2020 COUNCIL DISTRICT 8 NAVIGATION CENTER REQUEST FOR PROPOSALS (RFP)

Revised per Addendum #3

RFP Released: January 16, 2020
Mandatory In-Person Proposers Conference: January 27, 2020, 1 PM – 3 PM
Written Questions Due: January 29, 2020, 2 PM
Submission Deadline: February 21, 2020, 2 PM
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A. DESCRIPTION OF WORK

1. Objective

Through this RFP, LAHSA seeks to fund operations for a Navigation Center located at 729 W. Manchester Avenue, Los Angeles, CA 90044 in the Eighth Council District of the City of Los Angeles.

A Navigation Center is a multi-service facility aimed at providing services to improve the quality of life for those still living on the street by offering a place to store their personal property, utilize sanitary services, and connect to service providers. The center is a no-barrier, public facility. All services provided will be free of charge.

Due to the expansive geography of the City of Los Angeles, individuals experiencing homelessness often have difficulty accessing essential services that will help them maintain their personal health, including shower and laundry facilities. Moreover, there is a need for additional storage throughout the City of Los Angeles to provide homeless individuals the ability to store their property and have access to those belongings daily if needed. The implementation of Navigation Centers will maximize access to personal hygiene, storage, and supportive services for the unsheltered homeless population in Council District 8.

Proposers funded under this RFP will be required to operate as collaborative partners within the existing Los Angeles County Coordinated Entry System (CES). Proposers funded under this RFP will utilize Los Angeles Continuum of Care (LA CoC) approved screening and assessment tools and are required to comply with standardized operating policies and procedures developed and adopted by LAHSA and the CES partners. Providers receiving funds under any system component are also required to participate in the LA CoC Homeless Management Information System (HMIS).

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

The anticipated annual budget is $794,000 of City of Los Angeles General Funds. The award amount will be prorated for the 2019-2020 fiscal year depending on contract start.

Funding is subject to change.

3. Eligible Applicants

Non-profit Organizations:
This RFP is open to nonprofit organizations that were certified before the release of this RFP as qualified bidders/proposers for receiving City of Los Angeles General 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): https://www.lahsa.org/news?article=214-request-for-statement-of-qualifications-rsq-for-certification-as-a-qualified-bidder-for-lahsa-funding-opportunities

For future reference, instructions on how to become a LAHSA Qualified Bidder can also be viewed at the link above.

**Government Agencies:**
This RFP is also open to government agencies. Government agencies do not need to apply through the RFSQ process to be a certified bidder.

### 4. Contract Term

The term for contracts awarded through this RFP will depend upon construction completion of the facility. The earliest contract start date is June 1, 2020 and all contracts are anticipated to end June 30, 2023. Contracts are also dependent upon the annual authorization of funding by the City. LAHSA will allow providers to use up to 60 days for start-up/preparation activities from their contract start date. 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 allocate funding on an annual basis, based upon, but not limited to, satisfactory contractor performance, availability of funds, and the continued need for services.

### 5. Geographic Area Served

This section intentionally left blank.

### 6. Eligible Populations

This RFP seeks to fund services that will serve all people experiencing homelessness.

Each program participant’s housing status must be determined and documented according to the Homeless Emergency Assistance and Rapid Transition to Housing Act of 2009 (HEARTH Act) Homeless Definition Final Rule (24 CFR 583.5; 24CFR 583.301(b)).

### 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) for each required activity to develop a response to this RFP. The SRSs can be found in Exhibit A of this RFP solicitation.*

**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: https://www.usich.gov/resources/uploads/asset_library/PRS_Housing_First_and_RRH_Webinar_07_22_14.pdf

**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; 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. Performance Outcomes**
Programs funded under this RFP will be expected to record real-time data using LAHSA’s Manual Reporting Template provided with this RFP; as well as HMIS data entry during the contract term.

**9. Budget and Leverage**
Proposers are required to submit a budget, for a twelve-month contract term, which will allow them to operate at an optimal level. 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 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 MyOrg before the submission deadline.

Funds will be distributed at LAHSA’s discretion. The rate for administrative cost reimbursement will be 10%, which may change based on the final determination of funding source.

**Leverage**
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. 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 MyOrg before the submission deadline.
### CD 8 Navigation Center: 729 W. Manchester Avenue, Los Angeles, CA 90044

<table>
<thead>
<tr>
<th>Service</th>
<th>Eligible to be Funded by this RFP or Leveraged</th>
<th>Funded by the City</th>
</tr>
</thead>
<tbody>
<tr>
<td>CES Linkage Staff</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Diversion and Problem-Solving Staff</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Personal Storage Bin Staff</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Hygiene Services Staff</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Security Staff</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Transportation Staff</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Relevant Trainings for Staff</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Vehicle Leasing and Maintenance</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Janitorial/Facility Maintenance Services, Pest Control, Trash Removal</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Hygiene Supplies (showers, laundry, toiletry items)</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Personal Storage Bins Purchase</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>90-Day Mandatory Storage supplies</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Utilities (including phone, IT)</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Storage Operations Data/Operations/Inventory Software System</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Site Rent</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Insurance (Professional Liability Insurance, Automobile Insurance)</td>
<td>✔️</td>
<td></td>
</tr>
<tr>
<td>Office Supplies (e.g. Computers/Laptops, Pens, etc.)</td>
<td>✔️</td>
<td></td>
</tr>
</tbody>
</table>

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

### 10. Timeliness Standards

The proposer is expected to demonstrate the ability to begin project operation 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. Facility

A Navigation Center is a multi-service facility aimed at providing services to improve the quality of life for those still living on the street by offering a place to store their personal property, utilize sanitary services, and connect to service providers. The centers will be no-barrier, public facilities. All services provided will be free of charge. Through this RFP, LAHSA is procuring the service operator for the Navigation Center located at 729 W. Manchester Ave., Los Angeles, CA 90044. See Exhibit B: Council District 8 Navigation Center Summary for more detailed information on what is required.

The contractor must set program rules that serves as protocols or guidelines for ensuring the safety and security of program participants, as well as program staff. The contractor is responsible for hiring all staff and maintaining flexible hours of operation to provide consistent services to participants. The contractor must comply to the staffing guidelines outlined in the SRS Section 5: Minimum Staffing Requirements.

12. 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.

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.

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: https://www.lahsa.org/documents?id=1546-agency-remedial-action-policy.pdf

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 proposals received by the submission deadline will be submitted for a Quality Review and will be evaluated by the “Evaluation Panel.” 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.

<table>
<thead>
<tr>
<th>ITEM</th>
<th>DATE</th>
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<tbody>
<tr>
<td>RFP Release</td>
<td>January 16, 2020</td>
</tr>
<tr>
<td>Mandatory In-Person Proposers Conference</td>
<td>January 27, 2020, 1:00 PM – 3:00 PM</td>
</tr>
<tr>
<td>Written Questions Due</td>
<td>January 29, 2020, 2 PM</td>
</tr>
<tr>
<td>Submission Deadline</td>
<td>February 21, 2020</td>
</tr>
<tr>
<td>Quality Review</td>
<td>February - March 2020</td>
</tr>
<tr>
<td>Contract Start</td>
<td>June 2020</td>
</tr>
</tbody>
</table>
2. Quality Review

Proposals will be evaluated based on program design, CES alignment, organizational capacity, past experience, budget, program readiness, and any other identified priorities. Each proposal’s content, responsiveness, conciseness, clarity, relevance, and strict adherence to the instructions in this RFP will be considered when scoring each category. Final scoring will be based on the proposal as submitted.

<table>
<thead>
<tr>
<th>Scoring Area</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Requirements</td>
<td>20</td>
</tr>
<tr>
<td>Program Design</td>
<td>35</td>
</tr>
<tr>
<td>Program Preparedness</td>
<td>10</td>
</tr>
<tr>
<td>Organizational Experience</td>
<td>5</td>
</tr>
<tr>
<td>Cost Efficiency</td>
<td>5</td>
</tr>
<tr>
<td>Estimated Volume of Services</td>
<td>5</td>
</tr>
<tr>
<td>CES Alignment</td>
<td>10</td>
</tr>
<tr>
<td>Program Budget</td>
<td>10</td>
</tr>
<tr>
<td><strong>Total Points Possible</strong></td>
<td><strong>100</strong></td>
</tr>
</tbody>
</table>

**Program Requirements**

The proposer’s compliance with LAHSA’s Equal Access and Gender Identity policy and Feedback and Grievance policies is required.

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.

Proposers must commit to entering relevant programmatic information into the LA CoC HMIS.

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.
Grievance and feedback policies must be operationalized, accessible to all participants, and aligned with LAHSA policies. More information on LAHSA’s Grievance Policies and Procedures can be seen at the following link:

LAHSA's Procurement and Performance Management Department will examine the Program Requirement section of the application and verify that the proposer commits to the stated requirements. Proposers that submit policies and procedures that demonstrate their adherence to program requirements will receive full points in this category. Proposers that merely state that they commit to program requirements will receive partial points.

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 the diverse needs of the participants.

The Evaluation Panel will evaluate the proposer’s ability to effectively and efficiently manage the facility operations and organization methods for each component (property storage, hygiene services and CES linkage) the proposer will also be evaluated on their proposed plan to use supportive services, staffing and supervision to assist clients.

The Evaluation Panel will evaluate whether the proposal makes the program open to all eligible populations regardless of sexual orientation, gender identity, marital status, race, color, religion, national origin, age, or disability status. The proposal should describe a plan to meet the requirements of the Americans with Disabilities Act and the Americans with Disabilities Act Accommodations (ADA/ADAA) through their program delivery. Please note: Although the facility will be provided, they will not be fully furnished, and there will be an evaluation of how the provider(s) will adapt the furnishing and design with respect to ensuring maximum accessibility for participants with disabilities.

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

The Evaluation Panel will examine the proposer’s plan to serve participants with limited English proficiency and their access to translation services. The panel will additionally assess the extent to which grievance and feedback policies are operationalized and accessible to all participants, including those with limited English proficiency.
Proposers will be evaluated on their community engagement plan which includes coordination with local community partners, stakeholders and outreach coordinators to ensure the site is fully utilized.

**Organizational Experience**

The proposer’s experience and specialization in providing similar services to those listed in the SRS for 2020 Council District 8 Navigation Center will be taken into consideration. The proposer should reference data, past performance outcomes and evidence to describe experience conducting the following activities: Initial triage, problem solving, CES survey, emergency service referrals, warm handoff referrals, supportive service referrals, case management, HMIS data entry.

In addition to the submitted narrative responses, the Quality Review Panel will examine current or past contracts with LAHSA to determine relevant experience.

**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. The Evaluation Panel will assess linkages with other resources in the region, collaboration with the LA County CES, within the proposer’s program and provider network or with other agencies within the region.

LAHSA’s Policy and Systems Department will score this section to ensure that details provided are consistent with information in LAHSA contract and HMIS records.

**Estimated Volume of Services**

LAHSA will calculate the estimated volume of services by summing the total number of hours that services will be made available to participants. LAHSA will use the information provided in the submitted Proposed Program Weekly Schedule to calculate the total number of operating hours. The Proposed Program Weekly Schedule must clearly indicate which services are to be offered during which hours.

LAHSA will assign 5 points to the proposal with the highest estimated volume of services. LAHSA will assign an Estimated Volume of Services score from 0 to 5 that is based on the deviation of each proposal from the highest scoring proposal in this category.

Example: Proposal 1 includes a total of 150 hours of service provision per week (e.g. 50 hours of hygiene services, 50 hours of personal property storage services, and 50 hours of CES linkage services). This proposal offers the highest estimated volume of services and consequently is awarded the full 5 points. Proposal 2 includes a total of 100 hours of service provision per week (e.g. 30 hours of hygiene services, 20 hours of personal property storage services, and 50 hours of CES linkage services). This proposal would receive 3.35 points out of 5 points because the proposed volume of services is 67% of the highest volume proposal.
**Cost Efficiency**

Cost efficiency will be determined by dividing the amount of dollars requested by the Estimated Volume of Services. LAHSA will assign 5 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 5 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 150 operating hours per week, and the total amount requested is $700,000, the cost efficiency calculation will be $700,000 / 150 = $4,667 (cost per week of service). If this calculation is the lowest among all submitted proposals, it will receive 5 points for this category. If a second proposal requests the same $700,000 for 100 operating hours, this proposer will receive 3.35 points out of 5 points because the proposed activities are 67% less cost efficient than the most cost-efficient proposal.

**Program Budget**

The Evaluation Panel will assess the feasibility, reasonableness, and accuracy of the budget. The Evaluation Panel will also evaluate based on submitted documentation the extent to which additional funding and resources are committed to the proposed project. The proposal will 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 supported by documentation will be considered in the proposal evaluation. LAHSA’s Finance Department will score this section to ensure that details provided are consistent with information in LAHSA contract and HMIS records.
C. GENERAL INSTRUCTIONS

1. Proposal Submittal

The RFP, application documents, and budget template will be made available online at https://www.lahsa.org/news.aspx?article=619-2020-council-district-8-navigation-center-rfp 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 in MyOrg. Only complete proposals will be reviewed. For a proposal to be considered complete, all of the following must be completed and submitted prior to the submission deadline:

**MyOrg Application and Supporting Documents:**
- MyOrg RFP Application
- Subcontractor Program Profile (if applicable) uploaded with the MyOrg application
- Budget Template uploaded with the MyOrg application
- Proposed Program Organizational Chart uploaded with the MyOrg application
- Proposed Program Weekly Schedule Template uploaded to MyOrg
- Suspension and Debarment Form uploaded with the MyOrg application
- Leverage documentation (if applicable) uploaded with the MyOrg application

**MyOrg**
The RFP application will be available via the MyOrg portal on the LAHSA website at the following link: www.lahsa.org/portal/myorg/form/rfp?rfp=1078

2. Due Date

All proposals must be RECEIVED by electronic delivery no later than **2:00 PM (Pacific Time) February 21, 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

Interested proposers are required to attend the in-person Mandatory Proposers Conference to take place on **January 27, 2020; 1:00 PM – 3:00 PM.**

Pre-registration is recommended.

**Attendance Requirements:** 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 (2) days prior to the Mandatory Proposers Conference. Questions regarding this RFP may be submitted to fundingopportunities@lahsa.org with the subject line “2020 Council District 8 Navigation Center RFP – Q&A” until **January 29, 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 https://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 day 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 “2020 Council District 8 Navigation Center 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 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: 2020 Council District 8 Navigation Center 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.

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.

DD. The Proposer must be in compliance with applicable Federal, State, and local laws and regulations regarding business licensure, registrations, and annual reporting. This includes, but is not limited to, laws and regulations applicable to the Proposer’s business status (For example, 501(c)(3) requirements if the Proposer is a 501(c)(3) organization). Proposers must have the ability to demonstrate compliance through written documentation.

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

EE. 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.
EXHIBIT A


Program Standards: https://www.lahsa.org/documents?id=2280-lahsa-program-standards

Facility Standards: https://www.lahsa.org/documents?id=2767-lahsa-facility-standards

## EXHIBIT B: COUNCIL DISTRICT 8 NAVIGATION CENTER SUMMARY

<table>
<thead>
<tr>
<th>Council District 8 Navigation Center</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Description</strong></td>
</tr>
<tr>
<td>7 Day Renewal Voluntary storage facility with restrooms, showers, laundry, job training center, and offices for co-locating services</td>
</tr>
<tr>
<td><strong>Location</strong></td>
</tr>
<tr>
<td>729 W. Manchester Ave. Los Angeles, CA 90044</td>
</tr>
<tr>
<td><strong>Amenities</strong></td>
</tr>
<tr>
<td>• 5 gender neutral toilets, 1 of which ADA compliant</td>
</tr>
<tr>
<td>• 4 gender neutral showers, 1 of which ADA compliant</td>
</tr>
<tr>
<td>• 6 sinks</td>
</tr>
<tr>
<td>• 134 7-Day Personal Property Voluntary Storage Bins</td>
</tr>
<tr>
<td>• Staging area for Personal Property Storage Bin retrieval</td>
</tr>
<tr>
<td>• 4 washer/drier laundry units</td>
</tr>
<tr>
<td>• Reception area</td>
</tr>
<tr>
<td>• Queuing area (outside)</td>
</tr>
<tr>
<td>• 4 Offices</td>
</tr>
<tr>
<td><strong>Services</strong></td>
</tr>
<tr>
<td>• Storage Bin services in receiving, storing and administering including discarding of belongings.</td>
</tr>
<tr>
<td>• Administering Hygiene services for bathrooms, showers, and laundry.</td>
</tr>
</tbody>
</table>
| • Linkage and resource connections to  
  o Connection to Coordinated Entry System (CES) for case management and housing resources and program connection. |
| • Potential for co-located services in partnership with various providers and organization of life skills and job training. |
| **Proposed Start Date**              |
| • June 2020 |