2020 Access Centers for Adults
Request for Proposals (RFP)

Revised per Addendum #2

RFP Released: February 20, 2020
Mandatory In-Person Proposers Conference (option 1): February 25, 2020, 1 PM – 3 PM
Mandatory Proposers Conference Webinar (option 2): March 2, 2020, 9 AM – 11 AM
Written Questions Deadline: March 4, 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 $5,525,000 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

<table>
<thead>
<tr>
<th>SPA</th>
<th>Annual Projected Number to be Served</th>
<th>Funding Available</th>
<th>Number of Access Centers</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>1,400</td>
<td>$431,465</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td>2,105</td>
<td>$797,600</td>
<td>2</td>
</tr>
<tr>
<td>3</td>
<td>1,535</td>
<td>$443,975</td>
<td>1</td>
</tr>
<tr>
<td>4</td>
<td>4,365</td>
<td>$1,309,660</td>
<td>3</td>
</tr>
<tr>
<td>5</td>
<td>2,335</td>
<td>$819,215</td>
<td>2</td>
</tr>
<tr>
<td>6</td>
<td>3,110</td>
<td>$892,175</td>
<td>2</td>
</tr>
<tr>
<td>7</td>
<td>925</td>
<td>$386,610</td>
<td>1</td>
</tr>
<tr>
<td>8</td>
<td>1,540</td>
<td>$444,300</td>
<td>1</td>
</tr>
<tr>
<td>TOTAL</td>
<td>17,315</td>
<td>$5,525,000</td>
<td>13</td>
</tr>
</tbody>
</table>

Funding amounts are subject to change.

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</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>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Physical Health Care</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Mental Health Care</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Substance Abuse/Recovery Services</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Education/Life Skills</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Legal Services</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>Child Care</td>
<td>X</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>
</tr>
</thead>
<tbody>
<tr>
<td>ITEM</td>
</tr>
<tr>
<td>RFP Release</td>
</tr>
<tr>
<td>Mandatory Proposers Conference (option 1)</td>
</tr>
<tr>
<td>Mandatory Proposers Conference Webinar (option 2)</td>
</tr>
<tr>
<td>Written Questions Deadline</td>
</tr>
<tr>
<td>Submission Deadline</td>
</tr>
<tr>
<td>Quality Review Approval</td>
</tr>
<tr>
<td>Contract Start</td>
</tr>
</tbody>
</table>

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

2. **Quality Review**

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

<table>
<thead>
<tr>
<th>Table 4: Quality Review Scoring Matrix</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scoring Area</td>
</tr>
<tr>
<td>Program Requirements</td>
</tr>
<tr>
<td>Program Design</td>
</tr>
<tr>
<td>Program Preparation</td>
</tr>
<tr>
<td>Organizational Experience</td>
</tr>
<tr>
<td>CES Alignment</td>
</tr>
<tr>
<td>Program Budget</td>
</tr>
<tr>
<td><strong>Total Points Possible</strong></td>
</tr>
</tbody>
</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.

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

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

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

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.

Please be advised, in SPA 4, LAHSA intends to fund two Access Centers in the Skid Row Area and one Access Center in Hollywood. These two areas are within Priority Zone 1 in SPA 4.

LAHSA also intends to fund two Access Centers in SPAs 2, 5 and 6 and will recommend the two highest scoring proposals in Priority Zone 1 for funding in these SPAs. If there is an insufficient number of proposals that receive an overall score of 75 points or more in Priority Zone 1, LAHSA will utilize the funding allocation strategy described in the paragraph above to allocate funding to these SPAs.

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. 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.

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 one of the two mandatory proposers conference for this RFP to be eligible for this funding opportunity:

**Mandatory Proposers Conference (option 1):**

**February 25, 2020, 1:00 PM – 3:00 PM.**

Proposers Conference Registration Link: [https://www.eventbrite.com/e/2020-access-center-for-adults-mandatory-proposer-conference-tickets-95913103675](https://www.eventbrite.com/e/2020-access-center-for-adults-mandatory-proposer-conference-tickets-95913103675)

Proposer Conference Webinar
March 2, 2020, 9:00 am – 11:00 am
Proposers Conference Registration Link: [https://attendee.gotowebinar.com/register/8114575438549363468](https://attendee.gotowebinar.com/register/8114575438549363468)

Pre-registration is recommended.

**Mandatory In-Person Proposers Conference 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.

**Webinar Attendance Requirements:** The webinar will start promptly at 9:00am. Proposers must sign-in to webinar via computer by 9:15am, Monday, March 2, 2020. Proposers who sign-in after that time or only call-in to the Proposers Conference will not be considered as an attendee. LAHSA recommends that proposers sign-in to the webinar before 9:00am.

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 **March 4, 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](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