferences.

For more information, please review the USICH resource at the link below:
Harm Reduction

Harm reduction policies, procedures, and practices aim to reduce the negative consequences of behaviors that are detrimental to the participant’s health and well-being (i.e., abuse of drugs and/or alcohol, failure to be medication compliant, engaging in criminal activity, prostitution, choosing to sleep outside, etc.). In housing settings, harm reduction is intended to prevent a participant’s loss of housing and/or termination from the program based solely on his or her inability to stop engaging in harmful behaviors.

Programs incorporating a harm reduction model must utilize all interventions possible, short of termination from the program, to enable the participant to reduce or minimize their risky behaviors, while at the same time assisting them to move into and become stabilized in permanent housing. Harm reduction is not intended to prevent the termination of a participant whose actions or behavior constitute a threat to the safety of other participants and staff. Organizations must develop a set of policies and procedures to be implemented in the event of such behavior on the part of a participant.

Trauma-Informed Care

Trauma-informed care requires that every part of the program’s design and operation be approached with an understanding of trauma and the impact it has on those receiving services. Traumatic experiences can impact how clients receive services provided and the environment in which those services are delivered.

Establishing a safe and supportive environment are principal aspects of trauma-informed care. To do so, a program must ensure that all staff receive training on traumatic stress and its impact, as well as the relationship between trauma and mental health, substance use, and homelessness. Training should detail how working with trauma survivors can impact staff, and how these issues can impact their work. Staff training in crisis management may include learning how to help clients identify triggers, express their feelings safely, use healthy coping skills, in addition to helping clients develop safety and self-care plans prior to a crisis.

Cultural Competency

Programs funded under this RFP must consider cultural and linguistic factors in addressing the needs of populations to be served. Subpopulation identities may include, but are not limited to, race and ethnicity, gender and gender identity, sexual orientation, economic class, age, family status, language spoken and understood, physical and mental disabilities, living situation, etc. Proposers must demonstrate the capacity to accommodate special populations within the proposer’s general population (i.e., youth, LGBT, disabled clients, veterans, victims of domestic violence) throughout all levels of the organization, from organizational vision and mission statement, to policy implementation, and to service delivery procedures and philosophies. Effective communication requires, at a minimum, the provision of service and information in appropriate language, at appropriate educational and literacy levels, and in the context of the individual’s cultural identity.
8. Data Entry and Reporting Requirements

Mobile Showers programs are encouraged to use HMIS as their primary record keeping system. Providers who opt not to use HMIS will be required to submit data reports using a template that LAHSA will provide. This template will also be used by HMIS-utilizing providers to submit data for participants who do not feel comfortable providing information to create an HMIS profile. All service providers will be required to report on the number and types of services and referrals that are provided to participants. Please note that participants should never be denied services if they do not feel comfortable providing information; and can choose to anonymously access services if they would like.

9. Budget and Leverage

Proposers are required to submit a competitive budget for a twelve-month contract term. A budget template has been provided with this RFP that provides for a line item budget by category. Using the budget template provided, proposers must submit a complete budget for the total cost of the proposed project, including the request to LAHSA, and any other funding sources being leveraged. Documentation of leverage, such as a contract, a scanned copy of a check, a commitment letter, or an MOU, must be submitted in FileShare before the submission deadline.

Funds will be distributed at LAHSA’s discretion. The rate for administrative cost reimbursement will be 12%. The budget template provided includes a 12% administrative cost reimbursement rate, which may be reduced based on the final determination of funding source.

**Leverage**

LAHSA recommends leveraging from other sources to enrich programming, but does not require it. However, as part of the Quality Review process, all proposals will be evaluated regarding the level of leveraged funds that are committed to the project. Proposals demonstrating higher leverage will receive additional points within the Program Budget category of Quality Review. In order to receive full points, documentation of leverage, such as a contract, a scanned copy of a check, a commitment letter, or an MOU, must be submitted in FileShare before the submission deadline.

<table>
<thead>
<tr>
<th>Table 1: Mobile Showers Eligible and Leveraged Activities</th>
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</thead>
<tbody>
<tr>
<td><strong>Program Activities</strong></td>
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<tr>
<td>------------------------</td>
</tr>
<tr>
<td><strong>Administration</strong></td>
</tr>
<tr>
<td>Coordination/Supervision Staffing (Salaries and Fringe Benefits)</td>
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<tr>
<td>Direct Service Staffing (Salaries and Fringe Benefits)</td>
</tr>
<tr>
<td>Trainings (Supervisors/Staff)</td>
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<tr>
<td>Office Supplies (Computer, internet access, paper, etc.)</td>
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<tr>
<td><strong>Operations</strong></td>
</tr>
<tr>
<td>Service Description</td>
</tr>
<tr>
<td>----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Space Cost (Fee from property owner to use parking lot or other space)</td>
</tr>
<tr>
<td>Leasing (Mobile Shower Trailer)</td>
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<tr>
<td>Maintenance (Mobile Shower Trailer)</td>
</tr>
<tr>
<td>Toilet Facilities (Fee from property owner, portable toilets and hand-washing stations)</td>
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<tr>
<td>Mileage Reimbursement (truck to tow shower trailer &amp; staff mileage)</td>
</tr>
<tr>
<td>Cleaning Supplies (To clean Mobile Showers)</td>
</tr>
<tr>
<td>Insurance (professional liability insurance)</td>
</tr>
<tr>
<td>Utilities (Fresh water, disposal of waste water, and electricity)</td>
</tr>
<tr>
<td><strong>Mobile Shower Program Services</strong></td>
</tr>
<tr>
<td>Hygiene Kits (soap, shampoo, towel, etc.)</td>
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<tr>
<td><strong>Service Coordination</strong></td>
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<tr>
<td>Outreach</td>
</tr>
<tr>
<td>Case Management</td>
</tr>
<tr>
<td>Housing Navigation</td>
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<tr>
<td>Food/Nutrition Support</td>
</tr>
</tbody>
</table>

Further details regarding eligible activities and program design details can be viewed in the program’s Scope of Required Services (SRS).

**10. Timeliness Standards**

The proposer is expected to demonstrate the ability to begin project operation at all sites no later than 60 days after the contract start date listed in Section A.4 Contract Term, and to fully utilize grant funds within the proposed contract term. Proposals must demonstrate a plan for rapid implementation of the program. The proposer is expected to initiate the approved projects promptly in accordance with the requirements of this RFP and the federal and local regulations governing the awarded funding. Grant terms, and associated grant operations, may not extend beyond the availability of funds.

**11. Joint Offers**

Where two or more proposers desire to submit a single proposal in response to this RFP, they should do so as a prime contractor and subcontractor relationship, rather than as a joint venture or informal
team. LAHSA intends to contract with single organizations and not with multiple organizations doing business as a joint venture.

12. Sites and Equipment

Proposers must identify a minimum of two sites where they will operate their shower trailer. Proposers must commit to operating the mobile showers at least two days each week for at least four hours per day. If proposing to operate at more than two sites, proposers may choose to operate at a given site more than once a week but must demonstrate sufficient need at the site to warrant multiple days of service.

Site control is not required at the time of application for this funding opportunity. However, proposals that submit site control at the time of application submission will receive additional consideration from the Quality Review Panel (see Section B.2).

All proposed trailers must have at least one shower stall that is compliant with the Americans with Disabilities Act of 1990 and the American with Disabilities Act Amendments Act of 2008 (ADA/ADAA). Contractor must clearly state how they are going to accommodate the needs of individuals with various disabilities: visual, auditory, mobility, etc. in their program policies and procedures, location, and services.

Please be advised, proposers funded through this RFP must have toilet facilities available during their hours of operations either through their proposed site(s), portable toilets and/or their trailers must provide toilets. Please see SRS for more detailed information.

Prior to award recommendations, LAHSA will conduct an inspection of the proposed trailers and sites of operation to assess quality and feasibility. If recommended for award, the contractor must submit documentation that a qualified licensed and insured individual will operate the truck.

County and/or LAHSA-owned shower trailers will have three shower stalls. Proposers that are awarded the use of the County-owned shower trailers will not have to pay to lease the trailer[s] but will be responsible for all other expenses including maintenance, gas, and water. Proposers also must provide their own truck to tow the trailer or may subcontract with a qualified towing service.

Depending on the number and types of proposals LAHSA receives, proposers recommended for funding who do not have their own shower trailers may be asked to share the County-owned shower trailers with other proposers in order to maximize use of the trailers. These arrangements would be made upon consideration of relevant factors such as the proposed weekly schedules and the distance between the proposed Mobile Shower Program sites. If such sharing occurs, proposers must be willing to collaborate with other awarded providers to ensure safe handoff of trailer and appropriate storage and cleanliness.

13. Proposed Subcontractors

All subcontractors proposed to carry out any portion of the performance of services will require LAHSA approval prior to contracting. Proposers must submit the Subcontractor Profile Form by the Proposal Submission Deadline. Proposers must submit a copy of their organization’s policies/procedures for selecting and entering into contracts with subcontractors and monitoring subcontractor performance. The proposer must submit a specific plan for monitoring subcontractor(s) in the performance of their subcontract, which includes programmatic and fiscal areas of review,
potential corrective actions that will be imposed if the subcontractor is noncompliant or not performing and planned monitoring dates and timetables for resolution of findings.

14. Proposed Contract

The proposer, if selected through this RFP and subsequently selected for award, shall be required to enter into a written agreement with LAHSA. The proposed contract may be modified to incorporate all pertinent terms and conditions set forth in this RFP, including those added by addendum, and to reflect the proposer’s offer or the outcome of the contract negotiations, if any, conducted with the Proposer. Proposers unable or unwilling to comply with LAHSA policies and procedures will not be considered for funding under this RFP.

Awardees may have to sign a lease if they use the LAHSA and/or County-owned mobile showers.

Corrective actions may be imposed on a provider for noncompliance with regulations, contract requirements and other applicable professional standards. Should a provider fail for any reason to comply with the contractual obligations of their contract, LAHSA reserves the right to take remedial action at its discretion as set forth in LAHSA’s Remedial Action Policy. LAHSA, at its sole discretion, may impose remedial actions for cause including but not limited to the following: Notice of Noncompliance, Withholding of Payment, Probation, Suspension, Termination and/or, Debarment.

Further information on LAHSA’s Remedial Action Policy can be found at the following link:

15. No Commitment to Award

Issuance of this RFP and receipt of proposals is not a commitment to award a contract. LAHSA expressly reserves the right to postpone proposal opening or award for its own convenience, to accept or reject any or all proposals received in response to this RFP, to negotiate with more than one Proposer concurrently, or to cancel all or part of this RFP.
B. PROPOSAL CRITERIA AND EVALUATION PROCESS

1. Overview

All complete proposals received by the submission deadline will be submitted for a Quality Review and will be evaluated by a panel, which will be referred to as the “Evaluation Panel.” A complete proposal includes all of the required elements listed in section G. General Instructions 1. Proposal Submittal. Proposals will be scored independently based on the criteria outlined in the Quality Review section of this RFP. Proposals must receive an aggregate score of 75 points or more to be recommended for funding.

Quality review results and final funding recommendations will be posted on the LAHSA website and presented to the LAHSA Commission for approval.

<p>| Table 2: Estimated RFP Timeline* |</p>
<table>
<thead>
<tr>
<th>ITEM</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP Release</td>
<td>September 19, 2019</td>
</tr>
<tr>
<td>1st Mandatory Proposers Conference</td>
<td>September 25, 2019, 11 AM – 1 PM</td>
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<td>3rd Written Questions Due</td>
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</tr>
<tr>
<td>Submission Deadline</td>
<td>January 23, 2020, 2 PM</td>
</tr>
<tr>
<td>Quality Review Approval</td>
<td>February 2020</td>
</tr>
<tr>
<td>Contract Start</td>
<td>April 1, 2020</td>
</tr>
</tbody>
</table>

*Timelines subject to change at LAHSA’s sole discretion.

2. Quality Review

Proposals will be evaluated based on the categories listed and described in this section. Each proposal’s content, responsiveness, relevance, and adherence to the instructions in this RFP will be considered when scoring each category.

| Table 3: Quality Review Scoring Matrix |
| Scoring Area | Points |
| Program Design | 25 |
| Program Readiness | 15 |
| Site Control | 5 |
| Organizational Experience | 10 |
| CES Alignment | 5 |
| Program Budget | 10 |
| Estimated Volume of Services | 10 |
| Cost Efficiency | 10 |
| Proximity to Homeless Population Density | 10 |
**Program Requirements**
The proposer must adhere to the requirements of the Americans with Disabilities Act (ADA) through their program delivery. The proposer must accommodate participants with mobility, auditory, and visual impairments.

The proposer’s adherence to Housing First, Harm Reduction, and Trauma-Informed Care principles, as well as compliance with LAHSA’s Equal Access and Gender Identity policy and Feedback and Grievance policies is required.

Proposers should reference LAHSA’s Equal Access with Gender Identity Policy (previously known as HUD rule) and the 2010 Service Animal Policy:

The proposer must make the program open to all eligible populations regardless of sexual orientation, gender identity, marital status, race, color, religion, national origin, age, or disability status.

**Program Design**
The proposal must demonstrate an understanding of program requirements and the needs of the population it proposes to serve. Proposals will be evaluated on the demonstration of the utilization of best practices in their proposed program and the accessibility of the program to diverse participants.

Proposals should justify why their proposed locations are ideal for operating a mobile shower program. This may include proximity to homeless populations and public transportation, amenities that enhance the quality of participants’ experience, a lack of hygiene services in the area, and proximity to other existing non-hygiene services for people experiencing homelessness.

Proposers will be evaluated on the extent to which they demonstrate (1) an understanding of the unique demographic challenges of their participants, (2) experience serving these participants, and (3) how their staffing and programming decisions are tailored to meeting the needs of the populations they will be serving.

The Evaluation panel will evaluate the management/staff structure articulated in the proposal, along with the submitted organization chart. The proposal should detail mechanisms for ongoing and consistent staff supervision and an internal quality assurance monitoring system.

The Evaluation Panel will review the proposer’s implementation plan, which should describe how the proposer will establish an orderly process by which participants can take showers, ensure that showers are in working order, connect to water, and dispose of waste. The proposal should detail a realistic, well thought-out plan in regards to these program operations.

The Evaluation Panel will also assess proposer’s operations plan to ensure participant and staff safety, including ensuring that staff are appropriately trained in de-escalation or other conflict resolution methods, and appropriate steps are taken to maintain clean and sanitary conditions.

**Program Readiness**
The Evaluation Panel will evaluate the proposer’s ability to achieve full staffing and implement the program by the program start date. See SRS for staffing guidelines.

Proposers should present a detailed process for ensuring operational effectiveness and quality control of staff. The Evaluation Panel will evaluate the appropriateness of the proposed sites for serving the proposed number of participants.

Proposers will be evaluated on their proposed plan to connect to water and power and dispose of waste. If the local jurisdiction needs to be engaged in order to establish sewer connections or for any other reason, evidence of this engagement or a detailed plan for how this engagement will take place and the expected timeline for approval should be included in the application narrative.

The Evaluation Panel will evaluate whether the applicant demonstrates a robust plan and clear commitment to transparently engage the neighborhood and surrounding community. This could include, but is not limited to, working with elected officials, advertising the location of site, developing a community grievance process, demonstrating ample experience or partnerships within the community, and membership/attendance to local associations.

**Site Control**
Five points will be awarded to proposals that submit full site control of their proposed locations OR a non-binding written document from the site owner that indicates permission to use the proposed sites to operate the proposed Mobile Showers Program. The following legal documents would be considered full site control: signed leases, lease options, titles/deeds indicating ownership, and purchase options. Zero points will be awarded to proposals that do not submit site control or a non-binding written document.

**Organizational Experience**
The proposer’s experience providing mobile shower or similar services will be taken into consideration. The applicant should reference data, past performance outcomes and evidence to describe experience operating mobile shower or similar services.

**Coordinated Entry System Alignment**
Proposals will be evaluated on the extent to which the proposed project is integrated with service and housing providers and coordinated with other systems of care (health care, education, etc.) within the region. Applicants should detail or provide evidence of a history of participation in LA CES coordinated assessment and intake efforts, as well as a plan to collaborate with the LA County CES.

**Program Budget**
The Evaluation Panel will evaluate the feasibility, reasonableness, and accuracy of the budget. It will also evaluate the extent to which additional funding and resources are committed to the proposed project. The proposal should describe and specify the source and dollar amount of other public and private funding and resources that will be or have been leveraged to complete the proposed project. Strength of financing commitments will also be considered in the proposal evaluation.
**Estimated Volume of Services**

LAHSA will calculate the estimated volume of services by multiplying the total time available for providing showers by the proposed number of shower stalls. LAHSA will use the information provided in the submitted Proposed Program Weekly Schedule to calculate the number of shower operating hours.

LAHSA will assign 10 points to the proposal that proposes to offer the highest estimated volume of services. LAHSA will assign an *Estimated Volume of Services* score from 0 to 10 that is based on the deviation of each proposal from the highest scoring proposal in this category.

Example: 10 hours of operating time multiplied by 3 shower stalls equals 30 shower operating hours. If 30 shower operating hours is the highest volume proposal, then that proposer would receive 10 points. If another application is submitted with 9 hours of operating time multiplied by 3 showers stalls, that would equal 27 shower operating hours. This proposal would receive 9 points out of 10, because the proposed shower operating hours is 90% of the highest volume proposal.¹

**Cost Efficiency**

Cost efficiency will be determined by dividing the amount of dollars requested by the Estimated Volume of Services. LAHSA will assign 10 points to the most cost-efficient proposal submitted. After determining the most cost-efficient proposal, LAHSA will assign a cost efficiency score from 0 to 10 that is based on the percentile deviation of each proposal from the most cost-efficient proposal.

Example: If a proposal’s estimated volume of services is 30 shower operating hours, and the total amount requested is $180,000, the cost efficiency calculation will be $180,000 / 30 = $6,000. If this calculation is the lowest among all submitted proposals, it will receive 10 points for this category. If a second proposal requests the same $180,000 for 15 shower operating hours, this proposer will receive 5 points out of 10 because the proposed activities are 50% less cost efficient than the most cost-efficient proposal.

**Proximity to Homeless Population Density**

LAHSA will assign points based on the proposed locations’ proximity to locations with a high density of unsheltered people experiencing homelessness as reported in the 2019 Homeless Count. ²

The following table indicates the intervals that will be used to determine the score awarded to each proposed location for proximity to homeless density:

<table>
<thead>
<tr>
<th>Points awarded</th>
<th>Homeless Count Population Density</th>
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</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
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</tbody>
</table>

¹ LAHSA expects a minimum of 15 minutes per shower

² Density of homelessness per square mile is preferable to raw count data because the sizes of each census tract differ. Using density of homelessness per square allows for an equal comparison of large and small census tracts.
Applicants do not need to compute their proposed site’s density score. Click on the following link to access the density score for each proposed location. The average score for all proposed locations will be used.

https://lahsa.maps.arcgis.com/apps/ZoneLookup/index.html?appid=c1296c36bb1e4a268257017b8c4d7771

If the proposed program is located in Pasadena, Glendale, or Long Beach, LAHSA will determine the Proximity to Homeless Population Density score upon receipt of the application using a similar methodology.

A final score for this category will be computed by averaging the individual scores of each submitted location.

### 3. Funding Allocation Strategy

Final funding recommendations will be based on the overall score and the location of the proposal.

LAHSA is interested in ensuring geographic distribution of shower services across LA County, and as such LAHSA will take into account the proximity of proposals to existing shower services, as well as to other proposals submitted in response to this funding opportunity.

The list of existing and planned shower programs can be found at the following link:


If a submitted proposal’s nearest location is within five miles of an existing shower program, LAHSA will only consider recommending the program for funding if the proposal has received a Proximity to Homeless Population Density score of nine or ten.

Additionally, if there are two proposals that are located within five miles of each other that receive a Proximity to Homeless Population Density score of nine or ten, then LAHSA will consider recommending both programs for funding. However, if there are two proposals that are located within five miles of each other that receive a Proximity to Homeless Population Density score of eight or below, LAHSA will recommend the higher scoring proposal of the two.

If an insufficient number of qualified proposals are received, or if the proposals received are deemed non-responsive or not qualified as solely determined by LAHSA’s Commission, LAHSA’s Commission
reserves the right to either re-issue the RFP, execute a sole-source contract with a provider, or otherwise ensure that services are provided by other means in a manner consistent with component requirements.

C. GENERAL INSTRUCTIONS

1. Proposal Submittal

Proposal Application
The RFP, application documents, and budget template will be made available online at https://www.lahsa.org/funding following the approval for release from the Programs & Evaluations Committee. Proposers may respond to this funding opportunity by completing the online application and submitting supporting documents into their Agency FileShare account. Separate applications must be submitted for programs in different SPAs.

For a proposal to be considered complete, all of the following must be completed and submitted prior to the submission deadline:

- MyOrg RFP Application
- Subcontractor Program Profile uploaded to FileShare (if applicable)
- Budget Template uploaded to FileShare
- Proposed Program Weekly Schedule Template uploaded to FileShare
- Proposed Program Organizational Chart uploaded to FileShare
- Suspension and Debarment Form uploaded to FileShare
- Site Control Documentation uploaded to FileShare (if applicable)
- Agreement from local jurisdiction to support connection to sewer uploaded to FileShare (if applicable)

FileShare
Prior to submitting a new project application, applicants are required to have an active FileShare account. The documents listed above should be placed in the folder that corresponds to this funding opportunity within the “Funding Opportunities” or “New Funding Opportunities” folder of their FileShare account. LAHSA reserves the right to reject documents that are placed in the incorrect folder.

MyOrg
The RFP application will be available via the MyOrg portal on the LAHSA website at the following link: https://www.lahsa.org/news.aspx?article=581-2019-mobile-showers-program-rfp

2. Due Date

All proposals must be RECEIVED by electronic delivery no later than 2:00 PM (Pacific Time), January 23, 2020. Applications will not be accepted via facsimile or paper submission. Electronic Submission is mandatory. Proposals submitted after the deadline will not be accepted.
Proposal amendments and/or addendums submitted to LAHSA after the proposal deadline will be returned without review. However, LAHSA reserves the right to request clarification of unclear or ambiguous statements made in the proposal.

3. Mandatory Proposers Conference

Proposers are required to attend at least one of the in-person Mandatory Proposers’ Conference listed below:

1st Proposers’ Conference on September 25, 2019 at 11 AM – 1 PM
2nd Proposers’ Conference on November 13, 2019, 10:00 AM – 12:00 PM

Proposer’s Conference Links:

Pre-registration is recommended.

Attendance Requirements: The 1st Proposer Conference will start promptly at 11:00am. Proposers must sign-in within 15 minutes of the Conference start time. The 2nd Proposer Conference will start promptly at 10:00 am. Proposers must sign-in within 15 minutes of the Conference start time. Proposers who sign-in after that time to the Proposers Conference will not be considered as an attendee.

LAHSA is unable to provide individualized technical assistance during an open RFP. All technical assistance will be provided during the Mandatory Proposers’ Conference and through the timely submission of written questions as detailed in this section.

Proposers are encouraged, but not required to submit questions in writing at least two days prior to the Mandatory Proposers’ Conference.

Questions regarding this RFP may be submitted to fundingopportunities@lahsa.org with the subject line, “2019 Mobile Showers RFP – Q&A 1st Proposer Conference” or ”2019 Mobile Showers RFP- Q&A 2nd Proposer Conference”. Please be sure to include your name and title, the name of the organization you represent and the best telephone number to reach you if a LAHSA representative needs to speak with you for further clarification.

After the Proposers Conference, Questions will be accepted via email only at fundingopportunities@lahsa.org with the subject line, “2019 Mobile Showers RFP– Q&A 1st Proposer Conference “ or “2019 Mobile Showers RFP- Q&A 2nd Proposer Conference” or until January 21, 2020, 2:00 PM. LAHSA will post written responses to all received questions on the LAHSA website no later than five (5) business days from the date questions are due.

Proposers are responsible for checking the LAHSA website to obtain current information and responses. Any omission or error made by any Proposer under this RFP for failure to obtain information posted regarding this RFP on the LAHSA website at http://www.lahsa.org/funding is the
sole responsibility of proposer and is not a basis for appeal of any adverse score or evaluation under this RFP.

Proposers are also encouraged to subscribe to the Funding Opportunities mailing list at https://www.lahsa.org/ to receive email notices pertaining to this RFP and other funding opportunities.

4. RFP Addenda/Clarifications

If it becomes necessary to revise any part of this RFP after the RFP is released, a written addendum will be posted on the LAHSA website at https://www.lahsa.org/funding. It is the responsibility of the proposer to review any publicly available addendum or information on the LAHSA website prior to submission of the proposal. If a proposer does not have access to the LAHSA website, they may call (213) 683-3333 and request a printed copy of any addenda via fax or mail. LAHSA is not responsible for information requested within three (3) days of the due date of the proposal under this RFP.

5. Process Appeals

After Quality Review of the proposal evaluation process, LAHSA will notify all Proposers of its Quality Review Results. **Within two business days of notification of the Quality Review Results** on the LAHSA website, proposers may file a Process Appeal, which is an appeal based upon LAHSA’s failure to abide by its established procedures in making funding recommendations. Process Appeals contesting the outcome of an RFP and/or a disagreement with, or objection to, the points awarded is not a sufficient basis for a Process Appeal.

The Process Appeal must be in writing and shall be limited to two (2) typed pages. The appeal must clearly state the factual grounds on which the appeal is based. All Process Appeal requests must be on an organization’s letterhead and entitled “2019 Mobile Showers RFP – Process Appeal”. Please do not include cover letters with the appeal request.

Process Appeals will be presented to the Programs and Evaluation Committee of the LAHSA Commission. The Programs and Evaluation Committee will make a recommendation and forward its recommendations to the LAHSA Commission. The LAHSA Commission will make the final decision regarding all Process Appeals. In the situation where the Programs and Evaluation Committee is unable to meet, the appeals shall be presented directly to the LAHSA Commission.

A Process Appeal must meet all of the following criteria, to be considered.

1. The person or entity requesting the appeal must be a proposer;
2. The request for the appeal must be submitted by the date and time specified by the RFP;
3. The person or entity requesting the appeal must assert in appropriate detail with factual reasons that LAHSA materially failed to follow procedures specified in its RFP document.
4. The request for the appeal must set forth sufficient detail to demonstrate that, but for LAHSA's alleged failure, the proposer would have been a successful proposer.

All Process Appeals must be in writing and emailed timely to fundingopportunities@lahsa.org or received at the following address:
Chair, Programs and Evaluation Committee
Re: 2019 Mobile Showers RFP – Quality Review Results Appeals
Los Angeles Homeless Services Authority
811 Wilshire Blvd., 6th Floor
Los Angeles, CA 90017
D. PROPOSAL CONDITIONS AND RESERVATIONS

A. All costs of proposal preparation shall be borne by the Proposer organization. LAHSA shall not, in any event, be liable for any pre-contractual expenses incurred by the Proposer in preparation and/or submission of the proposal. The Proposer shall not include any such expenses as part of the budget in the proposal.

B. Submission of a proposal shall constitute acknowledgment and acceptance of all terms and conditions contained in the RFP.

C. Submission of a proposal shall constitute a firm and fixed offer to LAHSA that will remain open and valid for a minimum of 90 days from the application submission deadline. The proposal should always include the Proposer's best terms and conditions.

D. The proposal must set forth full, accurate, and complete information as required by this RFP. No changes or additions are allowed after the proposal deadline.

E. LAHSA cannot certify, license or endorse grant writers. Proposers are free to select any grant writer. The responsibility for the performance of the grant writer rests with the Proposer.

F. Responses to this RFP become the exclusive property of LAHSA. All proposals will be considered public documents, subject to review and inspection by the public at LAHSA’s discretion, in accordance with the California Public Records Act and other applicable laws. Exceptions will be those pages in each proposal which are designated by the Proposer as business or trade secrets and are marked as “TRADE SECRET” or “CONFIDENTIAL”. LAHSA shall not in any way be liable or responsible for the disclosure of any such records, including, but not limited to, those so marked if the disclosure is deemed to be required by law or by court order. Selection or rejection of a proposal does not affect these rights.

G. LAHSA reserves the right to communicate in writing with proposers, funders and/or organizations associated with the Proposer to obtain additional clarification of design of program, or Proposer fiscal and programmatic capacities, and to utilize this information in the evaluation process.

H. LAHSA reserves the right to conduct site visits of all proposing agencies if applicable.

I. LAHSA reserves the right to extend the RFP submission deadline should such action be in the best interest of LAHSA. Proposers may revise and re-submit their proposal in the event the deadline is extended.

J. LAHSA reserves the sole right to reject any or all proposals received in response to this RFP if it is deemed inappropriate or incomplete, it fails to comply with any instruction contained in this RFP, or is not in the best interest of LAHSA.

K. LAHSA reserves the right to withdraw this RFP at any time without prior notice. Further, LAHSA makes no representation that any contract will be awarded to any Proposer responding to this RFP. LAHSA reserves the right to reject any or all submissions.

L. LAHSA reserves the right to negotiate services and costs with Proposers, including revision of program design as necessary to better meet LAHSA, the City of Los Angeles, County of Los Angeles, or HUD requirements.

M. A Proposer shall not be recommended for funding, regardless of the merits of the proposal submitted, if it has a history of contract non-compliance with LAHSA or any other funding source, a contract suspension, a termination for cause by LAHSA or any other funding source,
or outstanding financial obligations with LAHSA that have not been adequately resolved with LAHSA or any other funding source. In the event that the Proposer has any contract(s) with LAHSA suspended or terminated, it shall not be eligible for funding under any RFP released by LAHSA for a period of five (5) years starting from the effective date of suspension or termination.

N. If a Proposer is new and has not had a contract with LAHSA for a period of five (5) years then the organization will be subject to 100% documentation review and quarterly Monitoring visits.

O. If an agency has been involved in the Remedial Action process as a result of contract noncompliance with LAHSA within the last fifteen (15) years, award will be conditioned upon the agency showing that they have sufficient programmatic and fiscal capacity or finding another LAHSA Contractor in good standing that is willing to serve as a lead agent to administer the LAHSA contract.

P. Willful misstatements of information will result in non-recommendation for funding, regardless of the merits of the proposal submitted.

Q. LAHSA reserves the right to verify information submitted in the proposal. The Proposer agrees that the Los Angeles Continuum HMIS will be the primary source of verification of program performance and outcome data for existing programs. LAHSA reserves the right to request additional data to verify information submitted with the proposal, at its sole discretion. If the information in the proposal cannot be verified and if LAHSA determines the errors are not willful, LAHSA reserves the right to adjust the rating points awarded.

R. If an insufficient number of qualified proposals are received or if the proposals received are deemed non-responsive or not qualified as determined by LAHSA, LAHSA reserves the right to re-issue an RFP, execute a sole-source contract with a vendor, or otherwise ensure that services are provided by other means in a manner consistent with the program requirements.

S. The Proposer must be in compliance with applicable civil rights laws and Executive Orders. There must be no outstanding findings of noncompliance with civil rights statutes, Executive Orders, or regulations, unresolved secretarial charge of discrimination issued under the Fair Housing Act, no adjudications of civil rights violations on a civil action or deferral of processing of proposals from the sponsor imposed by HUD.

T. The Proposer shall be ineligible to receive funding under this RFP if any officer or employee of the Proposer who would be involved in the administration of grant funds has been debarred by any government agency or has been convicted of a criminal offense related to the administration of funds or any member of its executive management, key staff, or any officers of its Board of Directors is or has been involved in any litigation or other legal matter that compromises the organization’s ability to carry out the project as awarded.

U. LAHSA reserves the right to fund all or a portion of a proposal and/or request that a Proposer collaborate with another in the provision of a specific service if it is in the best interest of LAHSA, the City of Los Angeles, the County of Los Angeles, or HUD.

V. LAHSA reserves the right to waive minor technical deficiencies or any informality in a submitted proposal.
W. Proposals may be withdrawn by written request of the authorized signatory on provider letterhead at any time prior to the LAHSA Commission’s actions on staff’s final recommendation for funding.

X. LAHSA reserves the right to deny funding a proposal for a new project, if the request is made by a current recipient that is found to have significant issues related to capacity, performance, or unresolved audit/monitoring finding related to one or more existing grants.

Y. If a Proposer declines to implement the project or changes significant project specifications which are deemed relevant to the basis on which the award was granted thereby negating the funding award after the LAHSA Commission approves funding award(s) under a LAHSA competitive process, said provider shall not be eligible to apply for any other new project funding for a period of one year from the time of notice. Changes to significant project specifications include, but are not limited to, a change in the Service Planning Area in which the project is located or a change in the target population which the project serves. LAHSA may exempt a provider from this policy if it is deemed that the circumstances that facilitated the refusal to implement the project or change to significant project specifications was out of the reasonable control of the provider.

Z. It is improper for any officer, employee or agent of LAHSA to solicit consideration, in any form, from a Proposer with the implication, suggestion or statement that the Proposer’s provision of the consideration may secure more favorable treatment for the Proposer in the award of the contract or that the Proposer’s failure to provide such consideration may negatively affect the LAHSA’s consideration of the Proposer’s submission. A Proposer shall not offer or give, either directly or through an intermediary, consideration, in any form, to an officer, employee or agent of LAHSA for the purpose of securing favorable treatment with respect to the award of the contract. A Proposer shall immediately report any attempt by an officer, employee or agent of LAHSA to solicit such improper consideration. The report shall be made to the Executive Director of LAHSA or to the County Auditor-Controller’s Employee Fraud Hotline (800) 544-6861. Failure to report such a solicitation may result in the Proposer’s submission being eliminated from consideration. Among other items, such improper consideration may take the form of cash, discounts, service, the provision of travel or entertainment, or tangible gifts.

AA. Upon the request of LAHSA, a Proposer whose bid is under consideration for the award of the contract shall provide LAHSA with written authorization to request a credit report from a reputable credit agency to gain satisfactory evidence of the Proposer’s financial background, stability and condition.

BB. In accordance with Los Angeles County Code, Chapter 2.160 (County Ordinance 93-0031), each person/firm submitting a response to this request for bid/proposal must certify in writing that such Proposer and each County lobbyist and County lobbyist firm, as defined by Los Angeles County Code 2.160.010, retained by the Proposer, is in full compliance with Chapter 2.160 of the Los Angeles County Code.

CC. Notwithstanding a recommendation of a department, agency, individual, or other, the LAHSA Board of Commissioners retains the right to exercise the final decision concerning the selection of a proposal and the terms of any resultant Agreement, and to determine which
proposal best serves the interests of LAHSA. The Board is the ultimate decision-making body and makes the final determinations.

DD. A bid or proposal containing conditions or limitations regarding the basic program design or operation of the proposed program that are not in alignment with the requirements of the RFP may be deemed irregular (and nonresponsive) and may be rejected by LAHSA, in its sole discretion.
E. CONTRACT CONDITIONS

Contractors will be required to comply with conditions set forth by LAHSA, the County of Los Angeles, the City of Los Angeles and/or the U. S. Department of Housing and Urban Development (HUD), hereafter referred to as "Funders". These conditions may include, but are not limited to the following:

A. The initial recommendation for funding should not be construed as a finding that the proposed program complies with all requirements and conditions for a contract for grants. LAHSA reserves the right to fund all or a portion of a proposal and/or request that a Proposer collaborate with another in the provision of a specific service if it is in the best interest of LAHSA. A funding recommendation or offer to contract may be withdrawn upon failure of reasonable attempts to negotiate an agreement.

B. Contractors shall allow representatives of Funders to inspect facilities that are used in connection with the contracts made to implement system components funded under this RFP.

C. Successful Proposers will be required to satisfy LAHSA’s and other participating provider or entity’s insurance requirements. Additionally, all Proposers must comply with all contractual requirements. Contractors will name LAHSA and the City and/or County of Los Angeles as additional insured on general liability, professional liability (where required), auto liability (owned and non-owned), workers' compensation, and errors and omissions policies (where required).

D. Contractors shall make available to representatives of Funders, upon reasonable notice, the fiscal records and/or client data records pertaining to the contract. Demographic information about clients will be regularly submitted to LAHSA in a manner consistent with agreements protecting client and/or provider confidentiality rights.

E. Contractors shall comply with reasonable requests from Funders concerning promotional activities related to the system component.

F. Contractors acknowledge that, as recipients of Federal funds, they will be required to comply with Federal regulations pertaining to the use of such funds. It will be the Contractor’s responsibility to ensure compliance with applicable regulations.

G. The Contract shall include standard clauses and in some cases, certifications, requiring Contractor’s compliance with, but not limited to, the following regulations: non-discrimination, affirmative action, and equal opportunity; separation of church and state; Americans with Disabilities Act (ADA); conflict of interest; restrictions on lobbying; debarment; audits; rights in data; drug-free workplace; lead-based paint and Equal Benefits Ordinance.

H. Contractors shall maintain any applicable licenses or permits, and meet any facilities code regulations required for the system component(s) funded under the contract.

I. Contractors shall participate in information networking, training, and coordination meetings as directed by LAHSA or other grant funding sources.

J. Contractors shall cooperate with related research and evaluation activities as directed by LAHSA or other grant funding sources.

K. Contractors will be required to submit a Code of Conduct which will address conflict of interest requirements.
L. Contractors may not enter into an agreement with a subcontractor for the provision of shelter or supportive services under any system component funded under this RFP, unless that subcontractor and its qualifications are fully described in the proposal, and the intention to subcontract is explicitly stated in the proposal or the use of the subcontractor has been approved in writing by LAHSA. Contractor shall remain liable for the performance of the subcontractor, and will require subcontractor to adhere to all provisions in the contract between LAHSA and Contractor.

M. Contractors will ensure that an annual financial audit is performed in compliance with Title 2 of the Code of Federal Regulations Part 200 (2 C.F.R. 200 Subpart F – Audit Requirements) Subpart Audit Requirements, if it spends, in aggregate, $750,000 or more of Federal funds per fiscal year. Contractor shall submit a copy of the audit report to LAHSA within nine months after the end of the contractor's fiscal year.

N. Each Contractor must comply fully with all of the requirements specified in this RFP and committed to in the proposal, including program leveraging commitments, otherwise Contractor risks immediate termination of contract.

O. The responsibility for accuracy rests entirely with the Proposer. If a Proposer knowingly and willfully submits false performance or other false data, LAHSA reserves the right to reject that proposal. If it is determined that a contract was awarded as a result of false performance, or false financial or other false data submitted in response to this RFP, LAHSA reserves the right to terminate said contract immediately.

P. Contractor shall have in place an appropriate grievance procedure. Said grievance procedure must be in compliance with LAHSA’s grievance standards stated in the program contract.

Q. LAHSA reserves the right to extend the duration of the program as well as to renegotiate the terms of the contract if an extension is granted.

R. Contractor agrees to participate in data collection through the HMIS, or another HUD approved system of record. Said system shall be implemented during the term of the contract awarded. LAHSA shall provide Contractor with the basic data collection requirements.

S. Contractor shall be required to possess a corporate seal. In the absence of a corporate seal, a notary attestation of the Contractor’s signature must be provided along with the signed contract.

T. Awards are made subject to receipt of award of funds from Funders by LAHSA. Contractor agrees that if Funders do not provide funds for program, contract will be deemed null and void. LAHSA reserves the right to adjust funding levels based on the availability of funds and the quality of proposals received.

U. Contractor and subcontractor staff working with youth, either as employees or volunteers, who have a supervisory or disciplinary authority over minors must be fingerprinted and pass the background check, as required by California Penal Code Sec. 11105.3 and California Education Code Sec. 45125.1 and Sec. 10911.5 prior to working with youth. Fingerprinting and a background check may be required of other staff and volunteers depending upon how much contact the staff member will have with minors. The Contractor shall be responsible
for obtaining security clearances for staff whose duties require a sufficient level of interaction with youth.

V. Contractor shall ensure that all employees and volunteers who have direct contract with clients have an annual tuberculosis (TB) test. Contractor shall retain documentation of the test results.

W. Contractors are subject to all applicable City of Los Angeles and/or County of Los Angeles contracting requirements.

X. Contractors shall be required to submit to LAHSA, or its designee, periodic status reports, including program expenditures, progress reports and recipient information. Failure to do so may result in termination of the contract.

Y. The Grant Agreement between LAHSA and its funders may be incorporated by reference into all contracts between LAHSA and the contracting agencies.

Z. Contractors acknowledge that LAHSA funds are not meant to replace or supplant other local sources of funding.

AA. The Proposer is hereby notified that, in accordance with LAHSA Rules and Regulations implementing the Contractor Responsibility Ordinance, LAHSA may debar the Proposer from bidding on LAHSA contracts for a period of five (5) years, if the LAHSA Commission finds, in its discretion, that the Proposer does not possess the necessary quality, fitness, or capacity to perform work on LAHSA contracts.

BB. Contractor shall have in place appropriate policies and procedures relative to service animals for persons with disabilities. Said service animal policies and procedures must be in compliance with LAHSA’s policies and procedures as stated in the program contract. Contractor must participate in training offered by LAHSA regarding service animals and other ADA requirements, within three (3) months of beginning service.

CC. LAHSA reserves the right to terminate contracts awarded under this RFP if the Contractor is unable to commence services within three (3) months of the effective date of the contract. If a contract is terminated under these conditions, LAHSA may award the de-obligated funding to remaining Proposers who submitted proposals under the RFP and received fundable scores.

The following contract conditions apply to projects that include funding from HUD:

DD. Contractors agree that in the event the measurable goals/objectives fall below standard of successful performance measures as specified in the technical submission, LAHSA may suspend any future annual funding of the system component. Specific benchmarks of accomplishment will be included in the contract.
F. EXHIBITS

EXHIBIT A: PROGRAM AND FACILITIES STANDARDS

