



**CITY AND COUNTY OF SAN FRANCISCO  
DEPARTMENT OF PUBLIC HEALTH  
San Francisco Health Network  
HIV Health Services (HHS)  
101 Grove Room 402  
San Francisco, CA 94102**

**REQUEST FOR PROPOSALS  
RFP No. 9-2017**

**Provision of Food and Nutrition Services Targeting Low-Income HIV Clients Living in San Francisco**

**SCHEDULE OF EVENTS AND SUBMISSION DEADLINES**

<b>ACTIVITY</b>	<b>TIMES</b>	<b>DATES</b>
Solicitation Issued:		January 30, 2017
<b>Letter of Intent Due</b> <i>(Mandatory. Please use template provided in Appendix A-1.)</i>	<b>By 12:00 Noon</b>	<b>February 8, 2017</b>
<b>E-Questions</b>	<b>NA</b>	<b>2/08/2017 thru 2/10/2014</b>
<b>Qualifications Statements and Proposals Due</b>	<b>By 12:00 Noon</b>	<b>March 1, 2017</b>
Technical Review		March 2017
Invitation to Negotiate		March 2017
Start Date of Service		<b>April 1, 2017</b>

## TABLE OF CONTENTS

	Page
I. Introduction	4
II. Program Service Specifications	6
III. Submission Requirements	18
IV. Review and Selection Process	21
V. E-Questions Process	23
VI. Standard Terms and Conditions for Receipt of Proposals	24
VII. Standard Contract Requirements	31
VIII. Appeals Procedures	34

### Appendices:

#### A-1 REQUIRED FORMS and HIV Health Services Information for this solicitation

- 1) Letter of Intent
- 2) Qualifications Statement
- 3) CMD Form 3 – Non-Discrimination Affidavit
- 4) DPH General Budget Forms
- 5) HIV Health Services Standard Objectives (Information Attachment)
- 6) HIV Health Services Formulas for Calculating UOS (Information Attachment)

#### A-2 STANDARD FORMS: If required to be completed via the OCA Web Site:

<http://sfgsa.org/index.aspx?page=4762>

- 1) Vendor Profile Application/Package
  - New Vendor Cover Letter
  - General Instructions for Form VenAdd-2007-01
  - New Vendor Number Request Form VenAdd-2007-01
  - Commodity Codes
  - Business Tax Declaration (Form P-25)
  - Request for Taxpayer Identification Number and Certification (Form W-9)
  - S.F. Administrative Code Chapters 12B & 12C Declaration: Nondiscrimination in Contracts & Benefits (Form CMD 12B 101)
  - Declaration for the Minimum Compensation Ordinance
  - Declaration for the Health CARE Accountability Ordinance
- 2) CMD Attachment 2: CMD/HRC Requirements for Architecture, Engineering, and Professional Services Contracts

**A-3 FOR INFORMATION ONLY**

- 1) DPH General Budget Documents
- 2) Standard Legal Agreement Boilerplate
- 3) Insurance Requirements
- 4) LBE Certification Instructions
- 5) LBE Applications
  - 5b) LBE Application – Small/Micro/Local Business
  - 5b) LBE Application – Non-Profit Entity)
- 6) SFDPH Procedures regarding Subcontracting
- 7) HIPAA for Business Associates

## I. Introduction

=====

The San Francisco Department of Public Health (SFDPH), HIV Health Services (HHS) is soliciting proposals to provide Food and Nutrition Services for HIV Clients to low-income persons living with HIV (PLWH) in the City and County of San Francisco. Each proposal must meet the necessary qualifications and service requirements set forth in this solicitation. Whether a proposal meets these qualifications and service requirements will be determined through the Review and Selection Process described in Section IV. No Proposer shall have any legal or equitable right or obligation to enter into a contract or to perform the Work as a result of being selected.

### A. Solicitation Overview

The San Francisco Department of Public Health, San Francisco Health Network, HIV Health Services (HHS) is soliciting proposals to support Food and Nutrition Services to low income persons living with HIV (PLWH) in the City and County of San Francisco to very low-income individuals as defined by at our below 400% of Federal Poverty Level (FPL) by the Department of Health and Human Services, living with HIV or AIDS who are residents of San Francisco County, further detailed in the Program Services Specifications in Section II.

In order to participate in this solicitation process, Proposers are required to submit:

(1.) a Letter of Intent (LOI), (2.) a Qualifications Statements, and (3.) a complete Proposal Package with all requested documentation by the stated deadlines and according to Submission Requirements in Section III of this solicitation.

**In the event that only one LOI or if one Proposal is submitted for this solicitation or for a specific category within this solicitation, the Department will determine the viability of entering into negotiations with that vendor. If more than one LOI or if more than one Proposal is received, the process will progress through the submittal steps outlined in this solicitation. Agencies who submit an LOI and then decide to not submit a Proposal afterward, should contact the Contracts Unit and communicate their intent to not participate in the RFP.**

Incomplete or non-compliant proposals will be rejected during Initial Screening. Proposals progressing to the Review and Selection Process will be evaluated by a Technical Review Panel, as described in Section IV, Review and Selection Process.

Opportunities for bidders to ask pre-bid questions will be afforded through a Bidders' Conference or E-questions as specified in Section V.

Section VI covers Standard Terms and Conditions for Receipt of Proposals, as established by the City and County of San Francisco.

Section VII, Standard Contract Requirements, continues with City requirements should the Proposer(s) be selected to provide contractual services.

Appeals Procedures for breach of solicitation procedures are covered in Section VIII.

Required forms, standard forms, and informational documents are provided in Appendices A-1, A-2, and A-3.

The complete solicitation package is available for download at:

<http://www.sfdph.org/dph/comupg/aboutdph/insideDept/Contracts>.

Click on **RFP# 9-2017** and follow the instructions.

For questions about solicitation procedures or documents, please contact:

**Irene Carmona**  
**SFDPH – Contracts Unit**  
**(415) 554-2652**

## **B. Contract Term**

The City reserves the option to award initial contract(s) for original term(s) of one (1) to five (5) years and the right to exercise options to extend the original term of the contract(s) for any period(s) not to exceed a total maximum of ten (10) years of services from the original contract agreement.

Contract terms allowable are mandated under the “Administrative Code Section 21.9 Multiple Year Contracts; Options to Extend or Renew.”

A contract or contract funding notice is not a guarantee of funding for a program or the continuation of services. Annual funding for contracts may vary or change according to the availability of funds. The Department reserves the right to re-open the solicitation to request additional proposals.

## II. Program Service Specifications

=====

### A. Service(s) Introduction/Overview and Target Population

The San Francisco Department of Public Health, SFPDH, HIV Health Services (HHS) is soliciting proposals to provide Food and Nutrition Services for HIV Clients for low income persons living with HIV (PLWH) in the City and County of San Francisco. The goal of these services is to improve the health of people living with HIV/AIDS through prepared meals (many being medically tailored to meet the clients' needs), groceries, nutrition assessments, education and other food and nutrition services. This goal is achieved by providing prepared meals that are designed to meet the needs of clients and provide a minimum of one-third of the daily nutritional requirements for people living with HIV. To better serve the diverse communities impacted by HIV/AIDS, this program must be designed to address stigma and other barriers potentially experienced by clients from diverse communities when accessing HIV services.

The meals should not only strive to meet nutritional requirements of HIV positive clients but also address the most detrimental symptoms and common comorbid diagnoses associated with HIV and aging with HIV such as anal cancer, HCV, diabetes and heart disease. A selection of menus that meet low-fat/no dairy, vegetarian, renal, mechanical soft, bland and diabetic meal needs must be made available to clients. Clients should be given options for a hot meal at the agency site, or to pick up frozen meals or delivery of meals, for those with complex health issues or mobility issues.

Grocery center services should meet the nutritional needs of people with HIV and should include a variety of fresh, high-quality food items including: proteins, dairy, fruits, vegetables, and grains. Nutrition education activities and cooking demonstrations to assist clients learn healthy eating habits should be coordinated by a Registered Dietitian. Nutrition Counseling by a registered Dietician must be available to review meal recipes for nutrition requirements and maintain current knowledge regarding disease management and ART adherence. Nutritional Counseling must be made available to provide education to clients about the integration of food and nutrition into daily care and the impact on adherence.

The target population to be served through this program is low income (400% and under the Federal Poverty Level as determined by the U.S. Department of Health & Human Service), persons living with HIV, and persons who are residents of the City and County of San Francisco. These funds will be used for services that are not reimbursed by any other source of revenue. Client eligibility determination for residency, low-income, and insurance status must be confirmed at intake and at 12-month intervals thereafter. Six-month, interim eligibility confirmation may be by a client's self-attestation, but must be documented in the client's file or in the HHS client services database system, ARIES. Additionally, intensive nutrition case management assessments must be conducted at regular intervals to ensure meal program adherence, problem solve around food intake, and changes in metabolic syndrome.

Eligibility criteria listed below represent the basic criteria for receiving services funded by SF DPH HIV Health Services.

- a) Must have diagnosis of HIV infection.
- b) Must be a San Francisco resident.
- c) Must have income below 400% of FPL as determined by the U.S. Department of Health & Human Services.
- d) Uninsured or underinsured.

## **B. Funding**

**Only one provider will be selected for this RFP.**

**Contracts resulting from this solicitation are anticipated to begin April 1, 2017.**

Depending on the availability of funds, an **estimated annual total of up to \$1,840,279** in Federal Ryan White Part A, State Office of AIDS Ryan White Part B and local San Francisco General Fund dollars (including funding for the “Getting to Zero” initiative) is available for this solicitation on an annual basis.

All General Fund funding is based on the City & County of San Francisco “Annual General Fund Budget Approval Process.” All Federal funding is determined by the grantor. Annual funding may increase or decrease depending on availability of funds. Grant funding is based on the conditions of the grant award. There are no guarantees of annual funding.

### **System for Award Management (SAM) Registration – Federal Funding Requirement:**

- Agencies/vendors who receive funding from the Federal Government must register with the System for Award Management (SAM) and renew their membership annually.
- This requirement includes sub-recipients and subcontractors
- Please complete the registration/renewal process and forward a printout indicating your membership is active.
- No grant funds will be encumbered until SAM membership is active
- **SAM registration can be done here: <https://www.sam.gov/portal/SAM/##11>**

Should additional funds become available after the release of this RFP or after awards from this RFP have been made, SFDPH reserves the right to allocate these additional funds as it deems appropriate according to program planning and service needs, including but not limited to adjusting the number and/or size of awards, supplementing awards from this RFP with additional funds during service periods, supporting SFDPH-delivered services, or issuing a new solicitation.

### **C. Minimum Qualifications**

To be eligible to apply the applicant agency must:

1. Bidders must have at least two years of experience providing food and nutrition services, including meals to be delivered to clients with health and mobility issues, as well as general food services (meals, groceries and nutritional counseling) available on site for 600 or more clients living with HIV.
2. Community based non-profit providers, 501c3 (as determined by the Internal Revenue Service) or public agency service providers or a not-for profit health care foundation, since December 31, 2012 are eligible to apply.
3. Minimum qualifications must be certified (see "Qualifications Statement" in Appendix A-1) and indicate prior experience serving the target population.
4. All candidates must be in good standing with the Department.
5. Must have a registered/valid City and County of San Francisco Vendor ID, and provide your current Vendor ID.
6. Must agree to the terms outlined in the City and County contract agreement document (P-600 in attachments).
7. Must comply with all City and County Ordinances as outlined in the P-600.

Compliance with the minimum qualification and eligibility criteria will be assessed through the contents of the proposal. Any application that does not clearly document compliance will be disqualified.

### **D. Services Solicited and Specifications**

It is expected that one (1) agency will be selected to support Food and Nutrition services for low income persons living with HIV/AIDS (PLWHA) in the City and County of San Francisco. Collaborative efforts are allowed, however one agency must be the identified lead.

PLWHA are to be screened for program eligibility, and if eligible and capacity is available, the Food and Nutrition Services Program will provide the following services:

1. Delivered Meals prepared to meet the special needs of clients, with each meal providing approximately one-third of the enhanced daily nutritional requirements of people living with HIV/AIDS. Special meal options should include: low-fat/no dairy, vegetarian, mechanical soft, bland, and diabetic meals. Periodic satisfaction surveys should be conducted to evaluate the appeal, taste, and variety of the meals provided. Food Delivery personnel must be trained to do routine assessment of clients' general health and well-being. Candidates should have the capacity to deliver meals throughout every neighborhood in San Francisco.



2. Distribution of bundled grocery items must provide a variety of fresh and high-quality items for people with HIV/AIDS. These grocery items should include pre-packed staples like cereals, breads, and canned foods, and menu-guided selections of proteins dairy, and fresh fruits and vegetables, carbohydrates, juice, bread, soup, eggs, margarine, condiments, and special donated items. A bundle of grocery items should be comparable to about \$60 worth of food when purchased at a typical grocery store. For homeless and marginally-housed clients without cooking facilities, a pre-packed bag with different “no-cook” items must be made available.
3. Individual nutrition counseling by a Registered Dietitian must be made available to HIV+ clients whose medical condition require greater coordination with nutritional and caloric intake, as well as for all clients who may benefit from improved eating habit and nutrition.
4. Nutrition education activities to help clients learn healthy eating habits shall be coordinated by a Registered Dietitian. Cooking demonstrations, written nutrition tips, flyers and educational materials, recipes to cook grocery selections, informal counseling, and referrals should be made available to help clients eat well, stay healthy and control symptoms such as weight loss, diarrhea, nausea, poor appetite, and mouth/dental/swallowing problems.
5. In an effort to expand and ensure food access for underserved, new clients and to address experienced and/or perceived stigma, prepared meals and grocery bags must be made available at multiple distribution sites throughout the city to reach communities severely impacted by HIV.
6. Identification, linkage and tracking of clients referred through the network of other programs providing services funded with SF General Funds to help reach the Retention and Re-engagement goals of “Getting to Zero” is a required component for funding.
7. All agencies receiving funding through HHS must collect and submit all required data through the AIDS Regional Information & Evaluation System (ARIES). ARIES is a client management system designed for HHS providers. ARIES enhances care provided to clients with HIV by helping agencies automate, plan, manage, and report on client data and services. ARIES is applicable for all Ryan White-eligible clients receiving services paid by any HHS source of funding. ARIES protects client records by ensuring only authorized agencies have access. ARIES data are safely encrypted and are kept confidential.

#### **8. Proposal Requirements**

**The Candidate’s full Application Package, consisting of the following:**

**1) Qualifications Statement**

**2) Proposal Narrative**

**3) Budget**

**4) CMD Form 3**

## **1) Qualifications Statement Form**

The Qualifications Statement form can be found in **Appendix A-1 “Qualifications Statement”** available for download at the Department’s RFP/Q center at:

<http://www.sfdph.org/dph/comupg/aboutdph/insideDept/Contracts>

The Qualifications Statement must be signed by a person authorized to bind the Candidate to the representations, commitments, and statements contained in the Qualifications Statement.

- Qualifications Statements, must use this form located in Appendix A-1.
- One Qualification Statement per proposal application.
- Application Packages that do not include the Qualifications Statement form will be rejected.
- All Qualification Statements must be signed and initialed in the designated areas.

## **2) Proposal Narrative Instructions**

In the narrative, describe your program as envisioned when fully operational; any start-up or transition needs will be discussed during negotiations. Describe all the components of the proposed program in the application, even if some components are funded by another source, and be clear about which portion you are asking SFDPH HHS to support.

### **Page Limits and formatting requirements:**

- The maximum page limit is **14 pages**.
- Times New Roman font
- 11 point font
- 1 inch margins
- 1.5 spacing between lines

### **Narrative Content Information Instructions:**

#### **I. Relevant Experience: (1- 2 pages maximum):**

Bidders must have at least two years of experience providing food services, including meals to be delivered to clients with health and mobility issues, as well as general food services (meals, groceries and nutritional counseling) available on site for 600 or more clients living with HIV. Please describe the number of years as a provider of this service and demonstrate agency experience as a provider of this service.

Bidders must also demonstrate an established network with San Francisco non-profit agencies serving low income residents of City and County of San Francisco living with HIV. Please describe number of years and number of non-profit agencies serving HIV clients in your provider network.

Describe the structure of communication, evaluation of need and any other relevant information in maintaining and updating your system of provide network.

Describe history of managing large, complex projects and responding to evolving needs of services.

## **II. Objectives: (1 page maximum):**

State the agreed measurable process and health outcome objectives for the program as a whole. Describe how these will be measured or how the applicant will demonstrate whether or not the process and outcome objectives have been achieved. This description should describe how the objectives will be measured (including tools or instruments to be used), staff responsibilities related to evaluation, as well as define the standards for success related to each objective.

### *HHS Outcome Objectives*

- 1) Program will provide at least one nutrition education opportunity to all clients in the program. At least 90% of clients will be assessed for mental health and substance use treatment needs within 30 days of program enrollment.
- 2) Program will measure engagement rates of clients with  $\geq 6$  months of service.
- 3) More than 60% of HIV+ clients who return client satisfaction survey will report "program helps maintain or improve my health".
- 4) More than 60% of HIV+ clients who return client satisfaction survey will report "nutrition education increased my knowledge of nutrition in addressing HIV and overall health".

Additional program objectives to measure program performance and increase Continuous Quality Improvement may be suggested in your submitted proposal.

Proposals must include a description of program evaluation mechanisms or demonstrate a relationship with an external evaluator.

## **III. Program Overview (1 – 4 pages maximum):**

- 1) Each proposal should describe *only one* program and address the services solicited.
- 2) Service must be provided to residents of the City and County of San Francisco.
- 3) Provide a brief organizational chart of your agency and describe your organizational structure.
- 4) Briefly describe key agency staff to be funded by this program and how they are connected to the provision of services.
- 5) Provide an overview of how your agency recruits, engages, and retains the target population to be served.
- 6) Describe your proposed referral process for HIV providers with clients requesting delivered meals and grocery services.
- 7) Describe how service delivery is provided and monitored.

#### **IV. Service Description (1 – 4 pages maximum):**

Bidders must describe how the program will:

- 1) Bidder must describe the proposed manner in which food and nutrition services for HIV+ will be provided.
- 2) Meet client needs and the demand for the proposed services.
- 3) Describe how agency will promote availability of services.
- 4) Bidder must describe process as to confirmation of eligibility of services for HHS funding.
- 5) Collect intake and other client data as well as enter data into ARIES (the HHS HIV client database).
- 6) Track all contract deliverables, including fulfilling contract objectives, invoicing of UOS and UDC, and other SFPDH-HHS reporting requirements.
- 7) Promote the program services.
- 8) Determine appropriate funding source to ensure that Federal RWPA and San Francisco General Funds are the payers of last resort
- 9) Establish and maintain appropriate relationships with key points of entry in San Francisco, such as medical case management, employment services, ambulatory/outpatient medical care, etc.
- 10) Organization must agree to abide by the standards of care for the services specified in this exhibit as described in "Making the Connection: Standards of Care for Client-Centered Services."
- 11) Invoices must be submitted monthly to report Units of Service (UOS) provided, Unduplicated Clients (UDC) served and expenditure rates budgeted for the program. Providers must submit invoices promptly, and in compliance with legal agreement changes and DPH policies. Contractors must also:
  - a. track expenditures, by funding source (individual contract);
  - b. track and monitor rates of program and contract expenditure to allow for timely budget revision requests (when needed);
  - c. allocate funds and document allocation method in accordance with Office of Management and Budget (OMB) requirements.
- 12) Services covered under the awarded contract must be offered without regard to the individual's ability to pay, the individual's past or present health condition and in a setting accessible to persons with low income living with HIV disease.
- 13) With regard to funds requested in this RFP, the cost per Unit of Service (UOS) should reflect the full cost of the unit of service as defined in the RFP. Do not propose to count units that are paid for, in whole or in part, from another funding source. If the Program selects to provide required services from other revenues, the full cost of each unit must be paid for from that other revenue source. UOS rates may not exceed established HHS cost caps (See Attachment II).
- 14) Required services may be paid for from non-RFP funds (i.e. another grant, contract, or

agency unrestricted funds). Services funded through non-RFP funds must be maintained throughout the term of the program.

- 15) Funds may not be used to purchase or improve land, or to purchase, construct, or make permanent improvement to any building except for minor remodeling. They may not be used to make direct cash payments to recipients of services.

**V. Data Collection, Evaluation, and Quality Assurance (2 – 3 pages maximum):**

1. Describe how contract objectives tracked, documented and reported to SFDPH.
2. Describe how contracted units of services will be tracked and invoiced to HHS.
3. Describe how agencies will be informed or trained on eligibility requirements and provision of services.
4. Bidders must be able to measure the achievement of standardized performance objectives required by HHS and the DPH Business Office of Contract Development and Technical Assistance (CDTA).
5. Proposals must include a description of program evaluation mechanisms or demonstrate a relationship with an external evaluator.
6. Bidders must describe how success in achieving the program objectives will be tracked and measured as part of the evaluation effort.
7. Each Program will be required to conduct a client satisfaction survey for agencies served at least once annually. This survey must include measurements of the level of satisfaction and must include opportunities for agencies to comment on program challenges and perceived service gaps.
8. Each participating agency is required to have in place a detailed quality assurance plan for the services they provide. The issues to be addressed include the following:
  1. A description of the staff position(s) responsible for ensuring the quality of services;
  2. A description of the appropriateness of the overall service to the target population (e.g., service times and locations);
  3. Adherence to relevant standards, guidelines, and contractual requirements;
  4. Review of written policies and procedures;
  5. Site audits (as applicable);
  6. Review and updating of protocols and practices;
  7. Quality Assurance Committee or Quality Team (as applicable) and/or Advisory Committees (as applicable);
  8. Trend analyses.
9. Include agency Quality Assurance plan.

### 3) **Budget Documents**

Complete the standard Budget documents attached in Appendix A

Describe your program as envisions when fully operational; any start-up or transition needs will be discussed during negotiations.

Due to grant funder restrictions, no more than 10% of the total funding for these services may be allocated to Administrative Costs. Administrative Costs would include all Indirect Costs, Operating Costs not connected to the provision of direct client services, and the salary and benefits for any staff who are administrative by definition. Personnel who would not be defined as administrative would be those providing direct client services, involved in data entry related to electronic client records and receptionist time spent scheduling clients and performing intake duties. Management staff and those whose functions are administrative in nature (involved with contracts, budgets, monitoring processes, etc) should actually be included in the calculation of Indirect Costs.

If the vendor is successful in the application process, the proposed budget will be reviewed in the contract negotiation process.

### 4) **CMD Form 3**

Per the San Francisco Contract Monitoring Division (CMD), this form must be submitted with your proposal. The CMD Form 3 is provided in Appendix A-1, with additional forms and instructions in CMD Attachment 2 in Appendix A-2. **Submit only the original (no additional copies are required) in a separate envelope labeled "CMD Form 3" and the solicitation number.**

### E. Proposal Scoring Criteria/Rating Scale

Proposal Statements will be evaluated using the criteria established below and ranked by a selection committee comprised of City staff. At any time during the evaluation process, the City may require a Proposer to provide oral / interviews or written clarification of its Proposal Statements.

The Department reserves the right to review and evaluate qualifications received without further clarification.

- **Vendors must have a total score of 75, or more to be eligible for selection.**
- The proposals will be evaluated by a selection/review committee comprised of parties with expertise in the services outlined in the solicitation.
- This selection/review committee will score the submitted proposals based on the scoring criteria listed in Vendor Scoring Criteria as outlined in this solicitation.

#### Scoring Criteria:

Narrative Section: Question	Description with Points	Maximum Points Available
<b>A. Target Populations and Barriers to Care</b>	Extent to which populations, subpopulations, and cofactors are identified and described (3 points) Extent to which stigma and cultural, organizational, geographical, and other barriers to services for the identified target population(s) are described and likely effectiveness of the proposed services in addressing these barriers. (3 points)	6
<b>B. History and Mission/Purpose Statement</b>	Extent and effectiveness of history of providing food and nutrition services. (3 points) Adequacy of purpose statement. (3 points)	6
<b>C. History of Serving Target Population (s)</b>	Description of line staff, management, Board of Directors, and Mission Statement of agency's competencies to serve identified target population(s) (9 points)	9
<b>D. Programmatic Design, Coordination and Collaboration</b>	Completeness of description of the program design and its likely efficacy; should include the following: (10 points each for a total of 20 points for each of the bullet points) <ul style="list-style-type: none"> <li>• How requirements described in "Services Solicited and Specifications" section will be met by program design and implementation.</li> <li>• How a client receives service beginning with intake through the delivery of service to discharge,</li> </ul>	20

Narrative Section: Question	Description with Points	Maximum Points Available
	<p>including consent to treatment and assurance of confidentiality and client self-determination.</p> <ul style="list-style-type: none"> <li>• Effective plan for meeting needs of PLWH with service needs that exceed routine program services.</li> </ul>	
<b>E. Program Evaluation and Objectives</b>	<p>Description of plans to meet measurable objectives, including how objectives will be measured (tools or instruments to be used, staff responsibilities related to evaluation, as well as define the standards for success related to each objective.)</p> <p>Description of objectives for each required service.</p>	10
<b>F. Client Satisfaction</b>	<p>Description of annual Client Satisfaction survey instrument and/or process, including factors to be evaluated.</p> <p>Description of how applicant will ensure measurement of the level of satisfaction and client defined challenges for each type of service provided.</p>	3
<b>G. Documenting Referrals, Follow-up, and Linkages</b>	<p>Linkages and referral relationships outside of the program are described and include linkages with other programs that serve the identified target population(s). (4 points)</p>	3
<b>H. Quality Assurance</b>	<p>Effective description of how the agency will evaluate the appropriateness of the overall service to the target population, adherence to contractual requirements; review and updating of protocols, policies, and practices; adequacy of on-site clinical consultation and supervision. (3 points)</p> <p>Adequacy of plan for staff training as well as for supervision. (3 points).</p>	8
<b>I. HHS Data System</b>	<p>Achievable plan to enter data into the HHS designated database an accurate, complete, and timely manner; and assurance that data entered is consistent with services to be invoiced. (2 points)</p>	5
<b>J. Overall Strengths and</b>	<p>Compelling statement of why this program should be funded and description of why this is the best agency to</p>	10



<b>Narrative Section: Question</b>	<b>Description with Points</b>	<b>Maximum Points Available</b>
<b>Unique Qualities</b>	provide these services to this target population, including any evidence that the target population is interested in, and will participate in, the proposed services. (5 points)	

**Budget and Budget Justification (Total Points Available for this Section =20)**

<b>Budget and Budget Justification</b>	Extent to which the budget and justification are consistent with the proposal narrative (10 points) Extent to which the line item costs are reasonable (e.g., staff salaries, materials costs) (5 points) Appropriateness of requested amount for scope of the program (5 points)	20
<b>NARRATIVE AND BUDGET SECTION MAXIMUM AVAILABLE POINTS:</b>		<b>100</b>

**Bidder Rating Discount:**

<b>Bidder Rating Discount:</b>	<b>0-10</b>
10% discount to LBE; or joint venture between or among LBEs	
5% discount to joint venture with LBE participation that equals or exceeds 35% but is under 40%.	
7.5% discount to a joint venture with LBE participation that equals or exceeds 40%.	
10% discount to a certified non-profit entity.	
<b>Total Available Points:</b>	<b>110</b>

### III. Submission Requirements

---

All forms are available for download at the Department's RFP center at:

<http://www.sfdph.org/dph/comupg/aboutdph/insideDept/Contracts>.

#### A. Deadlines/Delivery Location

##### 1. Letter of Intent Deadline

A **Letter of Intent (LOI)** to submit a proposal is mandatory. The letter must use the template in Appendix A-1 and must be signed by the appropriate authorities.

**Please Note:** Agencies who submit an LOI and then decide to not submit a Proposal afterward, should contact the Contracts Unit and communicate their intent to not participate in the RFP.

The Letter of Intent must be submitted as follows:

By: 12:00 Noon On: February 8, 2017

To: Irene Carmona  
SFDPH Contracts Unit  
101 Grove St. Room 402  
San Francisco, CA 94102  
email: [Irene.carmona@sfdph.org](mailto:Irene.carmona@sfdph.org)

##### 2. Qualifications Statement and Proposal Package Deadline

Qualifications Statements and Proposal Packages must be received at the following deadline and address:

By: 12:00 Noon On: March 1, 2017

Place: Attn: Irene Carmona  
SFDPH Contracts Unit  
101 Grove St. Room 402  
San Francisco, CA 94102

RFP # 9-2017

Proposals may be delivered in person or mailed; however, postmarks will not be considered in judging the timeliness of submissions. Proposals received after the deadline but within 24 hours may be accepted for extenuating circumstances at the sole discretion of the Director of the Department of Public Health. Applicants that submit proposals within this grace period must provide a letter to the Director explaining the extenuating circumstances by **12 noon** on **3/2/2017**. Decisions of the Director to accept or reject the proposal during the grace period will not be appealable. If the proposal is accepted, the letter of explanation will be provided to the Technical Review Panel. Following the 24-hour grace period no late proposals will be accepted for any reason and there will be no appeal. Email letter to [Irene.carmona@sfdph.org](mailto:Irene.carmona@sfdph.org), include **"Late Submission Request"** in the subject area.

**In addition, the required CMD Form 3 must be submitted separately in a sealed envelope clearly marked with the above address and solicitation number.**

Proposals may NOT be submitted by fax or email and will not be accepted if so received.

## **B. Solicitation Package Documentation**

### **1. Qualifications Statement**

To respond to this solicitation, a Proposer must follow the submittal steps outlined in this Submissions Requirements Section, to include a Qualifications Statement along with a complete and assembled proposal package by the deadline cited below. The Qualifications Statement can be found in Appendix A-1 and is also available for download at <http://www.sfdph.org/dph/comupg/aboutdph/insideDept/Contracts>. *This is the only form that can be used for the Qualifications statement. Qualifications Statements that do not use this form will be rejected.*

A person authorized to bind the Proposer to the representations, commitments and statements contained in the Qualifications Statement must sign the Qualifications Statement document. The Qualifications Statement must contain the following information and any applicable supporting documents:

- Description of Proposer: A description of the Proposer's organizational structure (e.g., corporation, partnership, limited liability company, etc.), the jurisdiction in which the Proposer is organized and date of such organization.
- Authorized Representative: The name, address, telephone number, facsimile number and e-mail address of the person authorized to represent the Proposer with respect to all notices, negotiations, discussions and other communications relating to this solicitation and to any negotiations relating to a contract.
- Representations Regarding Good Standing, Licenses, etc.: A representation that the Proposer is in good standing in the State of California and has all necessary

licenses, permits, approvals and authorizations necessary in order to perform the Work and conduct the Proposer's business.

- Representations Regarding CITY Contracting Requirements: A representation that the Proposer is able and willing to comply with all of the contracting requirements described in "Section VII. Standard Contract Requirements."

**2. Proposal (see Section II, Program Service Specifications, for detailed content)**

The process requires submission of a proposal package consisting of the following documentation.

(a) Introductory Documents

- (i) Qualifications Statement (use as cover page)
- (ii) Table of Contents

(b) Standard Documents

- (i) Program Narrative
- (ii) Budget Document

(c) Mandatory attachments

- (i) CMD FORM 3 (for the Lead Agency, if a collaboration). Per the San Francisco Contract Monitoring Division (CMD), this form must be submitted with your proposal. The CMD Form 3 is provided in Appendix A-1, with additional forms and instructions in CMD Attachment 2 in Appendix A-2. **Submit only the original (no additional copies are required) in a *separate envelope labeled "CMD Form 3" and the solicitation number.***

**Additional pages beyond any limits specified will be eliminated before the proposal is reviewed.**

Applicants may not submit other items not listed above. For example, do not submit curricula or policies and procedures manuals. Anything submitted that is not on the list above will be discarded.

**3. Proposal Format**

Proposers must submit **One Original** and **Six (6) Copies** of the Qualifications Statement and the same number of complete and assembled Proposal Packages.

The original must be clearly marked "**ORIGINAL.**"

Each proposal should be unbound (use paper clips, binder clips, and/or rubber bands as necessary – NO STAPLES), collated, and include a table of contents.

Each section must be clearly labeled with the appropriate heading, and pages should be clearly numbered.

The Proposer's name and program name should be shown in the page footers.

## IV. Review and Selection Process

=====

### A. Initial Screening

Any proposal submitted without the required Qualifications Statement and a complete proposal package will be rejected without further review.

#### 1. Minimum Qualifications

During the initial screening process, any proposal that does not demonstrate that the Proposer meets the Minimum Qualifications specified in the Program Service Specifications, Section II, of this solicitation will be considered non-responsive and will not be eligible for further review or consideration.

### B. Technical Review and Scoring of Proposals

The proposals will be reviewed and rated by (a) Technical Review Panel(s) with expertise in the services required. This Technical Review Panel(s) will be recruited with strict attention to ensuring that no conflict of interest exists related to any member of the panel and the proposals anticipated according to required Letters of Intent received.

#### 1. Proposal Review

The Technical Review Panel(s) will review and score each proposal according to criteria outlined in the **“Program Service Specifications, Section II, F. Scoring Criteria”** of this solicitation. Proposals from one or more Proposer may be recommended. In the event that more than one proposal is recommended for selection, they will be ranked pursuant to the scores of the Technical Review Panel(s). If upon execution of a subsequent contract, based on performance or other issues, the SFDPH needs to select another provider, the next ranking Proposer will be contacted for an offer to provide the solicited services. If that Proposer refuses the offer, the SFDPH will continue to contact Proposers in their ranked order until the offer to provide the solicited services is accepted.

### C. Invitation to Negotiate

An Invitation to Negotiate with the SFDPH will be sent to applicants based on their proposal ranking. During program negotiations, any aspect of the proposal will be considered negotiable, including the budget, the services to be provided, and the target population to be reached. Receiving an Invitation to Negotiate and entering

into negotiations does not obligate either SFDPH or the applicant to enter into a contract; either party may decide to end the negotiations at any time for any reason. If the negotiations fail to result in a contract award in a reasonable period of time, the SFDPH reserves the right to invite the next ranking Proposer to negotiate or to issue another solicitation for the services.

#### **D. Contract Award Notification**

If the negotiation process is completed to the satisfaction of both the SFDPH and the applicant, the applicant will receive a notification letter indicating the negotiated services and funding amount.

The anticipated start date for contracts resulting from this solicitation is **April 1, 2017**. Failure to negotiate the contract in a timely manner, or to furnish any and all certificates, bonds, or other materials required in the contract, shall be deemed an abandonment of the contract offer.

The SFDPH reserves the right to award a single contract or multiple contracts to multiple Proposers that submitted proposal(s).

#### **E. Stipulations**

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

1. Waive or correct any defect or informality in any response, proposal, or proposal procedure;
2. Reject any or all proposals;
3. Reissue this solicitation;
4. Procure any materials, equipment, or services specified in this solicitation by any other means;
5. Ensure that all target populations are served and service requirements are met; and
6. Determine that no project will be funded.

In addition to the ability to provide the specified services, the applicant must comply with general SFDPH and City and County of San Francisco contractual requirements, Population Health Division, Community Health Equity and Prevention reporting requirements, and the Standard Agreement for Services.

## V. E-Questions Process

=====

### A. E-Questions

Only Proposers that have submitted a Letter of Intent (LOI) with an email address by the due date may e-mail questions concerning the specifics of the services solicited.

Dates/Period when e-mail questions will be accepted:

Begin: February 8, 2017 End: February 10, 2017

All questions are to be directed to the following e-mail address:

[Irene.carmona@sfdph.org](mailto:Irene.carmona@sfdph.org)

**You must insert the following language in the Subject area of your email message: E-Questions RFP 9-2017**

The questions will be compiled and coordinated with program staff for appropriate answers.

The compilation of questions and answers will be returned by email to the questioners.

**This is the only opportunity vendors can ask direct programmatic questions of the Departmental staff.**

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

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

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

### **B. Inquiries Regarding Solicitation**

Technical or procedural inquiries regarding this solicitation, other than programmatic questions addressed at either a Bidder's Conference or through the E-Questions procedure described in Section V, above, must be directed to:

**Irene Carmona**  
SFDPH – Contracts Unit  
Phone: **(415) 554-2652**  
Email: **irene.carmona@sfdph.org**

### **C. Objections to Solicitation Terms**

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

### **D. Change Notices**

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



In the event that modifications are posted to the website, the SFDPH will send a courtesy notice by email to Proposers that have submitted a Letter of Intent. This notice will advise the Proposer that changes have been posted. Notwithstanding this provision, the Proposer shall be responsible for ensuring that its proposal reflects any and all modifications or addenda issued by the SFDPH prior to the proposal due date.

**E. Term of Proposal**

Submission of a proposal signifies that the proposed services and prices are valid for 120 calendar days from the proposal due date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity.

**F. Revision of Proposal**

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

In no case will a statement of intent to submit a revised proposal, or commencement of a revision process, extend the proposal due date for any Proposer.

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

**G. Errors and Omissions in Proposal**

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

**H. Financial Responsibility**

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

### **Proposer's Obligations under the Campaign Reform Ordinance**

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

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

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

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

The negotiation period begins with the first point of contact, either by telephone, in person, or in writing, when a contractor approaches any city officer or employee about a particular contract, or a city officer or employee initiates communication with a potential contractor about a contract. The negotiation period ends when a contract is awarded or not awarded to the contractor. Examples of initial contacts include: (1) a vendor contacts a city officer or employee to promote himself or herself as a candidate for a contract; and (2) a city officer or employee contacts a contractor to propose that the contractor apply for a contract. Inquiries for information about a particular contract, requests for documents relating to a Request for Proposal, and requests to be placed on a mailing list do not constitute negotiations.

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

1. Criminal. Any person who knowingly or willfully violates section 1.126 is subject to a fine of up to \$5,000 and a jail term of not more than six months, or both.

2. Civil. Any person who intentionally or negligently violates section 1.126 may be held liable in a civil action brought by the civil prosecutor for an amount up to \$5,000.
3. Administrative. Any person who intentionally or negligently violates section 1.126 may be held liable in an administrative proceeding before the Ethics Commission held pursuant to the Charter for an amount up to \$5,000 for each violation.

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

**I. Sunshine Ordinance**

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

**J. Public Access to Meetings and Records**

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

**K. Reservations of Rights by the City**

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

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

**L. Waiver**

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

**M. Local Business Enterprise Goals and Outreach**

The requirements of the Local Business Enterprise and Non-Discrimination in Contracting Ordinance set forth in Chapter 14B of the San Francisco Administrative Code as it now exists or as it may be amended in the future (collectively the “LBE Ordinance”) shall apply to this solicitation.

**1. LBE Subconsultant Participation Goals**

The LBE subconsulting goal for this project is **0%** of the total value of the goods and/or services to be procured.

Each firm responding to this solicitation shall demonstrate in its response that it has used good-faith outreach to select LBE subcontractors as set forth in S.F. Administrative Code §§14B.8 and 14B.9, and shall identify the particular LBE subcontractors solicited and selected to be used in performing the contract. For each LBE identified as a subcontractor, the response must specify the value of the participation as a percentage of the total value of the goods and/or services to be procured, the type of work to be performed, and such information as may reasonably be required to determine the responsiveness of the proposal. LBEs identified as subcontractors must be certified with the San Francisco Contract Monitoring Division (CMD) at the time the proposal is submitted, and must be contacted by the Proposer (prime contractor) prior to listing them as

subcontractors in the proposal. Any proposal that does not meet the requirements of this paragraph will be non-responsive.

In addition to demonstrating that it will achieve the level of subconsulting participation required by the contract, a Proposer shall also undertake and document in its submittal the good faith efforts required by Chapter 14B.8(C) & (D) and CMD Attachment 2, Requirements for Architecture, Engineering and Professional Services Contracts.

Proposals which fail to comply with the material requirements of S.F. Administrative Code §§14B.8 and 14B.9, CMD Attachment 2 and this solicitation will be deemed non-responsive and will be rejected. During the term of the contract, any failure to comply with the level of LBE subcontractor participation specified in the contract shall be deemed a material breach of contract. Subconsulting goals can only be met with CMD-certified LBEs located in San Francisco.

## **2. LBE Participation**

The City strongly encourages proposals from qualified LBEs. Pursuant to Chapter 14B, the following rating discount will be in effect for the award of this project for any Proposers who are certified by CMD as a LBE, or joint ventures where the joint venture partners are in the same discipline and have the specific levels of participation as identified below. Certification applications may be obtained by calling **CMD at (415) 581-2310**. The rating discount applies at each phase of the selection process. The application of the rating discount is as follows:

- a. A 10% discount to an LBE; or a joint venture between or among LBEs; or
- b. A 5% discount to a joint venture with LBE participation that equals or exceeds 35%, but is under 40%; or
- c. A 7.5% discount to a joint venture with LBE participation that equals or exceeds 40%; or
- d. A 10% discount to a certified non-profit entity.

If applying for a rating discount as a joint venture: The LBE must be an active partner in the joint venture and perform work, manage the job and take financial risks in proportion to the required level of participation stated in the proposal, and must be responsible for a clearly defined portion of the work to be performed and share in the ownership, control, management responsibilities, risks, and profits of the joint venture. The portion of the LBE joint venture's work shall be set forth in detail separately from the work to be performed by the non-LBE joint venture partner. The LBE joint venture's portion of the contract must be assigned a commercially useful function.

3. CMD Forms to be Submitted with Proposal

- a. All proposals submitted must include the following Contract Monitoring Division (CMD) Form 3 Non Discrimination Affidavit.
  - If these forms are not returned with the proposal, the proposal may be determined to be non-responsive and may be rejected.
- b. Please submit only two copies of the above forms with your proposal. The forms should be placed in a separate, sealed envelope labeled CMD Forms.

If you have any questions concerning the CMD Forms, you may call the Contract Monitoring Division at (415) 581-2310.

## VII. Standard Contract Requirements

=====

### A. Standard Contract Provisions (Legal Agreement)

Upon award of a contract, the Contractor will be required to enter into and sign a legal agreement ("Agreement") containing standard terms and conditions. A sample Agreement can be found in Appendix A-3, available for download at <http://www.sfdph.org/dph/comupg/aboutdph/insideDept/Contracts/>. Failure to timely execute the contract, or to furnish any and all insurance certificates and policy endorsement, surety bonds or other materials required in the contract, shall be deemed an abandonment of a contract offer. The City, in its sole discretion, may select another firm and may proceed against the original selectee for damages.

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

### B. Nondiscrimination in Contracts and Benefits

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

### C. Minimum Compensation Ordinance (MCO)

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

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

Additional information regarding the MCO is available on the web at [www.sfgov.org/olse/mco](http://www.sfgov.org/olse/mco).

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

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

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

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

Contractors should consult the San Francisco Administrative Code to determine their compliance obligations under this chapter. Additional information regarding the FSHP is available on the web at [www.onestopsf.org](http://www.onestopsf.org), under the “Employers” menu, and from the First Source Hiring Administrator, (415) 401-4960.

**F. Conflicts of Interest**

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



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

**G. Healthcare Insurance Portability and Accountability Act of 1996 (HIPAA)**

The parties acknowledge that City is a Covered Entity as defined in the Healthcare Insurance Portability and Accountability Act of 1996 ("HIPAA") and is therefore required to abide by the Privacy Rule contained therein. The parties further agree that Contractor may be defined as one of the following definitions under the HIPAA regulations:

- A Covered Entity<sup>1</sup> subject to HIPAA and the Privacy Rule contained therein;
- A Business Associate<sup>2</sup> subject to the terms set forth in Appendix A-3 - Standard Legal Agreement Boilerplate (see Appendix E "Business Associate Addendum").
- Not Applicable, Contractor will not have access to Protected Health Information.

**H. Insurance Requirements**

Upon award of contract, Contractor shall furnish to the SFDPH a Certificate or Certificates of Insurance, with applicable Additional Insured Endorsements, stating that there is insurance presently in effect for Contractor with limits of not less than those established by the City.

Requirements are listed in Appendix A-3 and are available for download at the Department's RFP/Q center:

<http://www.sfdph.org/dph/comupg/aboutdph/insideDept/Contracts/>.

---

<sup>1</sup> "Covered Entity" shall mean an entity that receives reimbursement for direct services from insurance companies or authorities and thus must comply with HIPAA.

<sup>2</sup> "Business Associate" shall mean an entity that has an agreement with CITY and may have access to private information, and does not receive reimbursement for direct health services from insurance companies or authorities and thus is not a Covered Entity as defined by HIPAA.

## VIII. Appeals Procedures

=====

An appeal of the an award to provide services decision may be filed if the Proposer has reason to believe that there was a substantial failure by the Department of Public Health in following standard solicitation procedures. The appeal must be filed within five (5) working days of receipt of the notification letter. All appeals will be presented to the Director, Office of Contracts Management and Compliance. Appeals will be ruled on, and the appealing entity notified in writing, within five (5) working days after its receipt. All decisions are final. If you wish to appeal, prepare a brief statement describing the procedural breach that is the reason for your appeal to the SFDPH Office Contracts Management and Compliance, San Francisco Department of Public Health, 101 Grove St. Room 402, San Francisco, CA 94102, [irene.carmona@sfdph.org](mailto:irene.carmona@sfdph.org).

## **Appendices**

### **A-1 REQUIRED FORMS for this solicitation**

- 1) Letter of Intent
- 2) Qualifications Statement
- 3) Program Narrative
- 4) Budget Document
- 5) CMD Form 3 – CMD Non-Discrimination Affidavit

### **A-2 STANDARD FORMS**

- 1) Vendor Profile Application/Package (see also reference chart with URLs below)
  - (a) New Vendor Cover Letter
  - (b) General Instructions for Form VenAdd-2007-01
  - (c) New Vendor Number Request Form VenAdd-2007-01
  - (d) Commodity Codes
  - (e) Business Tax Declaration (Form P-25)
  - (f) Request for Taxpayer Identification Number and Certification (Form W-9)
  - (g) S.F. Administrative Code Chapters 12B & 12C Declaration:
    - Nondiscrimination in Contracts & Benefits (Form CMD 12B 101)
  - (h) Declaration for the Minimum Compensation Ordinance (MCO)
  - (i) Declaration for the Health Care Accountability Ordinance (HCAO)
- 2) HRC Attachment 2:
  - HRC Requirements for Architecture, Engineering, and Professional Services Contracts

### **A-3 FOR INFORMATIONAL USE**

- 1) Standard Legal Agreement Boilerplate
- 2) HIPAA for Business Associates
- 3) Insurance Requirements
- 4) LBE Certification Instructions
- 5) LBE Applications – (a) Small/Micro/Local Business or (b) Non-Profit Entity
- 6) SFDPH Community Programs Policy/Procedure Regarding: Contracts in which Subcontracting Occurs; Acceptable Subcontracting Procedures; Definitions of Contractor as Fiscal Agent, Fiscal Intermediary, and Lead Agency in a Collaboration

Reference Chart of Sources for Standard, City-required forms:

This chart describes the most essential forms, where to find them on the Internet, and where to file them. If a contractor cannot get the documents off the Internet, the contractor should call (415) 554-6248 or e-mail Purchasing (purchasing@sfgov.org) and Purchasing will fax, mail or e-mail them to the contractor. If a contractor has already filled out items 1-3 on the chart, **the contractor should not do so again unless the contractor's answers have changed**. To find out whether these forms have been submitted, the contractor should call Vendor File Support in the Controller's Office at (415) 554-6702.

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

Item	Form name and Internet location	Form	Description	Return the form to; For more info
1.	Request for Taxpayer Identification Number and Certification <a href="http://www.sfgov.org/oca/purchasing/forms.htm">www.sfgov.org/oca/purchasing/forms.htm</a> <a href="http://www.irs.gov/pub/irs-fill/fw9.pdf">www.irs.gov/pub/irs-fill/fw9.pdf</a>	W-9	The City needs the contractor's taxpayer ID number on this form. If a contractor has already done business with the City, this form is not necessary because the City already has the number.	Controller's Office Vendor File Support City Hall, Room 484 San Francisco, CA 94102 (415) 554-6702
2.	Business Tax Declaration <a href="http://www.sfgov.org/oca/purchasing/forms.htm">www.sfgov.org/oca/purchasing/forms.htm</a>	P-25	All contractors must sign this form to determine if they must register with the Tax Collector, even if not located in San Francisco. All businesses that qualify as "conducting business in San Francisco" must register with the Tax Collector.	Controller's Office Vendor File Support City Hall, Room 484 San Francisco, CA 94102 (415) 554-6702

3.	<p>S.F. Administrative Code Chapters 12B &amp; 12C Declaration: Nondiscrimination in Contracts and Benefits  <a href="http://www.sfgov.org/oca/purchasing/forms.htm">www.sfgov.org/oca/purchasing/forms.htm</a> – in “Vendor Profile Application”</p> <p>Also at  <a href="http://www.sfgov.org/site/sfhumanrights">www.sfgov.org/site/sfhumanrights</a> under “Equal Benefits”</p>	HRC-12B-101	<p>Contractors tell the City if their personnel policies meet the City’s requirements for nondiscrimination against protected classes of people, and in the provision of benefits between employees with spouses and employees with domestic partners. Form submission is not complete if it does not include the additional documentation asked for on the form. Other forms may be required, depending on the answers on this form. <b>Contract-by-Contract Compliance status vendors must fill out an additional form for each contract.</b></p>	<p>Human Rights Comm.  25 Van Ness, #800  San Francisco, CA 94102-6059  (415) 252-2500</p>
4.	<p>HRC LBE Certification Application  <a href="http://www.sfgov.org/oca/purchasing/forms.htm">www.sfgov.org/oca/purchasing/forms.htm</a> – in “Vendor Profile Application”</p> <p>Also at  <a href="http://www.sfgov.org/site/sfhumanrights">www.sfgov.org/site/sfhumanrights</a> under “LBE”</p>		<p>Local businesses complete this form to be certified by HRC as LBEs. Certified LBEs receive a bid discount pursuant to Chapter 14B when bidding on City contracts. To receive the bid discount, you must be certified by HRC by the proposal due date.</p>	<p>Human Rights Comm.  25 Van Ness, #800  San Francisco, CA 94102-6059  (415) 252-2500</p>

**How to navigate to the forms on the Internet sites:**

Office of Contract Administration (Purchasing)

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

Purchasing forms: Click on “Required Vendor Forms” under the “Information for Vendors and Contractors” banner.

Human Rights Commission

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

Equal Benefits forms: Click on “Forms” under the “Equal Benefits” banner near the bottom.

LBE certification form: Click on “...Forms” under the “LBE” banner near the bottom.