AGENDA AND NOTICE OF A PUBLIC MEETING OF THE
PROGRAMS & EVALUATION COMMITTEE
COMMITTEE CHAIR: Jacqueline Waggoner
COMMISSION COMMITTEE MEMBERS: Wendy Greuel, Kelvin Sauls, Noah Farkas (Alt)

Thursday, February 20, 2020
8:30 a.m.
Location:
Los Angeles Homeless Services Authority
811 Wilshire Blvd., 5th Floor
Los Angeles, CA 90017

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<td>1.0</td>
<td>Review and approve minutes of the meeting held Thursday, January 16, 2020.</td>
<td>Emily Andrade</td>
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<td>2.0</td>
<td>Director’s Report – Procurement &amp; Performance Management.</td>
<td>Victor Hinderliter</td>
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<td>3.0</td>
<td>Interim Director’s Report – Access &amp; Engagement.</td>
<td>Elsie Nwankwo</td>
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<td>4.0</td>
<td>Review and approve the phase 2 quality review results and recommendations for the 2019 Grants Management System Request for Proposals (RFP), hear potential appeals, and authorize Interim Executive Director to enter into a contract with the recommended proposer.</td>
<td>Melea Fisher</td>
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<td>5.0</td>
<td>Review and approve the release of the 2021-2023 Homeless Count Professional Services Request for Proposals (RFP).</td>
<td>Elsie Nwankwo</td>
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<tr>
<td>6.0</td>
<td>Review and approve the release of the 2020 Access Centers for Adults Request for Proposals (RFP).</td>
<td>Candis Welch</td>
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<td>7.0</td>
<td>Authorize cancellation of the 2019 Mobile Showers Program RFP issued September 19, 2019.</td>
<td>Daniel Fisher</td>
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<td>8.0</td>
<td>Update on Request for Proposals (RFP) Procedures.</td>
<td>Daniel Fisher</td>
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<td>9.0</td>
<td>Update on the Request for Statement of Qualifications (RFSQ).</td>
<td>Daniel Fisher</td>
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<td>10.0</td>
<td>Update on the Request for Training Provider Qualifications – Centralized Training Academy.</td>
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<td>Update on Winter Shelter Program.</td>
<td>Jeffrey Proctor</td>
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<td>Presentation on Homelessness Prevention.</td>
<td>Charisse Mercado</td>
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<td>James Gilliam</td>
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Each Public Participant speaker is limited to two (2) minutes and may address any topic within the Commission’s jurisdiction. A Request to Speak Form must be filled out and submitted to the Secretary prior to the beginning of Public Participation. Subject to the total 20-minute period, each Public Participation speaker is limited to two (2) minutes.
Adjournment

Packets of materials on agenda items are available to the public during normal business hours at 811 Wilshire Boulevard, 6th Floor, Los Angeles, CA 90017. For further information, you may call 213-683-3333. Upon request, sign language interpreters, materials in alternative formats and other accommodations are available to the public for LAHSA meetings. All requests for reasonable accommodations must be made at least three working days (72 Hours) in advance of the scheduled meeting date. For additional information, contact LAHSA at (213) 683-3333 or TTY (213) 553-8488.
MINUTES OF THE
LOS ANGELES HOMELESS SERVICES AUTHORITY
PROGRAMS & EVALUATION COMMITTEE MEETING

Held Thursday, January 16, 2020

The Los Angeles Homeless Services Authority Commission Programs & Evaluation Committee meeting held at 811 Wilshire Boulevard, Los Angeles, California was called to order at 8:43 a.m. by Commissioner Waggoner.

Attendance
LAHSA Commissioners Present:
   Jacqueline Waggoner (Chair)
   Wendy Greuel (Vice Chair)
   Kelvin Sauls

LAHSA Commissioners Absent:

LAHSA Staff:
   Emily Andrade, Director, Procurement & Performance Management
   Victor Hinderliter, Interim Director, Homeless Services of Access & Engagement
   Lisa Flores, Executive Assistant, Executive Department
   Chris Coaloa, Sr. Analyst, Procurement, Procurement & Performance Management
   Jose Delgado, Director, Government Affairs
   Daniel Fisher, Associate Director, Operations, Procurement & Performance Management
   Alison Korte, Associate Director of Capacity Building & Training, Policy & Systems Department
   Elsie Nwankwo, Coordinator, Procurement, Procurement & Performance Management
   Adriana Ordaz, Analyst, Procurement, Procurement & Performance Management
   Kelli Pezzelle, Manager, Procurement, Procurement & Performance Management
   Candis Welch, Analyst, Procurement, Procurement & Performance Management

Call to Order/Roll Call/Establishment of Quorum
Commissioner Waggoner called the meeting to order. Roll was called and quorum was established at 8:43 a.m.

1.0 Review and approve minutes of the meeting held Thursday, November 14, 2019.

Motion: It was moved by Commissioner Greuel seconded by Commissioner Waggoner to approve the minutes as presented.

Public Speaker(s): There were no public speakers.

Action: The motion passed unanimously.

2.0 Director’s Report – Procurement & Performance Management.
Emily Andrade, Director, Procurement & Performance Management, gave the report:

- Ms. Andrade, gave the report on various topics from the Performance & Management, Contracts & Grants and Capacity Building divisions, including new staffing updates and promotions, monthly survey generated by performance & management analysts for providers to improve engagement, performance and services; facility review tool for interim housing and programming; quality assurance tool for the rapid rehousing; annual review funding given to providers and reprogramming process; system components unit safe parking program, proposals and RFP release; housing location program and PATH’s Lease Up application and series of landlord engagement community events; review results for
the Grants Management System and TAY Access Center, Safe Parking Program, Operation Healthy Streets; Navigation Center in CD8 RFP releases; procurement modernization and redevelopment project, online survey and community meetings participation; mobile showers RFP re-opening; Commissioners raised questions about the re-opening of mobile showers; Daniel Fisher, Associate Director, Operations, shared information discussed with County Legal Counsel about the reopening of the mobile showers RFP process; extending the opening process; procurement process; undersubscribed for potential underspending.

- Commissioner Waggoner requested a report back indicating mobile showers RFP reopening.

- Contracts for winter shelters program, 2020 homeless count vendors, quarter 3 amendments and fraud hotline operation and drafting purchasing forms for our internal departments use; capacity building division new staffing update and problem solving specialist open positions; winter shelter program trainings and live webinars for providers and staff; problem solving unit trainings scheduled in January and February; Capacity Building RFP application relaunched in partnership with United Way; CTA assessment tool and orientation in February;

- Commissioner Waggoner raised questions about the funding used for the capacity building RFP; Alison Korte, Associate Director, Capacity Building & Training, shared information about the use of funding.

Public Speaker(s): There were no public speakers.

3.0 Interim Director’s Report – Access & Engagement.
Victor Hinderliter, Interim Director, Homeless Services of Access & Engagement, gave the report:

- Mr. Hinderliter, gave a report on various topics including, access and engagement department new staff, promotions and vacancies; CPR and problem solving trainings for outreach workers and CARE program model trainings; update on the homeless count participation, outreach support and services provided; Commissioner Greuel asked about the number of volunteers; Jose Delgado, Director, Government Affairs, shared information on number of volunteers.

- A Bridge Home site opening in CD15; work being done and trainings with Census Bureau to ensure the people experiencing homelessness are included in the census count; Commissioner Sauls asked about the work being done with the Census Bureau with the black demographic undercounts adversity of cultural and ethnicity, the electronic kiosks and tablets being used; Jose Delgado shared information about the collaboration with the Census Bureau and the LA County CEO’ offices and the City of LA to ensure the diversity of culture and ethnicity are included; collaboration with Dept. of Public Health vaccines pilot; internal strategic planning with the housing command center agency, and United Way partners’ blueprint project for unsheltered homelessness; Commissioner Greuel asked about the blueprint release, staff will provide feedback when the blueprint draft is released.

Public Speaker(s): There were no public speakers.

4.0 Review and approve quality evaluation results and funding recommendations for the 2019 Access Centers for Transition-Age Youth (TAY) Request for Proposals (RFP), hear potential appeals, and authorize Executive Director to enter into contracts with the recommended agencies.
Chris Coaloa, Sr. Analyst, Procurement, Procurement & Performance Management, gave the report:

- Staff requested approval of the quality evaluation results and funding recommendations for the 2019 Access Centers for Transition-Age Youth (TAY) Request for Proposals (RFP) and authorize Interim Executive Director to enter into contracts with the recommended agencies as described in the documents provided.

- Commissioner Waggoner asked about the RFP reviewers and CES alignment process; there was discussion about LAHSA’s programmatic team and outside input received on the programmatic review section from the County and City of LA, and CES alignment process.

- Commissioner Sauls asked Ms. Kang, from Village Family Services to explain the confusion to help understand the challenges and improve the process; Mr. Coaloa shared information about the process and is working with the Village Family Services to understand the score process.

- Commissioner Waggoner suggested to give providers an opportunity to review the feedback prior to the meeting to better inform and understanding of the process and TAY Commissioner Greuel; Commissioner Waggoner commended staff for their work on improving the RFP process.

Motion: It was moved by Commissioner Greuel and seconded by Commissioner Waggoner to approve the quality evaluation results and funding recommendations for the 2019 Access Centers for Transition-Age Youth (TAY) Request for Proposals (RFP), and to authorize Executive Director to enter into contracts with
the recommended agencies, and to deny the appeal of the Village Family Services.

Public Speaker: Terry Kang

Action: The motion passed unanimously.

5.0 Review and approve the phase 1 quality review results and recommendations for the 2019 Grants Management System Request for Proposals (RFP), hear potential appeals, and authorize staff to conduct software demonstrations with selected proposers.

Elsie Nwankwo, Coordinator, Procurement, Procurement & Performance Management, and Melea Fisher, Business Process Consultant, gave the report:

- Staff requested approval of the phase 1 quality review results and recommendations for the 2019 Grants Management System Request for Proposals (RFP), hear potential appeals, and authorize staff to conduct software demonstrations with selected proposers as described in the documents provided.
- Melea Fisher, Business Process Consultant, talked about the phase 1 quality review results and recommendations; there was discussion about the process and implementation and engagement of the user.

Motion: It was moved by Commissioner Greuel and seconded by Commissioner Sauls to approve the phase 1 quality review results and recommendations for the 2019 Grants Management System Request for Proposals (RFP), hear potential appeals, and authorize staff to conduct software demonstrations with selected proposers.

Public Speaker(s): There were no public speakers.

Action: The motion passed unanimously.

6.0 Review and approve the recommendations for the Request for Training Provider Qualifications – Centralized Training Academy.

Kelli Pezzelle, Manager, Procurement, Procurement & Performance Management, gave the report:

- Staff requested approval of the recommendations for the Request for Training Provider Qualifications – Centralized Training Academy as described in the documents provided.

Motion: It was moved by Commissioner Sauls and seconded by Commissioner Greuel to approve the recommendations for the Request for Training Provider Qualifications – Centralized Training Academy.

Public Speaker(s): There were no public speakers.

Action: The motion passed unanimously.

7.0 Review and approve the release of the 2020 Safe Parking Program Request for Proposals (RFP).

Kelli Pezzelle, Manager, Procurement, Procurement & Performance Management, gave the report:

- Staff requested approval of the release of the 2020 Safe Parking Program Request for Proposals (RFP) as described in the documents provided.
- Commissioner Sauls asked if community colleges are included in the safe parking program; there was discussion about liability issues and challenges.
- Commissioners Waggoner and Greuel asked for clarification on the remaining funds awarded based on highest score in each SPA; there was discussion about the fund disbursement and SPAs being prioritize, staff will come back with a geographical map with the SPAs funded and with recommended SPAs; Commissioner Sauls asked for a comparison on the current data used for to prioritize the proximity to vehicular homeless count population by density and Commissioner Waggoner raised questions about the scoring process and data point in time being used to prioritize each SPA vs. following the services based on need and scoring density.
- Chris Coaloa shared the scoring process and re-procurement process and disbursement of funds; there was discussion about creating a geographical map with estimated slots per SPA earmarking the spots in need.

Motion: It was moved by Commissioner Greuel and seconded by Commissioner Sauls to approve the release of the 2020 Safe Parking Program Request for Proposals (RFP) as amended to keep the density
as a scoring factor and state in the funding allocation strategy, and specify after prioritizing SPAs 3, 7 and 8 will proportionally allocate funds based on the need in SPA and fund the highest scoring proposal that meets the proportionate need with the remaining funds.

**Public Speaker:** Nancy Wilcox

**Action:** The motion passed unanimously.

8.0 **Review and approve the release of the 2020 Operation Healthy Streets Request for Proposals (RFP).**

Adriana Ordaz, Analyst, Procurement, Procurement & Performance Management, gave the report:

- Staff requested approval of the release of the 2020 Operation Healthy Streets Request for Proposals (RFP) as described in the documents provided.

**Motion:** It was moved by Commissioner Greuel and seconded by Commissioner Waggoner to approve the release of the 2020 Operation Healthy Streets Request for Proposals (RFP).

**Public Speaker(s):** There were no public speakers.

**Action:** The motion passed unanimously.

9.0 **Review and approve the release of the 2020 Council District 8 Navigation Center Request for Proposals (RFP).**

Candis Welch, Analyst, Procurement, Procurement & Performance Management, gave the report:

- Staff requested approval of the release of the 2020 Council District 8 Navigation Center Request for Proposals (RFP) as described in the documents provided.

**Motion:** It was moved by Commissioner Greuel and seconded by Commissioner Waggoner to approve the release of the 2020 Council District 8 Navigation Center Request for Proposals (RFP).

**Public Speaker(s):** There were no public speakers.

**Action:** The motion passed unanimously.

10.0 **Update on the Request for Statement of Qualifications (RFSQ).**

Daniel Fisher, Associate Director, Operations, Procurement & Performance Management, gave the report:

- Staff gave an update on the Request for Statement of Qualifications (RFSQ) process.
- Commissioner Waggoner commended staff for all the work being over the past few months to improve the process.

**Public Speaker(s):** There were no public speakers.

11.0 **Public Participation:**

**Public Speakers(s):** There were no public speakers.

**Adjournment**

The meeting adjourned at 10:09 a.m.
To: LAHSA Programs and Evaluation Committee

From: Elsie Nwankwo, Coordinator, Procurement

Date: February 20, 2020

CC: Heidi Marston, Interim Executive Director
    Tony Creed, Chief Financial Officer
    Kristina Dixon, Director, Finance
    Emily Andrade, Director, Procurement & Performance Management
    Daniel Fisher, Associate Director, Operations
    Shalon Zeferjahn, Sr. Manager, Purchasing, Contracts & Grants Administration

Re: Phase 2 Quality Review Results and Recommendations for the 2019 Grants Management System Request for Proposals (RFP)

Committee Action Requested: Review and approve the Phase 2 Quality Review Results for the 2019 Grants Management System RFP and authorize Interim Executive Director to enter into a contract with the recommended proposer.

Background: The Los Angeles Homeless Services Authority (LAHSA) released the 2019 Grants Management System RFP on October 17, 2019 to procure a web-based Software as a Service Grants Management System (SaaS GMS) that supports the full grant lifecycle, unifying the current disparate data sources, files and processes. A mandatory proposers’ conference webinar was held on November 1, 2019. The submission deadline for this RFP to LAHSA was December 2, 2019 at 2 p.m. Two no bid responses were received. LAHSA received nine proposals for review during Phase 1. The two highest scoring proposals (REI Systems and Total Networks Incorporated) were invited to demonstrate their software platforms on February 4-5, 2020.

Quality Review Criteria: The scoring area and points allotted for Phase 2 are:

Table 1: 2019 Grants Management System RFP Quality Review Scoring Matrix

<table>
<thead>
<tr>
<th>Scoring Area</th>
<th>Points Allotted</th>
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<tr>
<td>Workflows</td>
<td>20</td>
</tr>
<tr>
<td>Integration</td>
<td>15</td>
</tr>
<tr>
<td>User Interface</td>
<td>15</td>
</tr>
<tr>
<td>Reports/Dashboards</td>
<td>15</td>
</tr>
<tr>
<td>Document Management</td>
<td>10</td>
</tr>
<tr>
<td>Constituent Relationship Management</td>
<td>10</td>
</tr>
<tr>
<td>Notifications/Alerts</td>
<td>10</td>
</tr>
<tr>
<td>Templates/Forms</td>
<td>5</td>
</tr>
<tr>
<td>Training/Support</td>
<td>5</td>
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Total Points Possible 105
Quality Review Results: The Phase 2 quality review results are as follows:

<table>
<thead>
<tr>
<th>Scoring Area</th>
<th>February 4, 2020 Demonstration with Total Networks Incorporated featuring “SmartSimple”</th>
<th>February 5, 2020 Demonstration with REI Systems featuring “GovGrants”</th>
</tr>
</thead>
<tbody>
<tr>
<td>Workflows</td>
<td>13.3</td>
<td>18.9</td>
</tr>
<tr>
<td>Integration</td>
<td>9.2</td>
<td>13.8</td>
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<tr>
<td>User Interface</td>
<td>10.2</td>
<td>14.6</td>
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<tr>
<td>Reports/Dashboards</td>
<td>10.1</td>
<td>14.7</td>
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<tr>
<td>Document Management</td>
<td>7.5</td>
<td>9.4</td>
</tr>
<tr>
<td>Constituent Relationship Management</td>
<td>6.5</td>
<td>9.6</td>
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<tr>
<td>Notifications/Alerts</td>
<td>6.9</td>
<td>9.4</td>
</tr>
<tr>
<td>Templates/Forms</td>
<td>3.6</td>
<td>4.8</td>
</tr>
<tr>
<td>Training/Support</td>
<td>3.9</td>
<td>4.6</td>
</tr>
<tr>
<td><strong>Total Points Received</strong></td>
<td><strong>71.2</strong></td>
<td><strong>99.8</strong></td>
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Staff Recommendations: Staff recommends the approval of the Phase 2 Quality Review Results and Recommendations as detailed in this memorandum. Based upon an evaluation of the criteria detailed above, LAHSA is recommending that the highest scoring software demonstration (REI Systems featuring “GovGrants”) be awarded.
2021 – 2023 HOMELESS COUNT PROFESSIONAL SERVICES REQUEST FOR PROPOSALS (RFP)

**Item 5.0**

**RFP Released:** February 20, 2020  
**Mandatory Proposers Conference Webinar:** February 26, 2020, 10 AM – 12 PM  
**Written Questions Deadline:** February 28, 2020, 2 PM  
**Submission Deadline:** April 10, 2020, 2 PM
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INTRODUCTION

The U.S. Department of Housing and Urban Development (HUD) mandates that each Continuum of Care (CoC) hold a biennial “Point-In-Time” (PIT) Homeless Count during the last 10 days in January. Beginning in 2016, the Los Angeles CoC started holding the Greater Los Angeles Homeless Count annually in order to analyze the trends of people experiencing homelessness. The Annual Homeless Count is an essential component in obtaining vital information that helps to provide an accurate picture of the state of homelessness in Los Angeles and to deliver services where they are most needed. It also increases general homelessness awareness with the public, and enhances engagement with leaders, residents, and stakeholders.

The Los Angeles Homeless Services Authority (LAHSA) is a joint powers authority of the City and County of Los Angeles, created in 1993 to address the problem of homelessness in Los Angeles County. LAHSA is the lead agency in the HUD-funded Los Angeles CoC, and coordinates and manages over $400 million annually in federal, state, county, and city funds for programs providing shelter, housing, and services to people experiencing homelessness.

The Homeless Count encompasses both sheltered and unsheltered people experiencing homelessness. LAHSA draws on volunteers throughout Los Angeles County to count the unsheltered population. For the Youth Count, LAHSA deploys survey teams to conduct interviews with transition-aged youth (18-24). To count the sheltered population, LAHSA staff utilize a database of shelter program activity, the Homeless Management Information System (HMIS), and survey shelter programs that do not participate in HMIS. Due to Los Angeles County’s size and population, the Greater Los Angeles Homeless Count is the largest in the nation.

A. DESCRIPTION OF WORK

1. Objective

Through this RFP, LAHSA is seeking the services of researchers, research organizations, public or private colleges or universities, and not-for-profit or for-profit agencies who have experience developing the following:

a) Statistical model and methodologies used to calculate the numerical estimates and demographic characteristics of people experiencing homelessness;

b) Demographic Survey instruments for people experiencing homelessness: adults, youth and families;

c) Data analyses, including population and subpopulation estimates, based upon Count and survey results;

d) Communication strategy to effectively communicate and summarize key Count findings; and

e) A methodology report (i.e., white paper) summarizing methodologies as it pertains to the determination of findings.
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
Funding under this RFP is anticipated from sources including but not limited to the City and County of Los Angeles. The award amount is contingent upon the approved budget and availability of funds. For reference only, LAHSA spent $1.1M for professional services related to the Count (FY 2019-2020). LAHSA expects funding for this RFP to be finalized by July 1, 2020.

3. Eligible Applicants
Eligible applicants for this RFP are researchers, research organizations, public or private colleges or universities, and not-for-profit or for-profit agencies who have experience providing similar services, as outlined in Section A.1, to the public or private sector. Applicants must reveal all potential conflicts of interest including, but not limited to, being affiliated or associated with a homeless service provider(s) or a current direct recipient of public or private funds for the provision of homeless services or housing.

4. Contract Term
The contract term for this RFP is August 1, 2020 to June 30, 2023 with funding authorized on an annual basis at the end of each fiscal year. 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 and availability of funds.

5. Cost Structure
A successful proposal must contain a cost structure and cost estimate. The cost structure and cost estimate must describe the pricing structure from the beginning of the project until completion, with the final product being a methodology report which also includes the HUD-mandated data tables (see Exhibit C which provides the 2019 Homeless Count results since data tables for 2020 will not be released until after the RFP submission deadline). Applicants must explain the pricing structure for services, including staff configuration, hourly-billing rates for proposer’s personnel (and subcontract personnel), and hours needed to complete the project.

Other expenses (in additional to the hourly personnel costs) that will be incurred and billed must be specifically identified and included in the total cost of completing the project. If you assume that LAHSA will be providing resources or will take responsibility for certain tasks, please specify these resources or tasks and estimate both the time and cost of providing them.

For this RFP, the rate for administrative cost reimbursement will be 10%.
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. To receive full points, documentation of leverage, such as a contract, a scanned copy of a check, a commitment letter, or a Memorandum of Understanding (MOU) must be submitted with the proposal.

6. Scope of Work
The following are the expected deliverables for the project:

**General Homeless Count Deliverables**
- a) Enumeration of persons experiencing homelessness in census tracts in Los Angeles County and the methodologies used to enumerate;
- b) Determine a selection of census tracts using a HUD-approved sampling methodology;
- c) Recommend quality control processes;
- d) All CoC statistical estimates with confidence bounds as required by HUD for the CoC Program Notice of Funding Availability (NOFA);
- e) Data summary tables of key estimates at Service Planning Area (SPA), Supervisorial District (SD), Council District (CD) and opt-in levels;
- f) Completed Mandatory HUD Tables (see Exhibit C);
- g) Raw data collected in electronic format to be included in the Homeless Count database; and
- h) Creation of any tables or other data developed using the information gathered from the Count. LAHSA will provide a list of mandatory data fields.
- i) Review overall design and methodological assumptions, includes providing input and guidance.
- j) Participate in various community and stakeholder education meetings.
- k) Incorporate data into final Count results.
- l) Support data release and development of narrative/messaging for data release.

**Youth Count Deliverables**
- a) Selection of census tracts and enumeration and methodology for selection;
- b) All CoC statistical estimates with confidence bounds for CoC Program NOFA;
- c) Data summary tables of key estimates at SPA, SD, CD and opt-in levels;
- d) Integration of Youth Count methodology into overall 2021 Count methodology and methodology report.
- e) Lead and coordinate Youth Count, including:
  - Scheduling, coordinating and leading Youth Count launch;
  - Scheduling, coordinating and leading Hot Spot planning sessions;
  - Training Community Engagement Coordinators (CECs), provider staff, volunteers and others as needed for all functions;
  - Coordinating and day-to-day management of survey and count teams; and
  - Managing incentive ordering and distribution in accordance with LAHSA
requirements.
f) Incorporate data into Final Count results.
g) Support data release and development of narrative/messaging for data release.

**Family Count Deliverables**
a) Selection of census tracts and enumeration and methodology for selection, if applicable;
b) All CoC statistical estimates with confidence bounds for CoC Program NOFA;
c) Data summary tables of key estimates at SPA, SD, CD and opt-in levels;
d) Integration of Family Count methodology, if separate, into overall 2021 Count methodology and methodology report.
e) Incorporate data into final Count results.
f) Support data release and development of narrative/messaging for data release.

**Shelter Count Deliverables**
a) Provide sampling procedures for shelter and institutional counts and methodology;
b) Data summary tables of key estimates at SPA, SD, CD and opt-in levels;
c) Integration of shelter count methodology into overall Count methodology and methodology report.
d) Incorporate data into final Count results.
e) Support data release and development of narrative/messaging for data release.

**Demographic Survey Deliverables**
a) Provide sampling procedures and questionnaire review for face-to-face interview for demographic survey and methodology;
b) Review demographic survey tool and provide recommendations to improve questions asked in the tool;
c) Recommendations on how to improve outreach and engagement for homeless families, homeless youth and people living in vehicles, etc.;
d) Integration of demographic survey methodology into overall Count methodology and methodology report;
e) Lead and coordinate Demographic survey, including:
   - Scheduling, coordinating and leading Hot Spot planning sessions;
   - Training CECs, provider staff, volunteers and others as needed for all functions;
   - Coordinating and day-to-day management of survey and count teams; and
   - Managing incentive ordering and distribution in accordance with LAHSA requirements.
f) Incorporate data into final Count results.
g) Support data release and development of narrative/messaging for data release.

**Administrative Deliverables**
a) Concise status reports with timetables at the end of each month;
b) Weekly/biweekly calls and/or monthly status reports before, during and after the Count;
c) Detailed summary of the proposed methodology to be used to analyze and extrapolate the Count and survey data within 60 days of the contract execution date. If methodology changes, submit brief justification within 30 days of change;
d) Final methodology report provided to LAHSA senior management upon completion of data analysis before the end of the contract agreement;
e) Collaborate with research consultant and LAHSA to incorporate Youth Count methodology and Family Count into overall Homeless Count methodology.

7. Timeline and Milestones

<table>
<thead>
<tr>
<th>RFP Release</th>
<th>February 20, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mandatory Proposers Conference Webinar</td>
<td>February 26, 2020</td>
</tr>
<tr>
<td>Written Questions Due</td>
<td>February 28, 2020</td>
</tr>
<tr>
<td>Submission Deadline</td>
<td>April 10, 2020</td>
</tr>
<tr>
<td>Quality Review</td>
<td>April – May 2020</td>
</tr>
<tr>
<td>Recommendations to LAHSA Programs &amp; Evaluation Committee/Commission</td>
<td>May 2020</td>
</tr>
<tr>
<td>Contracting</td>
<td>June – July 2020</td>
</tr>
<tr>
<td>Contract Start</td>
<td>August 1, 2020</td>
</tr>
<tr>
<td>Provide “Must Count” Census Tracts for Unsheltered Count</td>
<td>September 1, 2020</td>
</tr>
<tr>
<td>Weekly/Bi-weekly Calls and/or Monthly Status Reports</td>
<td>Ongoing</td>
</tr>
<tr>
<td>HUD Mandated Tables, Housing Inventory and Point-in-Time Table</td>
<td>As required by HUD</td>
</tr>
<tr>
<td>Feedback and Recommendations on Demographic Survey</td>
<td>September 1, 2020</td>
</tr>
<tr>
<td>Feedback and Recommendations on Family Count</td>
<td>September 15, 2020</td>
</tr>
<tr>
<td>Feedback and Recommendations on Youth Demographic Survey</td>
<td>September 30, 2020</td>
</tr>
<tr>
<td>Proposed Estimated Number of Surveys to Be Completed by SPA &amp; Communities/Cities</td>
<td>October 1, 2020</td>
</tr>
<tr>
<td>1-2 page Summary of How the Family Count Will Be Incorporated into the Homeless Count Methodology</td>
<td>October 15, 2020</td>
</tr>
<tr>
<td>1-2 page Summary of How the Youth Count Will Be Incorporated into the Homeless Count Methodology</td>
<td>October 30, 2020</td>
</tr>
<tr>
<td>Initial Brief Methodology Report</td>
<td>November 1, 2020</td>
</tr>
</tbody>
</table>

*Dates are subject to change.

<table>
<thead>
<tr>
<th>The Count</th>
<th>January 19-21, 2021</th>
</tr>
</thead>
<tbody>
<tr>
<td>Results by Geography: LA CoC, SDs, City, County, SPAs, CDs</td>
<td>May 1, 2021</td>
</tr>
<tr>
<td>Results by Geography: Opt-In Cities and Communities</td>
<td>June 30, 2021</td>
</tr>
</tbody>
</table>
8. 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.

9. 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.

10. 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
11. 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 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. Final Funding Recommendations will be made based on the amount of funding available. Quality Review results and final funding recommendations will be posted on the LAHSA website and presented to the LAHSA Commission for approval.

2. Quality Review
Proposals will be evaluated based on the criteria outlined in this section. Each proposal’s content, responsiveness, conciseness, clarity, relevance, and 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>Table 2: Quality Review Scoring Matrix</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section</td>
</tr>
</tbody>
</table>
| Statement of Qualifications - Organization and Project Director Qualifications (Refer to Section A.3 Eligible Applicants) | Evaluation criteria includes but is not limited to:  
1) The organization’s experience in:  
• Providing similar services in the public or private sector;  
• Understanding and working knowledge of homeless populations;  
• Understanding and knowledge of continuums of care and homeless delivery systems;  
• Developing a methodology for analysis for large amounts of data; and  
• Publishing professional reports.  
2) The Project Director’s experience in:  
• Presenting complex concepts and information;  
• Planning and managing projects of similar caliber, size and difficulty;  
• Developing population estimates, including but not limited to developing the methodology for statistical analysis for population estimates; and  
• Conducting population enumerations.  
3) Quality of References  
4) Ability to complete work |
<p>| Points | 30 |</p>
<table>
<thead>
<tr>
<th><strong>Scope of Work</strong></th>
<th>The proposal will be evaluated on how well it articulates an effective response to the elements listed in Section A.6 Scope of Work</th>
<th>50</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cost Estimate/Cost Structure</strong></td>
<td>The Evaluation Panel will evaluate the feasibility, cost effectiveness, reasonableness, and accuracy of the budget.</td>
<td>20</td>
</tr>
<tr>
<td><strong>Total Points Possible</strong></td>
<td></td>
<td>100</td>
</tr>
</tbody>
</table>
C. GENERAL INSTRUCTIONS

1. Proposal Submittal

Proposal Application
Application Documents will be made available online following the approval for release from the Programs & Evaluations Committee of the LAHSA Commission. Application documents can also be found in Exhibit A.

Core Documents
Proposers must submit the most recent versions of Core Documents (See Exhibit A, Attachment 3) along with the proposal and prior to the proposal submission deadline.

PDF Formatting Requirements
Documents must be typed in 12-point font with margins of no less than 1” margins on all sides. Text may be single-spaced, double-spaced or spaced one-and one-half space. Format must be “reader friendly” to facilitate easy review. Paragraphs must be clearly distinguishable. Use of bolding where appropriate to highlight key ideas is encouraged. Proposals must be written in English.

Proposal responses must comply with the requirements detailed in this document. Proposals that are incomplete, lack required attachments or have other content errors or deficiencies will be rejected without further consideration. Contextual changes and/or additions to the proposal after the deadline will not be accepted.

The proposal must be submitted in the legal name of the organization. Proposals must be signed by authorized representative(s) of the proposer organization who have legal authority to enter into a binding contract agreement with LAHSA. Each page of the PDF, including exhibits, must be numbered sequentially at the bottom of the page to indicate “Page _ of _”.

Only complete proposals will be reviewed.

2. Due Date

All RFP submissions must be RECEIVED by electronic delivery to fundingopportunities@lahsa.org no later than 2:00 PM (Pacific Time), April 10, 2020 with the subject line, “Homeless Count Professional Services RFP Submission.” Applications will not be accepted via facsimile or paper submission. Electronic submission is mandatory. RFPs 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 Webinar

Proposers are required to attend a Mandatory Proposers Conference Webinar to take place on February 26, 2020; 10:00 AM – 12:00 PM.

Proposers Conference Link:
https://attendee.gotowebinar.com/register/1200726476081436173

Pre-registration is recommended.

Attendance Requirements: Proposers must log-in to the webinar within 15 minutes of the start time. Proposers who log-in after that time to webinar 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 Webinar 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 Webinar. Questions regarding this RFP may be submitted to fundingopportunities@lahsa.org with the subject line “Homeless Count Professional Services RFP – Q&A” until February 28, 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 email, 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 “Homeless Count Professional Services 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: Homeless Count Professional Services 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 Contractors 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.
F. EXHIBITS

EXHIBIT A: Application Documents
Attachment 1
A. Proposer Information

LEGAL NAME OF LEAD PROPOSER: ____________________________________________
EXECUTIVE DIRECTOR: ______________________________________________________
EXECUTIVE DIRECTOR E-MAIL: _______________________________________________
EXECUTIVE BOARD CHAIR: ____________________________________________________
AGENCY ADDRESS: ___________________________________________________________
CITY: ___________________________ ZIP: _________________________________
AGENCY TELEPHONE: _________________________________________________________

B. Legal Authorized Representative & Fiscal Accountability Agent (The person(s) authorized to enter & sign contracts, payment requests, checks, and legal documents)

AUTHORIZED REP. / TITLE: ____________________________________________________
AUTHORIZED REP. TELEPHONE: _____________________________________________
AUTHORIZED REP. E-MAIL: ___________________________________________________
AUTHORIZED FISCAL REP TITLE: ______________________________________________
AUTHORIZED FISCAL REP PHONE: _____________________________________________
AUTHORIZED FISCAL REP E-MAIL: _____________________________________________

C. Contact Person for RFP (If different from Authorized Rep.)

CONTACT PERSON*/TITLE _____________________________________________________
CONTACT PERSON TELEPHONE: _______________________________________________
CONTACT PERSON E-MAIL: ___________________________________________________
## Attachment 2

<table>
<thead>
<tr>
<th>Items</th>
<th>Page Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cover Letter</strong></td>
<td>1-2 pages</td>
</tr>
<tr>
<td>Give a brief introduction to your organization, including but not limited to years of experience in consulting, planning, research, specialties in areas of social research, number of employees, and location of headquarters, primary contact person’s name, and phone number. The letter must be signed by an authorized signatory.</td>
<td></td>
</tr>
</tbody>
</table>

**Statement of Qualifications**

Clearly delineate in a narrative, the qualifications of your organization, the staff, as well as the Project Director as they relate to the successful completion of this project. Describe the organization’s:

1. demonstrated experience in providing similar services in the public or private sector;
2. substantial understanding and working knowledge of homeless populations;
3. working knowledge of HUD definitions, requirements, and regulations;
4. demonstrated experience in statistical methodology development and analyses;
5. ability to prepare a final report of professional and publishable quality;
6. ability to bring innovative processes to youth and family outreach, canvassing, etc.; and
7. experience with surveyor and volunteer training; provide examples of best practices.

Describe the Project Director’s experience in:

1. presenting complex concepts and information;
2. planning and managing projects of similar components;
3. developing and conducting community surveys;
4. conducting population enumerations; and
5. developing population estimates.

*Please attach in an appendix the resumes for all key team members.*

Additionally, submit the following:

- A list of all similar projects conducted by your organization within the last five years. Include the client name, project beginning and end date, and a brief overview of the project scope of work; and
- Three (3) professional references in an appendix. Information to be included in the references is the name and contact information (telephone number and e-mail address) of the project manager or individual best able to evaluate your organization’s work product.

**Approach to the Required Scope of Work**

Provide both a narrative and detailed description of your approach for completing the required Scope of Work. The sections to be included are outlined in the Scope of Work. The approach to the required Scope of Work must (1) list each key activity (action step) to achieve each deliverable, (2) how each key activity will be accomplished and who is responsible, (3) the date each key activity will start and be completed, and (4) the estimated cost associated with each key activity.
If you assume that LAHSA will be providing resources or will take responsibility for certain tasks, please specify these resources or tasks and estimate both the time and cost of providing them.

**Cost Structure**
The cost structure and cost estimate must describe the pricing structure from the beginning of the project until completion.

Applicants must explain the pricing structure for services, including staff configuration, hourly-billing rates for proposer’s personnel (and subcontract personnel), and hours needed to complete the project.

Other expenses (in addition to the hourly personnel costs) that will be incurred and billed must be specifically identified and included in the total cost of completing the project. If you assume that LAHSA will be providing resources or will take responsibility for certain tasks, please estimate the cost of providing the resources and tasks.

See Section A.5 of the RFP for information on indirect costs and leverage.
## Attachment 3

### Required Core Documents

- Articles of Incorporation, including any amendments, and by-laws
- Audited financial statements, including if required, OMB A-133 Single Audit (last 2 fiscal years or written explanation as to why no audit was conducted).
- Conflict of Interest Policy
- Executive Leadership/Senior Management Team (Resumes or Short Biographies)
- Insurance - Evidence of General Liability and Workers Compensation Insurance (Organization-wide and project specific as applicable)
- Suspension and Debarment Form (from LAHSA’s website)

If you have intentionally left an attachment out of the proposal, please submit a document using the following nomenclature: "Document Name - Intentionally Left Blank". Include the explanation of why the attachment is not relevant to your proposal in this document.
### Table A: LA Continuum Sub-Regions
(See Exhibits D, E and F for detail of the Regional Areas)

<table>
<thead>
<tr>
<th>Regional Area</th>
<th>2021 Homeless Count – Proposed</th>
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</thead>
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<tr>
<td></td>
<td>Census Tracts Total</td>
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<tr>
<td>Sample Continuum (example)</td>
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<td><strong>Los Angeles Continuum</strong></td>
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<tr>
<td>Service Planning Area (SPA)</td>
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<td>- SPA 1</td>
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<td><strong>City of Los Angeles</strong></td>
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<td>- Community Councils (CC)</td>
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<tr>
<td>- Town Councils (TC)</td>
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</tbody>
</table>

*Areas with concentration of homelessness **Other Opt-In Cities and/or Communities (See Section B.6)*
Exhibit B - 2020 Greater Los Angeles Homeless Count Methodologies

The Greater Los Angeles County Homeless Count is comprised of four components: Unsheltered Count (Street Count a.k.a. Point in Time Count), Shelter Count/Housing Inventory Count, Youth Count and Demographic Survey.

What Is the Unsheltered Count (Street Count a.k.a. Point in Time Count)?
The Point-In-Time Count is how we determine how many homeless neighbors we have in Los Angeles County on any given night. The purpose of the Greater Los Angeles Homeless Count is to provide an annual snapshot during the last 10 days of January of the number of homeless persons, their demographic characteristics and the locations where they reside; the Homeless Count is not designed to determine reasons for particular changes or characteristics occurring within the homeless population between Counts.

Two-to-four person teams of volunteers were created to conduct Street Counts throughout Los Angeles County. Team members were trained prior to and on the night of the Count on how to do a visual enumeration of homeless persons and were given maps with instructions that outlined the census tract(s) assigned to them. Enumerators were given strict instructions to count only within the boundaries of selected tracts. Additionally, Street Count teams were provided census tally sheets, referral cards, key contact phone numbers, Homeless Count apparel, and other supplies. Over the three-night count period, cities and communities enumerated all of the 2,160 census tracts for 100% coverage.

Stratification was used to ensure a more accurate Count for smaller geographic regions within the LA CoC. The sampling frame was subdivided into important subsets called “strata.” For the purposes of this Count, sampling strata were defined by the eight Service Planning Areas (SPAs) that make up Los Angeles County, by hot spot designation, and by several cities that requested full enumeration (i.e., Opt-in cities). A separate sample of census tracts was selected in each stratum to produce the best possible estimate with over 95% confidence.

Who Conducted the Homeless Count?
LAHSA and the University of Southern California (USC) collaborated in the design, implementation, and analysis of the 2020 Greater Los Angeles Homeless Count. USC’s responsibilities were to provide methodology and process direction, to design and select all required samples, to develop estimation strategies, and to produce all project estimates. LAHSA’s role included managing all other data collection tasks including: conducting the Street and Shelter Counts, establishing the content of survey questions and forms, administering the demographic survey, compiling the estimates for presentation, and conducting the Youth Count.

Who Was Included in the Count?
Persons were considered homeless and included in the Count if they fell within HUD’s definition of homelessness:
“A person is considered homeless only when he/she resides in one of the three following places described below:
1. places not meant for human habitation, such as cars, parks, sidewalks, and abandoned buildings;
2. an emergency shelter; or
3. transitional housing for homeless persons who originally came from the streets or emergency shelter.”

How was the Count Conducted?
The 2020 Greater Los Angeles Homeless Count used HUD recommended practices for counting sheltered and unsheltered homeless persons. Taking these recommendations into account, LAHSA completed a Street Count of unsheltered homeless persons and a Shelter Count of sheltered homeless persons. To further capture the unsheltered population in the LA CoC, LAHSA completed a Street Count specifically designed to capture homeless youth.

SHELTER and INSTITUTION COUNT (SHELTERED POPULATION)
A complete Count of sheltered homeless individuals was conducted on the same days in which the Street Count occurred. Agencies that temporarily house homeless people were identified and reported the number of homeless persons housed in their programs and the number of beds available in their facilities during the nights of the Count. These agencies included:
a) Hotels/motels that accept homeless vouchers
b) Shelters (emergency and transitional)
c) Jails, police department or other detention centers*
d) Drug and alcohol rehabilitation facilities*
e) Hospitals/emergency rooms*

* These locations house homeless people that do not meet HUD’s definition of being “homeless”. However, LAHSA wants a better understanding of the needs of all homeless individuals so these facilities have been added to locations where homeless people will be counted. The estimate will not be added to the overall homeless estimate, but will be a separate estimate.

LAHSA managed the collection of Shelter and Institution Counts. Priority is 100% inclusion of shelters and hotels/motels that accept homeless vouchers. The Institution Count is not mandatory but LAHSA strives to gain a better understanding of the potential populations who would have been homeless had they not been housed in these institutions.

DEMOGRAPHIC SURVEYS
The survey instrument used in the 2020 Demographic Survey gathered information on gender, family status, military service, length and recurrence of homelessness, usual nighttime accommodations, causes of homelessness and access to services through open-ended, closed-ended, and multiple response questions.
LAHSA coordinated the operation of the 2020 Demographic Survey and continues to refine the Demographic Survey instrument to generate improved quantitative and qualitative data about the homeless community in the Continuum, while also providing reliable data at a smaller regional level.

In 2021, the goal is to continue to enhance on data collected from families, youth, and people who live in vehicles and other makeshift shelters and to increase responses from the group by 25%. LAHSA has estimated the need for 5,800 to 7,100 surveys in order to obtain statistically reliable demographic information at the City of Los Angeles level and for each of the 15 City Council Districts.

FAMILY COUNT
In the 2020 Greater Los Angeles Count, there was a focus to improve the manner in which we (1) find and count homeless families under the Street Count component, and (2) find and interview homeless families under the demographic survey component.

Goals for the 2021 Family Count:
- Strengthened methodology ensuring adequate representation of families in official homeless estimates across the LA CoC
- Increased family participation in planning and conducting count activities
- Expansion of partnerships with community stakeholders
- Increased visibility of Family Count activities

YOUTH COUNT
Coordinated by the Los Angeles Homeless Services Authority since 2007, the Greater Los Angeles Youth Count provides an estimate of how many unaccompanied minors and transition age youth (age 18-24) are experiencing homelessness in communities throughout the Los Angeles Continuum of Care on any given night.

Since homeless youth often “hide in plain sight,” and are not easily found during traditional homeless enumerations, a Youth Count helps ensure young people are represented in our estimates of individuals, families, and youth experiencing homelessness. Data collected from the Youth Count directly impacts local, state, and federal funding for homeless youth services, and is a powerful tool for local planning and advocacy.

A survey-based Youth Count helps us to:
- Learn more about the diversity of young people experiencing homelessness
- Understand migration and service utilization patterns
- Determine age & housing status
- Produce stronger regional and countywide estimates

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THE OPT-IN PROGRAM
The Opt-In Program provides local jurisdictions with Homeless Count numbers specific to their
area or city. This allows them to obtain local Homeless Count information to more effectively
address local homelessness and to report progress to federal, state, and county agencies to
meet funding requirements.

In 2021, cities and communities will enumerate all of the 2,160 census tracts for 100%
coverage. Using the results from the LAHSA Shelter and Youth Counts, cities will be able to
estimate a Point-in-Time number of the homeless families and individuals who are sheltered
and unsheltered in their jurisdictions.
Exhibit C - List of Documentation and Resources

The following links are resources to assist with understanding HUD’s regulations:

- **HUD Mandated Tables:** As of February 20, 2020, if HUD releases additional data requirements for required data tables, we will provide updates on our LAHSA website, [https://www.lahsa.org](https://www.lahsa.org).
Hi, my name is… I’m conducting a survey to better understand how we can meet the needs of people who are presently without a stable home in Los Angeles County. I’ll be providing a $5 dollar McDonald’s or Subway card for your time.

2016 GREATER LOS ANGELES HOMELESS COUNT

They Count. Will You?
Fill in completely: ☐ Yes ☐ No
Cross out mistakes: ☒ X

Are you currently homeless or in need of housing? ☐ Yes ☐ No
Thank you for your time!

If No, Go To Staff Use Only

1. Where have you spent most of your nights in the last 30 days? Wait for response. Choose ONE: You can skip to staff use only if an answer selected is from the first column of Q1.

- Apartment or home
- Emergency shelter
- Foster care or group home
- Hospital, substance abuse or psychiatric treatment facility
- Hotel or motel
- Jail or prison
- Safe haven
- Transitional housing
- Youth shelter
- Declined/ Don’t Know
- Street, sidewalk or alley
- Bus or train stop/station, transit center or airport
- Campground or woods
- Park, beach, or riverbed
- Under bridge or overpass
- Other outdoor location
- Abandoned building or parking lot
- Car or truck
- Van
- RV or camper
- Outdoor encampment or tent
- Unconverted garage, attic, or basement
- Other makeshift shelter not meant for human habitation

2. What are your initials?

First Middle Last

3. What is your date of birth?

M M D D Y Y Y

4. Including yourself, how many adults and children are there in your household, who are sleeping in the same location with you tonight?

- Adults (Over 24)
- Adults (18-24)
- Children (Under 18)

5. Is this the FIRST TIME you have been homeless?

- Yes (If Yes, Skip to Q6)
- No
- Declined/ Don’t know (If declined, Skip to Q6)

6. How old were you the FIRST TIME you were homeless?

Write in the reported age in the boxes below:

Age

6a. How Long have you been homeless THIS TIME?

Write in the reported time in the boxes below:

- Days
- Weeks
- Months
- Years

7. IN THE PAST 3 YEARS, how many times have you (and/or your family) been housed and then homeless again? Indicate the number of episodes

- 1 time (If 1 time, Skip to Q8)
- 2 – 3 times (If 2-3 times, Skip to Q8)
- 4 or more times
- Decline/ Don’t know (If declined, Skip to Q8)

7a. IN THE PAST 3 YEARS, have you been homeless for ONE YEAR or longer in total?

- Yes
- No
- Decline/ Don’t know

«UID»
8. IN THE PAST 6 MONTHS, have you lived with anyone else in any of the following situations, and if so, how many?
   Please write the number:

<table>
<thead>
<tr>
<th>Tent:</th>
<th>Make-shift shelter:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

   Car
   Van
   RV/camper

   Person 1
   Person 2
   Person 3
   Person 4
   Person 5

9. What is/are the initials or a nickname of other people in your household from oldest to youngest? (If Alone, skip to Q12 and fill out ONLY for Person 1)

10. How is [say initials] related to you?

11. IN THE PAST 6 MONTHS, have you lived with [say initials] in any of the following situations?
   Read categories and choose ALL that apply.

12. How old are you/is [say initials]?

13. Fill in age category based on answer provided.

14. What is your gender identity/is [say initials] gender identity?

15. Are you/is [initials] Hispanic or Latino?
<table>
<thead>
<tr>
<th>Person 1</th>
<th>Person 2</th>
<th>Person 3</th>
<th>Person 4</th>
<th>Person 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Declined/ Don’t know</td>
<td>Declined/ Don’t know</td>
<td>Declined/ Don’t know</td>
<td>Declined/ Don’t know</td>
<td>Declined/ Don’t know</td>
</tr>
</tbody>
</table>

**Health**

21. Do you have, have you ever had, or has a healthcare provider ever told you that you have any of the following health conditions? *Read each category AND choose ALL that apply.*

- [ ] HIV / AIDS-related illness
- [ ] Ongoing alcohol abuse
- [ ] Ongoing drug abuse
- [ ] Serious and long continuing mental illness (e.g., depression, bipolar disorder, or schizophrenia)
- [ ] Physical disability
- [ ] Physical Illness (Chronic or ongoing)
- [ ] Severe depression (Chronic or ongoing)
- [ ] Post-traumatic stress disorder (PTSD)
- [ ] Traumatic brain injury
- [ ] Developmental disability
- [ ] None of the above
- [ ] Declined/ Don’t know

22. Do you have ongoing health problems or medical conditions? (such as diabetes, cancer, or heart disease)

- [ ] No
- [ ] Yes → specify: ________________________________
- [ ] Declined/ Don’t know

23. Did you indicate a disability or medical condition in Q21 (left) or Q22 (left)?

- [ ] Yes
- [ ] No → (If No, Skip to Q24)

24. Is your medical condition or disability permanent or long-term?

- [ ] Yes
- [ ] No

25. Does your disability or medical condition require you to seek help or assistance in order to live independently?

- [ ] Yes
- [ ] No

26. Would your disability or medical condition be improved if stable housing was provided?

- [ ] Yes
- [ ] No

27. Have you ever been physically or sexually abused by a relative or another person you have lived with, such as a spouse, intimate partner, brother or sister, or parent?

- [ ] Yes
- [ ] No
- [ ] Decline/ don’t Know

28. Have you experienced dating violence or stalking?

- [ ] Yes
- [ ] No
- [ ] Decline/ don’t Know

«UUID>
23 IN THE PAST 12 MONTHS, how many times have you or a member of your family been admitted to the emergency room or hospital? (If your (4) or more please write the number) (If ZERO, skip to Q27)

☐ ☐ ☐ ☐ ☐ ☐

25a Were you homeless BEFORE or AFTER being admitted to the emergency room or hospital?
- ☐ Before
- ☐ After
- ☐ Both
- ☐ Declined/ Don’t know

27 How long have you been living in Los Angeles County?
Write the reported time in the boxes below.

☐ Day(s)
☐ Week(s)
☐ Month(s)
☐ Year(s) Always lived in LA County

28a Before the last time you lost your housing, where were you living?
- ☐ Los Angeles County → (Answer Below)
- ☐ Other LA County
- ☐ Outside LA County
- ☐ Declined/ Don’t know

29 Have you ever been in any of the following?
Read each category AND choose ALL that apply
- ☐ Foster Care
- ☐ Juvenile Detention or Probation Camp
- ☐ Jail or Prison
- ☐ Adult Probation
- ☐ Parole
- ☐ None of the above
- ☐ Declined/ Don’t know

30 IN THE LAST 12 MONTHS, have you been released from a correctional institution such as juvenile detention, jail or prison?
- ☐ Yes
- ☐ No → (If No, Skip to Q31)

30a Were you homeless BEFORE or AFTER being in a correctional institution?
- ☐ Before
- ☐ After
- ☐ Both
- ☐ Declined/ Don’t know

30b Were you released as an AB109 probationer?
AB 109 is an early release program that changes eligibility for state prison, and is also known as Public Safety Realignment.
- ☐ Yes
- ☐ No
- ☐ Declined/ Don’t know

30c Are you part of an early release program that is NOT AB109?
Early release from prison, e.g., Alternative Custody, parole.
- ☐ Yes
- ☐ No
- ☐ Declined/ Don’t know

31 How would you describe your employment situation?
Wait for response and choose ALL that apply
- ☐ Full-time (more than 35 hours)
- ☐ Part-time ( 35 hours or less)
- ☐ Seasonal
- ☐ Temporary
- ☐ Unemployed; actively looking for work
- ☐ Unemployed; not actively looking for work
- ☐ None of the above

32 Do you have other sources of income?
Read each category and choose ALL that apply
- ☐ Panhandling
- ☐ Recycling
- ☐ Day labor
- ☐ Other → Specify:
- ☐ None of the above
33 What is your monthly income? $ 

34 Are you currently receiving any of the following forms of government assistance?
Read each category AND choose ALL that apply:
- CalWORKs / TANF
- CAPI - Cash Assistance Program for Immigrants
- Child support or survivor benefits
- State children's health insurance
- Food Stamps / EBT Card / CalFresh
- GR / GA - General Relief or Assistance
- Health Way LA
- Medicaid / Medi-Cal
- Medicare
- SSI / SSDI / Disability
- SSA - Social Security Retirement
- Unemployment
- Veterans Disability
- Veteran's Medical Center / Veteran Benefits
- Veteran's Pension
- WIC - Women, Infants, and Children
- None at this time

35 What do you think are some of the main reasons or conditions that led to your loss of housing?
Wait for Response and choose ALL that apply:
- Break-up, divorce, or separation
- Child support issues
- Conflicts with family or household members
- Death, illness of family member or child
- Domestic violence
- Family homelessness
- Eviction or foreclosure
- Kicked out of home due to sexual orientation / gender identity
- Left or aged out of foster care
- Medical, physical disability or illness
- Mental health issues
- No friends or family available
- Release from hospital, treatment facility or other institution
- Recent immigration
- Release from jail or prison
- Substance abuse
- Timed out or left previous housing program
- Unemployment or financial reasons
- Declined / Don't know
- Other → Specify: 

STAFF USE ONLY - DO NOT DUPLICATE OR COPY THIS SURVEY
➢ Thank the interviewee for participating and sharing information about their homeless experience.
➢ Give the interviewee the incentive / food card ONLY if the survey was completed.
➢ Make sure that you have filled out the food card tracking form.
➢ Fill out the information about the interview:

SPA 1  SPA 2  SPA 3  SPA 4  SPA 5  SPA 6  SPA 7  SPA 8

Surveyor, did you observe / detect signs or symptoms of the following:
- Serious health conditions
- Mental illness
- Alcohol or drug abuse
- No observations

Surveyor, what is the status of the survey:
- Complete Census Tract
- Partial Location / Intersection
- Incoherent
- Refusal

Time: 
Date: 
Interviewer ID: 

UID:
<table>
<thead>
<tr>
<th>Person 1</th>
<th>Person 2 [Write in initials]</th>
<th>Person 3 [Write in initials]</th>
<th>Person 4 [Write in initials]</th>
<th>Person 5 [Write in initials]</th>
</tr>
</thead>
<tbody>
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<td>White</td>
<td>White</td>
<td>White</td>
<td>White</td>
</tr>
<tr>
<td>Native Hawaiian or Other Pacific Islander</td>
<td>Native Hawaiian or Other Pacific Islander</td>
<td>Native Hawaiian or Other Pacific Islander</td>
<td>Native Hawaiian or Other Pacific Islander</td>
<td>Native Hawaiian or Other Pacific Islander</td>
</tr>
<tr>
<td>Multiple/Mixed Race</td>
<td>Multiple/Mixed Race</td>
<td>Multiple/Mixed Race</td>
<td>Multiple/Mixed Race</td>
<td>Multiple/Mixed Race</td>
</tr>
<tr>
<td>Other</td>
<td>Other</td>
<td>Other</td>
<td>Other</td>
<td>Other</td>
</tr>
</tbody>
</table>

**What is your/ is [initials] race? You can select one or more races. Read categories and choose all that apply.**

<table>
<thead>
<tr>
<th>Person 1</th>
<th>Person 2 [Write in initials]</th>
<th>Person 3 [Write in initials]</th>
<th>Person 4 [Write in initials]</th>
<th>Person 5 [Write in initials]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Straight</td>
<td>Straight</td>
<td>Straight</td>
<td>Straight</td>
<td>Straight</td>
</tr>
<tr>
<td>Gay or Lesbian</td>
<td>Gay or Lesbian</td>
<td>Gay or Lesbian</td>
<td>Gay or Lesbian</td>
<td>Gay or Lesbian</td>
</tr>
<tr>
<td>Bisexual</td>
<td>Bisexual</td>
<td>Bisexual</td>
<td>Bisexual</td>
<td>Bisexual</td>
</tr>
<tr>
<td>Unsure/Questioning</td>
<td>Unsure/Questioning</td>
<td>Unsure/Questioning</td>
<td>Unsure/Questioning</td>
<td>Unsure/Questioning</td>
</tr>
<tr>
<td>Declined/Don't Know</td>
<td>Declined/Don't Know</td>
<td>Declined/Don't Know</td>
<td>Declined/Don't Know</td>
<td>Declined/Don't Know</td>
</tr>
</tbody>
</table>

**Which of the following best represents your/ [initials] sexual orientation?**

<table>
<thead>
<tr>
<th>Person 1</th>
<th>Person 2 [Write in initials]</th>
<th>Person 3 [Write in initials]</th>
<th>Person 4 [Write in initials]</th>
<th>Person 5 [Write in initials]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Declined/Don't Know</td>
<td>Declined/Don't Know</td>
<td>Declined/Don't Know</td>
<td>Declined/Don't Know</td>
<td>Declined/Don't Know</td>
</tr>
</tbody>
</table>

**Have you/ [initials] served on ACTIVE DUTY in the U.S. Armed Forces? (Army, Air Force, Navy, Marines Corps, Coast Guard)?**

<table>
<thead>
<tr>
<th>Person 1</th>
<th>Person 2 [Write in initials]</th>
<th>Person 3 [Write in initials]</th>
<th>Person 4 [Write in initials]</th>
<th>Person 5 [Write in initials]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Declined/Don’t Know</td>
<td>Declined/Don’t Know</td>
<td>Declined/Don’t Know</td>
<td>Declined/Don’t Know</td>
<td>Declined/Don’t Know</td>
</tr>
</tbody>
</table>

**Were you/ [initials] called into ACTIVE DUTY as a member of the National Guard or as a Reserve?**

<table>
<thead>
<tr>
<th>Person 1</th>
<th>Person 2 [Write in initials]</th>
<th>Person 3 [Write in initials]</th>
<th>Person 4 [Write in initials]</th>
<th>Person 5 [Write in initials]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Declined/Don’t Know</td>
<td>Declined/Don’t Know</td>
<td>Declined/Don’t Know</td>
<td>Declined/Don’t Know</td>
<td>Declined/Don’t Know</td>
</tr>
</tbody>
</table>

**What is your/ [initials] discharge status? Wait for response, fill out Unverified if answer does not match choices.**

<table>
<thead>
<tr>
<th>Person 1</th>
<th>Person 2 [Write in initials]</th>
<th>Person 3 [Write in initials]</th>
<th>Person 4 [Write in initials]</th>
<th>Person 5 [Write in initials]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Honorable</td>
<td>Honorable</td>
<td>Honorable</td>
<td>Honorable</td>
<td>Honorable</td>
</tr>
<tr>
<td>General</td>
<td>General</td>
<td>General</td>
<td>General</td>
<td>General</td>
</tr>
<tr>
<td>Uncharacterized</td>
<td>Uncharacterized</td>
<td>Uncharacterized</td>
<td>Uncharacterized</td>
<td>Uncharacterized</td>
</tr>
<tr>
<td>Bad Conduct</td>
<td>Bad Conduct</td>
<td>Bad Conduct</td>
<td>Bad Conduct</td>
<td>Bad Conduct</td>
</tr>
<tr>
<td>Dishonorable</td>
<td>Dishonorable</td>
<td>Dishonorable</td>
<td>Dishonorable</td>
<td>Dishonorable</td>
</tr>
<tr>
<td>Other than Honorable</td>
<td>Other than Honorable</td>
<td>Other than Honorable</td>
<td>Other than Honorable</td>
<td>Other than Honorable</td>
</tr>
<tr>
<td>Still on Active Duty</td>
<td>Still on Active Duty</td>
<td>Still on Active Duty</td>
<td>Still on Active Duty</td>
<td>Still on Active Duty</td>
</tr>
<tr>
<td>Unverified</td>
<td>Unverified</td>
<td>Unverified</td>
<td>Unverified</td>
<td>Unverified</td>
</tr>
</tbody>
</table>

«UID»
2021-2023 Homeless Count
Professional Services
Request For Proposals (RFP)
Release Presentation

February 2020
• The U.S. Department of Housing and Urban Development (HUD) mandates that each Continuum of Care (CoC) hold a biennial “Point-In-Time” (PIT) Homeless Count during the last 10 days in January.

• Beginning in 2016, the Los Angeles CoC started holding the Greater Los Angeles Homeless Count annually in order to analyze the trends of people experiencing homelessness.
The Homeless Count encompasses both sheltered and unsheltered people experiencing homelessness. LAHSA draws on volunteers throughout Los Angeles County to count the unsheltered population. For the Youth Count, LAHSA deploys survey teams to conduct interviews with transition-aged youth (18-24). To count the sheltered population, LAHSA staff utilize a database of shelter program activity, the Homeless Management Information System (HMIS), and survey shelter programs that do not participate in HMIS. Due to Los Angeles County’s size and population, the Greater Los Angeles Homeless Count is the largest in the nation.
LAHSA is seeking the services of researchers, research organizations, public or private colleges or universities, and not-for-profit or for-profit agencies who have experience developing the following:

a. Statistical model and methodologies used to calculate the numerical estimates and demographic characteristics of people experiencing homelessness

b. Demographic Survey instruments for people experiencing homelessness: adults, youth and families;

c. Data analyses, including population and subpopulation estimates, based upon Count and survey results;

d. Communication strategy to effectively communicate and summarize key Count findings; and

e. A methodology report (i.e., white paper) summarizing methodologies as it pertains to the determination of findings.
*Funding sources and amounts are approximate and subject to change.*
Eligible Applicants

• Researchers
• Research Organizations
• Public or Private Colleges/Universities
• Not-for-profit or For-profit Organizations
Scope of Work

- General Homeless Count Deliverables
- Youth Count Deliverables
- Family Count Deliverables
- Shelter Count Deliverables
- Demographic Survey Deliverables
- Administrative Deliverables
Projected Timeline and Milestones

<table>
<thead>
<tr>
<th>Event</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP Release</td>
<td>February 20, 2020</td>
</tr>
<tr>
<td>Mandatory Proposers Conference Webinar</td>
<td>February 26, 2020</td>
</tr>
<tr>
<td>Written Questions Deadline</td>
<td>February 28, 2020</td>
</tr>
<tr>
<td>Submission Deadline</td>
<td>April 10, 2020</td>
</tr>
<tr>
<td>Quality Review</td>
<td>April – May 2020</td>
</tr>
<tr>
<td>Recommendations to LAHSA Programs &amp; Evaluation Committee/Commission</td>
<td>May 2020</td>
</tr>
<tr>
<td>Contracting</td>
<td></td>
</tr>
<tr>
<td>Contract Start</td>
<td>June – July 2020</td>
</tr>
<tr>
<td>Provide “Must Count” Census Tracts for Unsheltered Count</td>
<td>August 1, 2020</td>
</tr>
<tr>
<td>Weekly/Bi-weekly Calls and/or Monthly Status Reports</td>
<td>September 1, 2020</td>
</tr>
<tr>
<td>HUD Mandated Tables, Housing Inventory and Point-In-Time Table</td>
<td>As Required by HUD</td>
</tr>
<tr>
<td>Feedback and Recommendations on Demographic Surveys and Count</td>
<td>September 2020</td>
</tr>
<tr>
<td>Proposed Estimated Number of Surveys to Completed by SPAs, Communities, Cities Summaries of How Subpopulation Counts Will Be Incorporated into Homeless Count Methodology</td>
<td>October 2020</td>
</tr>
<tr>
<td>Initial Brief Methodology Report</td>
<td>November 1, 2020</td>
</tr>
<tr>
<td>The Count</td>
<td>January 19-21, 2021</td>
</tr>
<tr>
<td>Results by Geography</td>
<td>May – June 2021</td>
</tr>
<tr>
<td>Final Results by Component, Demographic Survey, HMIS Data</td>
<td>June 30, 2021</td>
</tr>
<tr>
<td>Raw Data Files</td>
<td>June 30, 2021</td>
</tr>
<tr>
<td>Final Full Methodology Report</td>
<td>June 30, 2021</td>
</tr>
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</table>

*Dates are subject to change.
## Quality Review

<table>
<thead>
<tr>
<th>Scoring Area</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Statement of Qualifications</td>
<td>30</td>
</tr>
<tr>
<td>Scope of Work</td>
<td>50</td>
</tr>
<tr>
<td>Cost Estimate/Cost Structure</td>
<td>20</td>
</tr>
<tr>
<td><strong>Total Points Possible</strong></td>
<td>100</td>
</tr>
</tbody>
</table>
Questions
2020 Access Centers for Adults
Request for Proposals (RFP)

RFP Released: February 20, 2020
Mandatory In-Person Proposers Conference: February 25, 2020, 1:00 PM – 3:00 PM
Written Questions Deadline: February 27, 2020, 2 PM
Submission Deadline: March 20, 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 Access Centers for Adults that are experiencing homelessness within Los Angeles County.

Access Centers are drop-in locations where persons experiencing homelessness can gain initial access to or continuing contact with the Los Angeles County Coordinated Entry System (CES). Access Centers must, at a minimum, have capacity to make entries into the Los Angeles Continuum of Care (LA CoC) Homeless Management Information System (HMIS).

In addition, Access Centers must engage in Problem-Solving, conduct LAHSA-approved CES assessment tools, make emergency services referrals, provide case management, and link participants to public and/or community-based resources including, but not limited to: (1) employment and income; (2) health, mental health, and substance use services; and (3) mainstream benefits. Access Centers will also be required to operate during some evenings and weekends, to be determined by LAHSA.

Proposers funded under this RFP will be required to operate as collaborative partners within LA County CES for Adults. This includes, but is not limited to, participating in CES case conferencing and collaborative meetings within their Service Planning Area (SPA), ongoing coordination with the Adults CES Lead Agency in their SPA, and countywide CES meetings as appropriate. Additional activities, as part of CES participation, includes but is not limited to helping partner providers find and engage individuals experiencing homelessness by serving as CES Points of Contact for participants and helping to document homelessness.

All proposers 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 approximately $5,590,000 of annual funding available for this RFP. Funding under this RFP is anticipated but not guaranteed through State of California’s Homeless Emergency Aid Program ( HEAP) and State of California - California Emergency Solutions and Housing Program ( CESH).

Table 1 details the annual amount of funding available and projected number to be served per SPA. Funding available per SPA has been calculated with a base of $200,000 per Access Center for operations, $75,000 per Access Center for a Problem-Solving Specialist, and $25,000 per Access Center for Problem-Solving Assistance Funds (PSAF). The remaining funding ($1,625,000) is allocated proportionately to each SPA based on the projected number served. In order to determine the projected number served, CES assessment data for FY18-19 was used to project the number of adults in each SPA that will seek entry into CES at Access Centers. Final funding allocations per SPA are subject to shifts as the allocations will incorporate FY19-20 assessment data and subsequent updates to the projected number to be served.

Table 1: 2020 Access Centers for Adults - Funding Available
### 3. Eligible Applicants

This RFP is open to nonprofit organizations that were certified, before the release of this RFP, as qualified bidders/proposers for receiving State HEAP and CESH 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.

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 contract term for contracts awarded through this RFP is October 1, 2020 to June 30, 2023 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.

### 5. Geographic Area Served

Proposed locations must be within the County of Los Angeles. Each proposal must clearly identify the site address, the Service Planning Area (SPA) of the proposed location and demonstrate the ability to serve the identified population within the identified SPA.
Proposals that contain addresses that are within one mile of the SPA border will not be considered for this funding opportunity.

LAHSA used Homeless Count census tract-level data to determine Priority Zones in each SPA. In SPA 4, only census tracts in Skid Row and Hollywood were designated as Priority Zone 1 as two Access Centers will be funded in Skid Row and 1 Access Center will be funded in Hollywood should eligible proposals be received in these areas.

6. Eligible Populations

This RFP seeks to fund services that will serve adults 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) to develop a response to this RFP. The SRS can be found in the Exhibits.

Housing First

According to the webinar Core Principles of Housing First and Rapid Re-Housing issued by HUD and the Unites 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. Performance Outcomes

Programs funded under this RFP will be expected to achieve the following outcomes during the contract term:

**Access Centers**

1. 65% of program participants exit to Temporary Housing (such as Crisis Housing, Bridge Housing, Transitional Housing, or temporary stays with family and friends) or Permanent Housing. This target applies to households who have been engaged in case management and/or diversion and problem-solving services and exited the program.

### 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
proposal, 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 MyOrg before the submission deadline.

Funds will be distributed according to the funding allocation strategy stated in Section B.3 of this RFP. 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**

As part of the Quality Review process, all proposals will be evaluated regarding the level of either in-kind or cash leveraged funds that are committed to the proposed program. Proposals demonstrating higher leverage will receive up to three points within the Program Budget category of Quality Review. In order to receive full points for leverage, 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.

<table>
<thead>
<tr>
<th>Program Activities</th>
<th>Eligible to be Funded by this RFP</th>
<th>If Provided, Funded by Co-Located Programming</th>
<th>If Provided, Funded by Leveraging ONLY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access Center Operations</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Basic Services (eligible services include: storage, phone calls, document assistance)</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Screening and Triage</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Diversion, Reunification, and Problem Solving</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Case Management, including connections to matched/leveraged services</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>CES Activities including case conferencing</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Housing Navigation and Location Services</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Transportation</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Emergency Services Referrals</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Other Basic Services (i.e., showers, laundry)</td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Physical Health Care</td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Mental Health Care</td>
<td></td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Substance Abuse/Recovery Services</td>
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<td>X</td>
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</tr>
<tr>
<td>Education/Life Skills</td>
<td></td>
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</tr>
<tr>
<td>Legal Services</td>
<td></td>
<td>X</td>
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</tr>
<tr>
<td>Child Care</td>
<td></td>
<td>X</td>
<td>X</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 operations 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 program 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. Site

Facilities must be appropriate to the type of services being provided.

Proposers must submit site control with their application. Acceptable forms of site control are leases, lease options, titles/deeds indicating ownership, and purchase options. Proposers who do not submit adequate site control documentation will be disqualified. Additionally, the facility must be compliant with the Americans with Disabilities Act of 1990 and the American with Disabilities Act Amendments Act of 2008 (ADA/ADAA). Proposers must be able to demonstrate that they can provide enough space for the proposed staffing levels. In addition, Access Centers must have a private space for the staff to use for confidential interviews.

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:

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 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.

<table>
<thead>
<tr>
<th>Table 3: Estimated RFP Timeline*</th>
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<tbody>
<tr>
<td>ITEM</td>
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<tr>
<td>RFP Release</td>
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<tr>
<td>Mandatory Proposers Conference</td>
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<td>Written Questions Due</td>
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<td>Submission Deadline</td>
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<tr>
<td>Quality Review Approval</td>
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<td>Contract Start</td>
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*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>
<thead>
<tr>
<th>Table 4: Quality Review Scoring Matrix</th>
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<tr>
<td>Scoring Area</td>
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<td>Program Requirements</td>
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<td>CES Alignment</td>
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<tr>
<td>Program Budget</td>
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<td>Total Points Possible</td>
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</table>
**Program Requirements**

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.

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.


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: [https://www.lahsa.org/documents?id=1237-lahsa-participant-termination-and-grievance-policies-and-procedures-contractor-requirements.pdf](https://www.lahsa.org/documents?id=1237-lahsa-participant-termination-and-grievance-policies-and-procedures-contractor-requirements.pdf).

The LAHSA Procurement Unit 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 proposer 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.

Proposers should describe their model and approach to Problem-Solving Interventions. Responses should articulate a philosophy to creatively and naturally engage in conversations that empower participants to utilize their own resources to resolve their housing crisis before entering the Coordinated Entry System.

In addition to being placed with a Priority Zone, proposals will be evaluated on the suitability of the location for serving Adults. All proposals should justify why their proposed geographic locations are ideal for operating an Access Center for Adults. This may include proximity to Adults homeless populations and public transportation, as well as amenities that enhance the quality of participants’ experience.

The Evaluation Panel will assess the use of supportive services, staffing and supervision plans to assist clients in achieving successful connection to appropriate services. Proposers should have a clear and detailed plan to link participants to supportive services and other systems of care.
LAHSA will use an informed averaging method of review for this section. Up to three reviewers will independently review up to five proposals. After reviewing and discussing the merits of each of each proposal as they pertain to the criteria described in this section, reviewers will submit a finalized scoring sheet to the LASHA procurement team, who will then average the submitted scores to compute a final score for the category.

**Program Preparation**

The Evaluation Panel will evaluate the proposer’s ability to achieve full staffing and implement the program by the program start date. Proposals should detail plans to hire staff to conduct intake, case management, and any additional proposed activities. Staffing guidelines are detailed in the Scope of Required Services.

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.

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 evaluate whether the Proposer 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.

LAHSA will use an informed averaging method of review for this section. Up to three reviewers will independently review up to five proposals. After reviewing and discussing the merits of each of each proposal as they pertain to the criteria described in this section, reviewers will submit a finalized scoring sheet to the LASHA procurement team, who will then average the submitted scores to compute a final score for the category.

**Organizational Experience**

The proposer’s experience and specialization in providing similar services to those listed in the SRS for Adults 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.

LAHSA’s CES Division will score this section to ensure that details provided are consistent with information in LAHSA contract and HMIS records.
Coordinated Entry System Alignment

Proposers should detail or provide evidence of a history of participation in LA CES coordinated assessment and intake efforts. This may include any of the following: participation in HMIS; coordination with their SPA CES lead agency; Administration of CES Survey Assessments and CES Referrals; Service as a point of contact for CES participants; attendance at case conferencing meetings; and referrals to CES Access Points.

Additionally, Proposers must describe their plan to collaborate with the LA County CES. This may include a description of linkages to housing and other supportive services available through CES.

LAHSA’s CES Division will score this section to ensure that details provided are consistent with information in LAHSA contract and HMIS records. Responses should be correct and aligned with current CES guidelines.

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 proposal. 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 proposal. Strength of financing commitments will also be considered in the proposal evaluation.

3. Funding Allocation Strategy

Funding for Adult Access Centers is distributed based on need for services is each SPA. Funding will be allocated to each SPA in accordance with the figures stated in Table 1: 2020 Access Centers for Adults - Funding Available. Additionally, LAHSA has established 3 Priority Zones based on population density according to the 2019 Homeless Count.

LAHSA will recommend the highest scoring proposals in Priority Zone 1 for award. If there are no proposals that receive an overall proposal score of 75 or more in Priority Zone 1, then LAHSA will recommend the highest scoring proposal in Priority Zone 2. If there are no proposals that receive an overall proposal score of 75 or more in Priority Zone 2, then LAHSA will recommend the highest scoring proposal in Priority Zone 3. Interested applicants may go to the following link to determine a site’s Priority Zone, as well as whether or not a proposed site is eligible: https://lahsa.maps.arcgis.com/apps/ZoneLookup/index.html?appid=9e338313df5340249ae20b664a72307b

LAHSA is interested in funding proposals that are able to serve the entire SPA. As a result, proposed sites that are within one mile of the SPA border will not be considered for this funding opportunity.

Additionally, in SPAs where LAHSA intends to fund multiple Access Centers, LAHSA is interested in ensuring geographic distribution across the SPA, and as such LAHSA will take into account the proximity of proposals to other proposals submitted in response to this funding opportunity. With the exception of the Skid Row area, where LAHSA intends to fund 2 proposals, if there are two proposals that are located within five miles of each other, 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 http://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. 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

Supporting documents submitted into MyOrg:
- Subcontractor Program Profile (if applicable)
- Budget Template
- Proposed Program Organizational Chart
- Suspension and Debarment Form
- Site Control Documentation
- Organization Housing First Policies and Procedures (optional)*
- Organization Harm Reduction Policies and Procedures (optional)*
- List of Trainings regarding traumatic stress and its impact offered to staff in 2018-2020 (If no trainings have been offered, Proposers may attach a plan to train staff) (optional)*
- Organization Grievance and Feedback Policies and Procedures (optional)*

*Policy and procedures documentation are optional. However, not submitting these documents will result in a loss of one point for each document.

MyOrg
The RFP application will be available via the MyOrg portal on the LAHSA website at the following link:

2. Due Date

All proposals must be RECEIVED by electronic delivery no later than 2:00 PM (Pacific Time), March 20, 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 an in-person Mandatory Proposers’ Conference on:
**February 25, 2020, 1:00 PM – 3:00 PM.**

Proposers’ Conference Link:

**Pre-registration is recommended.**

**Attendance Requirements:** The conference will start promptly at 1:00pm. 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, “2020 Access Centers for Adults RFP– Q&A”. 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, “2020 Access Centers for Adults RFP– Q&A” until **February 27, 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 **http://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 “2020 Access Centers for Adults 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: 2020 Access Centers for Adults 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 Contractors 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

Scope of Required Services
https://www.lahsa.org/documents?id=1478-scope-of-required-services-srs-access-centers-access-points

Program Standards

Facility Standards
Objective

Access Centers are drop-in locations where persons experiencing a housing crisis can gain initial access to or continuing contact with LA County CES.

1. Scale Countywide Access Infrastructure
2. Fund Access Centers in accessible areas with high density homeless populations
Funding Available:

- Approx. $5,590,000.00 annual operating
- State of CA HEAP Funds
- State of CA CESH

Contract Term:

- 10/1/2020 - 6/30/2023

*Funding Sources and Amounts are approximate and subject to change.
### Table 1: 2020 Access Centers for Adults - Funding Available

<table>
<thead>
<tr>
<th>SPA</th>
<th>Annual Projected Number to be Served</th>
<th>Number of Access Centers</th>
<th>Funding Available*</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1,400</td>
<td>1</td>
<td>$ 436,455</td>
</tr>
<tr>
<td>2</td>
<td>2,105</td>
<td>2</td>
<td>$ 807,590</td>
</tr>
<tr>
<td>3</td>
<td>1,535</td>
<td>1</td>
<td>$ 448,970</td>
</tr>
<tr>
<td>4</td>
<td>4,365</td>
<td>3</td>
<td>$ 1,324,645</td>
</tr>
<tr>
<td>5</td>
<td>2,335</td>
<td>2</td>
<td>$ 829,205</td>
</tr>
<tr>
<td>6</td>
<td>3,110</td>
<td>2</td>
<td>$ 902,165</td>
</tr>
<tr>
<td>7</td>
<td>925</td>
<td>1</td>
<td>$ 391,610</td>
</tr>
<tr>
<td>8</td>
<td>1,540</td>
<td>1</td>
<td>$ 449,295</td>
</tr>
<tr>
<td><strong>TOTAL</strong></td>
<td><strong>17,315</strong></td>
<td><strong>13</strong></td>
<td><strong>$ 5,525,000</strong></td>
</tr>
</tbody>
</table>

*Base Allocations of $200,000 for operations, $75,000 for a Problem-Solving Specialist, and $25,000 for Problem-Solving Assistance Funds (PSAF), with a remaining allocation based on the Projected Number Served.*
Eligible Applicants

This funding opportunity is open to Government Agencies, and Non-Profit Organizations that are certified before the release of the RFP as qualified bidders/proposers for receiving State of California HEAP and CESH Funds through the LAHSA RFSQ process.

*Government Agencies do not have to be certified through the RFSQ application process.*
Access Centers

- CES Initial Triage
- Problem-Solving
- Emergency services referrals
- Conduct CES Survey (ViSPDAT)
- Case management
- Connections to income, workforce development, education, health, mental health, substance use, and mainstream benefits
Community Feedback
Community Feedback – State HEAP and CESH Uses

- Eight LA CoC Quarterly Community Meetings – 350+ attendees
- LAHSA’s Homeless Youth Forum of Los Angeles
- Lived Experience Advisory Board Meetings
- Regional Homelessness Advisory Council
- LA CoC Board
- LAHSA Commission
- Homelessness policy bodies of the City of Los Angeles and the County of Los Angeles
- United Way of Greater Los Angeles’ Home for Good Funders Collaborative
- Online Survey: 97 responses
Community Feedback – Adults CES Refinement Workshop

Workshop 1: November 1, 2019
Workshop 2: February 12, 2020

Participants
• CES infrastructure staff
• CES staff supervisors
• Service providers
• School/education
• County department leads
• Domestic Violence staff
• people with lived experience
Recommended Solutions - Adults CES Access Centers

• Ensure each SPA has purposefully located and Adults-specific Access Centers.
• Site Access Centers in locations that provide access to specific roles including:
  • Problem-Solving
  • CES Survey administration
  • Case management/housing navigation
  • Linkages to employment and income services, legal services, and mainstream benefits
• Fund dedicated capacity at Access Centers to carry out effective Problem-Solving conversations.
• Attach Problem-Solving resources to Access Centers (I.e. Staffing and Financial Assistance)
# Quality Review Scoring Matrix

<table>
<thead>
<tr>
<th>Scoring Area</th>
<th>Points</th>
<th>Reviewer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Program Requirements</td>
<td>20</td>
<td>LAHSA Procurement Team</td>
</tr>
<tr>
<td>Program Design</td>
<td>20</td>
<td>Programmatic Reviewers</td>
</tr>
<tr>
<td>Program Preparation</td>
<td>20</td>
<td>Programmatic Reviewers</td>
</tr>
<tr>
<td>Organizational Experience</td>
<td>15</td>
<td>LAHSA CES Team</td>
</tr>
<tr>
<td>CES Alignment</td>
<td>15</td>
<td>LAHSA CES Team</td>
</tr>
<tr>
<td>Program Budget</td>
<td>10</td>
<td>LAHSA Finance Team</td>
</tr>
<tr>
<td><strong>Total Points Possible</strong></td>
<td><strong>100</strong></td>
<td></td>
</tr>
</tbody>
</table>
Informed Averaging:

1) Three reviewers independently review up to five proposals.
2) Review and score each assigned proposal individually.
3) Conduct scoring meeting to discuss their individual scores.
4) Each reviewer submits their finalized scoring sheet to the LASHA Procurement Team
5) Scores are averaged to compute a final score.
Program Requirements

• Organization provides Housing First Policies and Procedures
• Organization provides Harm Reduction Policies and Procedures
• Provides a list of trainings regarding traumatic stress and its impact offered to staff in 2018-2019 (If no trainings have been offered, applicant may attach a plan to train staff.)
• Organization Grievance and Feedback Policies and Procedures

Agreement to program requirements and submission of policy and procedures documentation will result full points
CES Alignment

- Evidence of a history of participation in LA CES coordinated assessment and intake efforts:
  - Participation in HMIS
  - Coordination with their SPA CES lead agency
  - Administration of CES Survey Assessments and CES Referrals
  - CES point of contact
  - Attendance at case conferencing meetings
  - Referrals to CES Access Points
  - Plan to collaborate with the LA County CES (i.e. description of linkages to housing and other supportive services available through CES)

LAHSA’s CES Division will score this section to ensure that details provided are consistent with information in LAHSA contract and HMIS records.
Public input informed the determination of priority zones.

https://lahsa.maps.arcgis.com/apps/ZoneLookup/index.html?appid=9e338313df5340249ae20b664a72307b
1) Highest scoring proposal in Priority Zone 1

2) If there are no proposals received Priority Zone 1, highest scoring proposal in Priority Zone 2.

3) If there are no proposals received Priority Zone 1, highest scoring proposal in Priority Zone 3.
## Estimated RFP Timeline

<table>
<thead>
<tr>
<th>ITEM</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>RFP Release</td>
<td>February 20, 2020</td>
</tr>
<tr>
<td>Mandatory Proposers Conference</td>
<td>February 25, 2020, 10 AM – 12 PM</td>
</tr>
<tr>
<td>Written Questions Due</td>
<td>February 27, 2020, 2 PM</td>
</tr>
<tr>
<td>Submission Deadline</td>
<td>March 20, 2020, 2 PM</td>
</tr>
<tr>
<td>Quality Review Approval</td>
<td>May 2020</td>
</tr>
<tr>
<td>Contract Start</td>
<td>October 1, 2020</td>
</tr>
</tbody>
</table>
Questions
To: Programs & Evaluation Committee

From: Daniel Fisher, Associate Director, Operations

Date: February 20, 2020

CC: Heidi Marston, Interim Executive Director
    Emily Andrade, Director, Procurement and Performance Management

Re: Authorization to Cancel the 2019 Mobile Showers Request for Proposals (RFP)

Commission Action Requested: Authorize the cancellation of the 2019 Mobile Showers RFP.

Background: On September 19, LAHSA released the 2019 Mobile Showers Request for Proposals (RFP) seeking to procure community based nonprofit organizations to operate mobile shower trailers to provide unsheltered homeless persons shower and restroom services. Included in this RFP was the option for proposers to use one or both County owned mobile shower trailers in the operation of their proposed program. The submission deadline for proposals was January 23, 2020.

In the process of reviewing and scoring the proposals for this RFP it became clear that RFP had not provided clear instructions on how proposers should complete their project budget and document leveraging to receive the maximum points available.

Additionally, the RFP did not provide a clear methodology by which LAHSA would determine which proposals recommended for funding would be granted the use of the two (2) County owned shower trailers.

Given the new information needed to ensure the fair and equitable scoring of proposals that will result in transparent funding recommendations, LAHSA’s legal counsel has advised that the 2019 Mobile Showers RFP must be canceled and re-issued.

LAHSA’s Procurement Team will host an in-person listening session on Thursday, February 27, 2020 from 1PM to 3PM for all interested parties wishing to provide feedback on the procurement of mobile shower services.

The proposed schedule for the re-issuance of the Mobile Showers RFP is as follows:

- 2020 Mobile Showers RFP Release: March 19, 2020
- Mandatory In-Person Bidders Conference: March 25, 2020
- Proposal Submission Deadline: April 17, 2020 at 2PM
- Award Recommendations: May 21, 2020
- Contract / Operations Start Date: July 1, 2020