



**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF PUBLIC HEALTH
101 Grove Street, Room 402
San Francisco, CA 94102**

**REQUEST FOR PROPOSALS
RFP No. 39-2020**

HIV Health Services Rental Subsidies Services

SCHEDULE OF EVENTS AND SUBMISSION DEADLINES

ACTIVITY	TIMES	DATES
Solicitation Issued:	NA	November 4, 2020
Letter of Intent (LOI) Due <i>(Mandatory. Please use template provided in Appendix A-1.)</i>	By 12:00 Noon	November 18, 2020
E-Questions	NA	11/18/2020 thru 11/20/2020
Qualifications Statement and Proposals Due	By 12:00 Noon	December 9, 2020
		ESTIMATED DATES
Technical Review	NA	December 2020
Invitation to Negotiate		To be determined
Start Date of Service	NA	July 1, 2021

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RFP APPENDICIES: A-1, A-2, and A-3

A-1 REQUIRED FORMS, New Contracting Information

- 1) Letter of Intent (LOI) Form
- 2) Qualifications Statement Form
- 3) CMD Form 3 (see CMD Attachment 2 Forms)
- 4) DPH General Budget Forms
- 5) First Source Hiring Form (Information Required upon selection)
- 6) HCAO & MCO Declaration Forms
- 7) MCO Hourly Rate effective 7/1/2020 (Information)
- 8) Insurance Requirements effective 7/1/2019 (Information)
- 9) Chapter 21 FEMA Requirements
- 10) Proposal Package Check List (Resource Tool)
- 11) HHS Information Tools:
 - Calculating UOS
 - 2017 HIV Cost Caps

A-2 STANDARD SUPPLIER/NEW VENDOR FORMS:

- If you are a current City Supplier/Vendor you are not required to complete these forms.
 - If you are a potential NEW SUPPLIER/VENDOR with the City and County, the following is required to be completed via the OCA Web Site:
 - Please paste to your browser: <https://sfgov.org/oqa/qualify-do-business> to learn how to “Qualify to Do Business” with the City and County of San Francisco.
- 1) New Vendors Standard Forms Information and Links
 - 2) A Step by Step Guide to Becoming an Approved Supplier

A-3 FOR INFORMATION ONLY

- 1) Standard Legal Agreement Boilerplate Draft Copy (G-100)
- 2) Insurance Requirements
- 3) LBE Certification Instructions
- 4) LBE Applications
 - LBE Application – Small/Micro/Local Business
 - LBE Application – Non-Profit Entity
- 5) SFDPH Procedure regarding Subcontracting

Standard BAA documents Below:

- 6a) Business Associate Agreement
- 6b) BAA All Attachments

Travel Ban Information:

- 7) Contract Travel Ban Memo/Ban on City Contracts and Travel Involving States with Anti-LGBT Laws and Abortion-Restrictive Laws – 12X State List (Memo 10/16/2019)

Cyber Insurance Determination form:

- 8) Work book to determine if cyber insurance requirements

MCO Non Profit Minimum Wage Rules:

- 9) July 1, 2020 Non Profit Minimum Wage Rate

FEMA Non-Emergency Requirement Appendix

- 10) FEMA Non-Emergency requirement

RFP 39-2020 HIV Health Services Rental Subsidies

I. Introduction

The San Francisco Department of Public Health (SFPDH), HIV Health Services (HHS), is soliciting proposals to support **two (2) HIV Health Services Rental Subsidies** programs focused on rental subsidies for HIV+ people living in San Francisco.

Service	Location	Target Population
Subsidies for monthly rent	Scattered sites in SF	HIV+ individuals who are homeless or are housed but are in danger of losing secure housing because of income and/or presenting issues including dual and triple diagnoses. SF residents with low incomes, uninsured or underinsured; income is $\leq 500\%$ of the Federal Poverty Level (FPL) as defined by the US Department of Health and Human Services, however the population is prioritized by income, i.e., the lowest income clients have the highest priority

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 grant agreement or to perform the work as a result of qualifying for selection.

Solicitation Overview

The San Francisco Department of Public Health (SFPDH) intends to select **two** vendors to support **the HIV Health Services Rental Subsidies** services. The solicited services are further detailed in the Program Services Specifications in Section II.

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

- A Letter of Intent (LOI)
- A Qualifications Statement:
 - Verification of being a current approved City Supplier/Vendor
 - Verification of compliance with the HIPAA Business Associate Addendum
- A complete Proposal Package according to Submission Requirements in Section III.
- CMD Attachment 3 Form
- MCO and HCAO Declaration (copy)

Please note:

- **Place the CMD Forms and the MCO and HCAO declaration forms separately from your proposal package.**

In the event that only one Letter of Intent (LOI) or if one Proposal is submitted for this solicitation, the Department will determine the viability of entering into negotiations with that vendor/supplier. 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. Vendors/Suppliers 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.

Prior to submitting your Letter of Intent, please review the Service Category Minimum Qualifications outlined in Section II to determine if your agency is qualified.

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

Opportunities for bidders to ask pre-bid questions will be afforded through the 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 covers Standard Contract Requirement, as established by the City and County of San Francisco.

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.

Potential Contractors must have a **registered/valid City and County of San Francisco Supplier ID number** (previously known as the Vendor ID#) and provide your current **Supplier ID number**.

If you **are not registered** as an approved City Supplier, you must begin the process at the time of proposal submission.

- o Please go to: <https://sfcitypartner.sfgov.org/> to learn how to “Qualify to Do Business” with the City and County of San Francisco.
- o Potential contractors who have questions regarding navigating the “Supplier” portal may send emails to sfcitypartnersupport@sfgov.org for help or questions regarding the PeopleSoft system.

The complete solicitation package is available for download at:
<http://www.sfdph.org/dph/comupg/aboutdph/insideDept/Contracts>

Click on **RFP 39-2020** and follow the instructions.

For questions about solicitation procedures or documents, please contact:

Irene Carmona
SFDPH – Contracts Unit
Subject: RFP 39-2020 HIV Health Services Rental Subsidies

DPH-ContractsRm402@sfdph.org

A. Contract Term

The City reserves the option to award initial contract(s) for **original term(s) from one (1) to four (4) 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.”

The City reserves the right to procure services similar or identical to the services specified in this RFP by any other means. No respondent is guaranteed a contract.

The Department reserves the right to issue multiple contracts to multiple vendors that are qualified and that submitted a proposal. Throughout the course of the contract, the Department will monitor the performance of the contractor(s) in accordance with Departmental monitoring procedures and reserves the right to alternate primary providers for non-performance.

The Department reserves the right to solicit services under a new RFP in the event that submitted proposals are not responsive to the service categories outlined in this RFP.

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 or to resolicit services.

B. Funding

1) Funding Sources, Terms, and Restrictions

- Funding is based on the availability of funds as it applies to each specific project.
- SF DPH HIV Health Services (HHS) will fund **two (2)** grant agreements, one agreement per program listed below.
- Contracts resulting from this solicitation are scheduled to begin **July 1, 2021**, with client services beginning (or continuing) on this date.

- The estimated annual amount of funds available through this RFP is **up to \$5,422,190**, distributed in **two (2)** separate contracts with estimated unduplicated clients (UDC) served as follows:

Applicable to Both Category 1 and 2

The goal of these funds is to provide monthly financial assistance in the form of a rental subsidy to help low income HIV+ SF residents who are homeless, at risk of homelessness or marginally housed, and to assist clients secure and maintain stable, safe, and affordable housing by providing short-term housing advocacy including the development of a housing stability plan that supports clients to access and remain in care.

	Summary of Proposed Program(s)	Estimated Amount	Estimated UDC
1	Category 1. HIV Assisted Housing Program A supported resident day defined as the combination of housing advocacy and a partial rent subsidy. Partial rent subsidies are based on verified monthly income. The client's income and number of dependent children in the household determine the subsidy amount paid to program clients.	\$ 1,117,358	240
2	Category 2. HIV Rental Subsidies Program A rental subsidy defined as monthly financial assistance in three increasing levels of support depending on income and other eligibility criteria to assist low income HIV+ SF residents in securing and maintaining stable, safe, and affordable housing.	\$ 4,304,832	349

- Funds for this solicitation may come from one or more of the following: a) City and County of San Francisco General Fund; b) the State of California Department of Public Health; c) Federal Grant funds.
- SFDPH reserves the right to determine funding source and to package funds appropriately for specific services and contractors.
- There are no guarantees of annual funding.
- SFDPH reserves the right to terminate or not to renew a contract funded through this request for proposals (RFP) at any time.
- Subcontractors - Allowable Direct Cost.
 - o Subcontracted services are allowable as direct costs when necessary to support the final cost objective. As such, these direct costs may be used in the calculation of the prime contractor's indirect cost rate with some limitations. The prime contractor can charge indirect costs on the first \$25,000 of each subcontract at the

approved/allowed indirect cost rate. Additional subcontract expenses beyond \$25,000 must be excluded from the indirect rate calculation.

- Reference: OMB Uniform Guidance Part 200 Subpart A Section 200.68 Modified Total Direct Cost (MTDC)
- The estimated annual amount of funding available to support the services described in this RFP is subject to increase or decrease depending on changes in available Federal, State and local, funding resources; changes in HIV services priorities as recommended by the HIV Community Planning Council (HCPC), or as determined by HHS; or other circumstances.
- All GRANT funding including “Special Revenue” 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. (“Special Revenue” may be a result of funding from the Federal Government or the State of California)
- All General Fund funding is based on the City & County of San Francisco “Annual General Fund Budget Approval Process.”
- 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.

2) San Francisco Minimum Wage Rates:

- **Beginning July 1, 2021, the Minimum Wage Rate is: \$16.50 per hour for Nonprofit and Public Entities, and \$18.24 for For-Profit suppliers.**
- **All contracts supporting hourly staff must comply with this hourly rate.**
- **See MCO requirements in Appendix A-1**
- **<https://sfgov.org/olse/minimum-compensation-ordinance-mco>**

3) 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>

C. Ban on City Contracts Involving States with Anti LGBT Laws and Abortion-Restrictive Laws

In the event the Department intends to seek reimbursement from FEMA for services in support of the Departments response to the COVID-19 emergency, the requirements of 12X shall not apply to contracts awarded from this RFP.

Per Administrative Code Section 12X prohibits City contracting with companies from states that have enacted laws after June 26, 2015, reversing anti-discrimination protections for LGBT individuals or that permit discrimination against LGBT individuals. Administrative Code Section 12X.5 (a) cites that the City shall not enter into any Contract with a Contractor that has its United States headquarters in a state on the Covered State List or where any or all of the work on the Contract will be performed in a state on the Covered State List.

On August 9, 2019, the Board of Supervisors enacted an ordinance amending Chapter 12X (Ordinance NO. 200-19, file No. 190658). The Ordinance moved the existing provisions concerning states with anti-LGBT laws into Article I and created a new Article II, which prohibits city-funded travel and City contracts involving states with laws that prohibits abortion prior to the viability of the fetus.

In accordance with the Administrative Code Section 12X.5 (b) and 12X.15(b), the Contracting Department may waive the requirements of Section 12X.5 and 12X.15 in full or in part, if the department determines that strict application of the requirement would not be feasible, would create an undue hardship or practical difficulty, or that similar circumstances otherwise warrant granting of the waiver.

MEMO issued by the “City Administrator” regarding “Ban on City Contracts Involving States with Anti LGBT Laws and Abortion-Restrictive Laws” is located in attached **Appendix 3** of this solicitation.

HIV Health Services (HHS) Funding Limitations and Specifications:

- Funds for this solicitation will come from one or more of the following: a) the federal Health Resources and Services Administration, HIV/AIDS Bureau (HRSA/HAB) (FY March 1 through February 28(9)); b) HRSA/HAB Ryan White Part B funds through the State of California Department of Public Health (FY April 1 through March 31); and, c) the San Francisco General Fund (FY July 1 through June 30).
- HHS reserves the right to determine the amount of funding, the funding source, the final selection of contractor(s), and to package funds appropriately for specific services and contractors.
- Funds for this solicitation may be renewable annually (dependent on availability of funds, successful performance of contract obligations, compliance with data and reporting requirements and Public Health and the San Francisco HIV Community Planning Council (HCPC) priorities, and changes in the epidemic affecting need for services) for a period of up to ten (10) years.

- HHS reserves the right to terminate or not renew a contract funded through this request for proposals (RFP) at any time.
- If the submitted applications to this RFP are deemed not qualified, HHS reserves the right not to issue awards in this service category. HHS may implement a separate process to obtain the services identified in this RFP.
- Funds must be used for programs and services located in San Francisco.
- **Administrative Expenses may not exceed 10% of Total Direct Expense for Ryan White and HIV Health Services funded programs, which include Indirect Expenses as well as Personnel not providing direct client services.**
- Ryan White funds may be used to supplement, but not replace, local funds provided for services to individuals with HIV disease.
- Required services may be covered by 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.
- 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 low income PLWH/A.
- 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 elects 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. (Appendix A-1 HHS Reference documents).
- **Funds may NOT be used for the following as required by HRSA/HAB regulations or the restrictions of this RFP:**
 - Research
 - Cash incentives for clients
 - Clothing
 - Employment and Employment-Readiness Services, except in limited, specified instances (e.g., Non-Medical Case Management Services or Rehabilitation Services)
 - Funeral and Burial Expenses
 - Property Taxes
 - Pre-Exposure Prophylaxis (PrEP)
 - Non-occupational Post-Exposure Prophylaxis (nPEP)
 - Materials designed to promote or encourage, directly, intravenous drug use or sexual activity, whether homosexual or heterosexual
 - International travel
 - The purchase or improvement of land
 - The purchase, construction, or permanent improvement of any building or other facility

Additional Program Administrative and Reporting Requirements for Responding to this RFP.

The following are the HHS administrative and reporting requirements. Additional city and SFDPH requirements will apply to all contractors. These will include but are not limited to requirements related to contracting procedures, contract monitoring, cultural competency, client satisfaction surveys, data security, and the Health Insurance Portability and Accountability Act (HIPAA).

Program Administrative and Reporting Requirements	
Requirement	Description
Participation in Special Projects and Studies	Programs will be invited to participate in special projects or studies. Whether participation is mandatory will depend on the project/study.
Training and Technical Assistance	Program staff and volunteers will be required to attend HHS trainings as relevant to the job functions. Programs will also be required to work with HHS technical assistance team as needed.
Evaluation and Data Collection Activities	Programs must submit all data as required. In addition, periodically, programs will be required to work with HHS to assess whether program goals and objectives are being met. HHS may require agencies to periodically write up or present a short summary of data and evaluation findings, including program successes, challenges, and improvements made based on the findings.
Client Satisfaction Survey	HHS may require programs to conduct a client satisfaction survey/activity in addition to the city requirement.
Program and Continuous Quality Improvement (CQI) Policies and Procedures	All programs must have policies and procedures in place for programs, including a CQI plan, that meet the minimum HHS requirements.
Program Policies and Procedures	All programs must have policies and procedures in place describing program protocols, curricula, and other important program-related information.
Client Data Security and Management	All programs must maintain a policy regarding client data security, which includes policy for storage, access, retention and destruction of data.

II. Program Service Specifications

A. Goals and Program Overview

1) San Francisco Department of Public Health HIV Health Services Goals

HIV Health Services (HHS) of the San Francisco Department of Public Health (SFDPH) is focused on creating and sustaining an HIV system of care for eligible San Francisco residents living with low-income, that improves the quality of life indicators for all HIV clients in the HHS system of care, while also working to eliminate the health disparities that impact the most vulnerable and under-served of the populations.

2) Services Solicited

HIV Housing Rental Subsidies

The scope of work intends to define broadly the tasks expected of successful applicants.

This outline should be a general guide; it is not intended to be a complete list of all work needed to serve clients effectively. However, successful proposals will demonstrate an understanding of and a detail how these services will be effectively provided.

For those applying to provide services through multiple HIV Housing Subsidy programs, proposers must submit separate and complete proposals for each program.

The Department is seeking to fund proposals that:

- Address the services solicited;
- Demonstrate an ability to provide HIV Housing Subsidy services;
- Provide culturally competent approaches;
- Demonstrate a proven successful track record in serving the proposed target populations; including those with severe need and who present with multiple co-morbidities (HIV, substance use, mental health issues and/or other conditions, which impact health);
- Demonstrate strong linkages to other health and social service agencies; and
- Contain realistic and reasonable budgets.

All HHS-funded services must 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. Interim confirmation of client eligibility is required at six-month mark, and may be by client self-attestation, but must be documented in the client's file or in the HHS client services database system, AIDS Regional Information & Eligibility System (ARIES).

Each vendor should demonstrate its capabilities by providing a proposal package. There is no guarantee of a minimum amount of work or compensation for any of the Vendors/Contractors selected. The Department may select a Vendor from the list in its sole and absolute discretion.

B. Minimum Qualifications

- 1) Applicants must submit the Qualifications Statement, **located in Appendix A-1**, certifying that all minimum qualifications are met.
- 2) Applicants must submit a complete signed Qualification Statement.
- 3) Applicant must be valid/registered approved City Supplier to do business with the City and County of San Francisco. City and County of San Francisco government departments/ sections may NOT apply. (Or in the process of becoming a City Supplier)
- 4) By Jan 1, 2021 applicants must be a nonprofit agency that is tax-exempt under Section 501(c)(3) of the Internal Revenue Code and be licensed to do business with the City and County of San Francisco.
- 5) All candidates must be in good standing with the Department of Public Health
- 6) Applicants must attest to having five years of experience within the San Francisco HIV System of Care, or five years of providing services to San Francisco's most vulnerable populations; including those with severe needs and who present with multiple co-morbidities (HIV, substance use, mental health issues and/or other conditions, which impact health);
- 7) Applicants must be a direct service provider located in San Francisco, no subcontractors or third-party agreements accepted.
- 8) Applicants must have at least 5 years of experience working within the San Francisco HIV System of Care or providing services to comparably vulnerable populations.
- 9) HHS funding may account for no more than 70% of the total annual organization budget of the agency providing the proposed services.
- 10) Proposal packages must meet the specified service category minimum qualifications to be approved for the RFP review process.
- 11) Proposal packages that do not meet the specified minimum qualifications will be eliminated from the RFP review process.
- 12) Providers of this service must be financially able to sustain the provision of subsidies to eligible clients for up to 3 months prior to being reimbursed by the City and County of San Francisco as new and renewal contracts are certified and reimbursements may be available.
- 13) Bidders must include a description of history providing the solicited services for a minimum of 5 years, or similarly structured services of making on-going payments to a third party vendor on behalf of clients

C. Services Solicited, Narrative Instructions and Scoring Criteria

1) Service Solicited

HIV Housing Rental Subsidy services: The Department will support **two (2)** programs.

BACKGROUND:

All proposals should briefly describe how services are or will be typically provided to clients, as well as how services will be provided remotely or virtually as required recently and currently by the COVID-19 pandemic and other future health or other nature of emergencies that may impact programs.

HIV Housing Rental Subsidies were previously solicited by Housing and Urban Health (HUH). Upon the reorganization of housing services within San Francisco City government this subsidy funding has been managed by the DPH HIV Health Services system of care.

SERVICE DESCRIPTION:

- Bidders must provide a basic overview of the proposed program model or design
- Bidders must include a description of history providing the solicited services or similarly structured services of making on-going payments to a third-party vendor on behalf of clients for a minimum of 5 years
- Bidders must describe proposed services in detail, i.e., how will services be offered, where will services be offered, position titles of staff that will serve/interact with clients, when will services be offered (days, hours)
- Bidders must describe how program services fit into the organization's mission and design
- Bidders must describe the goals of providing the service, for example:
 - to stabilize the precarious housing situations of severe need individuals living with HIV/AIDS through the provision of partial rent subsidies, and short-term housing advocacy that supports clients to access and remain in care.
 - to provide monthly financial assistance in the form of a rental subsidy to clients with HIV/AIDS to help clients secure and maintain stable, safe, and affordable housing.
- Definition and Description of Services:
 - Rental Subsidies - designed for longer term stabilization, often linked to case management and other services to help stabilize and maintain clients' health.
 - Development of an individual housing stability plan that supports clients to access care and remain in care.

- Essential Functions of Providing Services:
 - Intake and assessment of client need at entry and at least annually thereafter
 - If eligible client is already housed program staff arranges a subsidy
 - If eligible client is not currently housed program staff will assist clients in applications for Shelter plus Care, DAHLIA website, section 8 voucher and/or any other transitional or permanent housing opportunities
 - If client is eligible for subsidy service but there is no available funding place client on wait list; report number on wait list to HHS quarterly
 - If income and/or health benefits, i.e., SSI, SSDI, M-Cal, etc. are not already in place refer client for benefits counseling
 - Determine if client is currently receiving primary care and case management; if not, make appropriate referral(s), and link clients.

- Programs must demonstrate referral relationships with other HIV service providers in SF and describe how linkages occur within the HIV System of Care for other services clients may require

- Programs must demonstrate working relationships with the SF Department of Homelessness and Supportive Housing and the Mayor's Office of Housing and Community Development for staff to remain current on all housing opportunities for clients

- Coordination within the HIV Health Service (HHS) System of Care
 - successful bidders will demonstrate the ability to develop cooperative agreements with other HIV service providers to ensure sufficient referrals are received
 - successful bidders will demonstrate the ability to conduct outreach with key HIV service providers to obtain eligible clients if needed
 - successful bidders will inform HHS monthly if outreach has not been sufficient to enroll the proposed target number of unduplicated clients

- As clients are newly enrolled in services or reassessed for eligibility annually thereafter, copies of client leases and/or reviews of client enrollment in other rental assistance programs should be conducted to prevent clients drawing from multiple rental assistance programs simultaneously

POPULATION:

Programs must be designed to meet the needs of and focus on low-income clients with HIV. Clients must be San Francisco residents who are uninsured or underinsured with co-occurring Hep C, mental health diagnosis, and/or substance abuse problems.

Low Income status is equal to 500% of the Federal Poverty Level (FPL) as defined by the US Department of Health and Human Services, however the population is prioritized by income, i.e., the lowest income clients have the highest priority.

PROGRAM REQUIREMENTS:

The following are required programmatic elements, strategies, and compliance documents:

Facility Site(s):

This program serves clients in a welcoming, safe, and clean setting over which the successful applicant must have site control either through ownership or collaboration.

Standards of Care:

Proposers must abide by the standards of care for the services specified as described in "Making the Connection: Standards of Care for Client-Centered Services."

Contingency Plan for Immediate Staff Replacement:

Successful applicants will make all efforts to maintain a full complement of staff for each position throughout the course of the contract. In the event of staff illness / vacation, client coverage will be maintained by arranging coverage from existing staff. In the event a vacancy should occur, replacement workers will be sought immediately. The successful applicant's Human Resources Department and Program Management will collaborate to recruit qualified applications via internet, healthcare agencies, local colleges / schools, Employment Development Department, and available registries. First consideration will be given to existing part-time / on-call staff. The immediate supervisor of other vacated positions and the Human Resources Department will address any other vacancies. The time frame for hiring staff varies, however, the complete hiring cycle can take anywhere from two weeks to one month to complete. This process consists of advertising, screening qualifications, interviewing, and reference checking.

Required Strategies

- **Maintain a workforce that mirrors the populations served.** Client-facing positions (e.g., front desk staff, outreach workers, service delivery staff) should demographically reflect the population served.
- **Ensure that some services are delivered by concordant providers.** "Concordant Providers" is defined as people with lived experience similar to the populations served and may have shared demographic characteristics including race and gender. For example, an agency

should create a patient or community advisory board and/or hire and train staff to conduct services.

- **Involve clients in program development.** Include community voices and qualitative lived experience in all aspects of planning, program design and implementation, and service delivery using a systematic and continuous process. Build on community strengths and ensure that cultural and historical barriers (e.g., mistrust of service providers, language barriers) are removed.
- **Address stigma for clients.** Provide a non-stigmatizing and welcoming environment and interact with clients in ways that communicate positive regard, acceptance and respect.
- **Ensure services are culturally specific.** Develop testing models that incorporate nuances to address different cultural barriers and specific target population needs.
- **Build partnerships and collaborations with other organizations.**
- **Conduct appropriate outreach to find clients as needed**

Compliance Documents

The following documents and policies detail expectations around program design and service delivery. They should be reviewed and incorporated into RFP response as appropriate:

- Comply with HRSA 10% Cap on Administrative Expenses found:
 - o <https://hab.hrsa.gov/sites/default/files/hab/Global/HRSA-HAB-PCN15-01>
 - o <https://hab.hrsa.gov/sites/default/files/hab/Global/HRSA-HAB-PCN15-01>
- Comply with HRSA PN (PCN 15-02 (or its updated release) for CQI requirement found HERE:
 - o <https://hab.hrsa.gov/sites/default/files/hab/Global/HAB-PCN-15-02-CQM>
 - o <https://hab.hrsa.gov/sites/default/files/hab/Global/HAB-PCN-15-02-CQM>
- Comply with HHS Standards of Care (if applicable) found HERE:
 - o [HIV Rental Subsidies DRAFT \(3 IC10.29.20\).docx](https://sfhivcare.com/hhs-resources/standards-of-care/)
 - o <https://sfhivcare.com/hhs-resources/standards-of-care/>
- Comply with HHS Cost Caps Service Definitions attached in Appendix A-1 of this RFP.
- Comply with HRSA Salary Cap found HERE:
 - o <https://www.hrsa.gov/sites/default/files/hrsa/grants/manage/conference-call-february-2020>
 - o <https://www.hrsa.gov/sites/default/files/hrsa/grants/manage/conference-call-february-2020>
- Comply with SFDPH's Harm Reduction Policy found [HERE](#)

Healthy Staff, Agencies, and Collaborations

The following details required staff trainings, on-going support and retention as well as pay guidelines and interagency collaborations.

Healthy Staff

- **Staff Training:** SFDPH and its partners are committed to building and maintaining a highly skilled workforce, prepared to deal with the complexity of client and community needs. To

that end, agency staff funded through this RFP will be required to participate in the following trainings: racial humility, trauma informed systems (TIS), and harm reduction training of all staff. The staff that must participate in these trainings will be addressed during contract negotiations.

- **Staff Pay:** According to Housing and Urban Development (HUD), in SF in 2020, a single adult is considered low income if earning less than \$97,600 per year; for a 4-person family the cut-off is \$139,400. <https://www.huduser.gov/portal/datasets/il/il2020/2020summary.odn>
 - o <https://www.huduser.gov/portal/datasets/il/il2020/2020summary.odn>
 - o SFDPH encourages agencies to provide livable wages to staff.

Healthy Agencies

- **Staff retention:** Agencies must have a plan in place to support client-facing staff to prevent burnout and address the vicarious trauma that can occur while working with traumatized populations. Examples of an effective plan include (but are not limited to): staff support group facilitated by a clinician such as an LMFT or LSCW who is also available for individual support as needed. Agencies must allow staff to participate in the San Francisco HIV Frontline Organizing Group (SF HIV FOG), Navigators meetings, and other professional development activities.

Healthy Collaborations

- Enter and re-enter Collaborations and Referrals for a healthy, strong system of care benefitting clients' needs.

Program Evaluation and Accountability

Performance Measures track the results of the applicant's specific program and form some of the contract deliverables. The following are the current contractual Performance Objectives for this service category:

Objectives (Superscripts refer to corresponding number in the notes column)	Client Inclusions	Data Source (Compliance/ Program Review)	Measure Period
100% of new subsidy clients will have a housing plan in place ≤ one month of receiving the subsidy.	All new clients	Agency Report of electronic or paper client files	Contract year
The program will stabilize the housing situation of ≥80% of program participants ≤ 6 mos. of receiving the initial subsidy.	All new clients	Agency Report of electronic or paper client files	Contract year
≥ 80% of subsidy recipients who have secured housing will have maintained housing or moved to a level of care more appropriate to their needs within 1 year.	All clients	Agency Report of electronic or paper client files	Contract year

≥ 75% of clients who exit housing will secure housing appropriate to their needs (e.g., transition to different level of care, move-in with family or friends, independent or unsubsidized housing, etc.) ¹ .	All clients who exit housing excluding deaths	Agency Report of electronic or paper client files	Contract year
100% of subsidy recipients have their eligibility recertified at least annually.	All clients	Agency Report of electronic or paper client files	Contract year

Proposals may also recommend additional or alternative Performance Objectives which they believe would accurately reflect quality of services provided to client population.

Funded programs must be able to measure the achievement of all performance objectives specified in the proposal and must describe how success in achieving the program objectives will be tracked as part of an evaluation effort. The descriptions of additional or alternative performance objectives should include staff responsibilities related to evaluation and standards for success related to each objective. Objectives must be Specific, Measurable, Achievable, Realistic, and Time-phased (SMART).

Data Collection and Reporting

Funded programs must comply with all HHS requirements regarding data collection and submission, which include working with HHS to measure and report on program-specific objectives, and collecting and reporting on basic demographic, behavioral risk, and other needed information. **Successful applicants will be required to participate in an annual program monitoring process conducted by the SFDPH Business Office of Contract Compliance (BOCC).**

In addition, bidders must describe:

- program staffing plan for supporting data collection and management;
- program methods and processes for collecting, entering, and reporting client-level data;
- whether data submissions were on time and complete for FY 2019-20 if the bidder was an HHS contractor.
- whether data submissions for other funders were on time and complete for FY 2019-20 if the bidder is not currently an HHS contractor.
- program plan for compliance with ARIES requirements as detailed immediately below

ARIES Client Database

The AIDS Regional Information and Evaluation System (ARIES) is a client management system designed for HHS providers. ARIES enhances care provided to HIV clients by helping agencies automate, plan, manage, and report on client data and services. ARIES protects client records by ensuring only authorized agencies have access. ARIES data is safely encrypted and are kept confidential. Client information relating to mental health, substance abuse, and legal issues are only available to a limited group of an agency's personnel. Authorized, ARIES-trained personnel are given certificate-dependent and password-protected access to only the

information for which that person's level of permission allows. ARIES data entry is required for all Ryan White-eligible clients receiving services paid by any HHS source of funding.

Successful bidders will maintain more than one staff trained and proficient on the ARIES database and registration system to comply with HHS policies and procedures for collecting and submitting all required data, and will maintain timely, complete, and accurate unduplicated client and service information in ARIES:

- Client registration data must be entered into ARIES within 48 hours or two working days after the data are collected, after confirming with HHS staff that the client does not exist in the system.
- Service data, including units of service, for the preceding month must be entered by the 15th working day of each month.
- Service data deliverables must match the information submitted on the "*Monthly Statements of Deliverables and Invoice*" form.
- ARIES Reports of UOS and UDC must be reviewed by a supervisor each month to ensure proposed targets are achieved
- Clients receiving subsidies must sign an ARIES consent form as a shared client in the database
- UOS and UDC in ARIES and invoiced to HHS each month should match

Failure to adhere to HHS standards for quality and timeliness of data entry will risk delay of payment until all data is entered and up to date

Continuous Quality Improvement (CQI)

Bidders are required to have in place a detailed quality assurance plan for the services being solicited and must be able to describe and document:

- appropriateness of overall service to target population;
- adequacy of site-specific clinical consultation and supervision;
- staff position(s) and associated time (detailed as full-time equivalency (FTE) spent on CQI activities) responsible for ensuring quality of services and program evaluation;
- accuracy and completeness of client level data to be collected;
- adherence to relevant standards, guidelines, and contractual requirements;
- program evaluation mechanisms;
- ability of the program to track and document referrals and linkage;
- review of client records (chart audits);
- review and updating of written policies, procedures, protocols and practices;
- agency and program site audits (as applicable);
- expert review of educational materials developed for clients;
- Quality Assurance Committee, Quality Team and/or Advisory Committee(s);
- trend analyses and use of data and evaluation findings to improve program;
- continuing education and training for providers, staff, and supervisors in HIV related issues;
- annual client survey including measurements of level of client satisfaction, opportunities for clients to comment on program challenges and perceived service gaps and process for reviewing and implementing improvements based on issues identified in survey responses;

- effective communication of patient service agreements including nondiscrimination, conflict resolution, grievance policies and procedures to both program clients and staff.;
- policies and procedures in place to address challenging clients that ensure a fair process and ensure that a low threshold to remain in service is maintained;
- mechanisms that ensure that all clients receive required services as well as additional services needed to obtain maximal health outcomes;
- assessment of program achievement of objectives, and action plan for achievement as needed.
- May be invited and required to participate in HHS Quality Improvement Initiatives

2) Narrative Instructions

a. Narrative Page Limits and formatting requirements:

- The maximum page limit is 20.^[ak1]
- Times New Roman font
- 11 point font
- 1 inch margins
- 1.5 spacing between lines

b. Proposal and Agency Overview:

In your narrative, please provide a statement that supports the following:

- Describe the agency's history and includes its mission statement.
- Describe the agency's existing organization structure and systems to deliver proposed service.
- Describe all the components of the proposed **HIV Housing Rental Subsidy services** outlined in the application.

c. Relevant Program Experience and Past Performance:

Please describe the agency's experience providing relevant program services. As part of the description, please address the following noting the Minimum Qualifications associated with the solicited program and service category:

- o Are the proposed services new or part of a continuing program? If part of a continuing program, please indicate how long that program has been in operation.
- o Has the agency or it's subcontractor(s) provided the solicited services using DPH-HIV Health Services funds before?
- o Has the agency or it's subcontractor(s) provided other similar services on behalf of the City and County of San Francisco? If so, please describe.
- o How do the proposed services relate to the services the organization provides currently?

NOTE: If the proposing agency or its' contract agency(ies) has provided the solicited services with DPH-HIV Health Services (HHS) funding at any time in the last three years (November 30, 2017), DPH – HHS will attach to the application a copy of the most recent signed monitoring

report(s) for those services and any Corrective Action Plan, if applicable. If applicable, DPH will also attach to your application the agency's most recent Citywide Fiscal and Compliance Nonprofit Monitoring. In this section of your response, discuss the resolution of any problems noted in such reports. Other applicants may submit externally written evaluations, if available. If no written report is available, explain why it is not available.

Experience with the Target Population and Cultural Competency

Describe your level of experience with and approach to serving clients in the target population. Within that description:

- State how long and to what extent the agency has provided services to the specified target population.
- Describe innovative approach(es) to serving the target population that the agency has developed and/or employs.
- Describe the agency's experience providing services using a harm reduction model.
- Identify and discuss how the proposed program will address and resolve the significant challenges clients will likely face such as transitioning from homelessness to housing, chronic substance use and/or persistent mental illness.
- Describe the agency's experience providing cultural and linguistically competent services to meet the needs of the target population.

Program Design and Coordination

Describe the proposed program design including the following:

- o Explain how, when and where services will be provided.
- o Describe how the program complies with requirements of the **RFP 39-2020 as indicated in Section II of this RFP.**
- o Explain proposed staffing model for the project (i.e., note staff titles, position descriptions and qualifications, salaries, and FTE) and explain how staff time will be allocated.
- o As a separate attachment, include an organizational chart that illustrates agency and program structure.
- o Explain the process of how a client receives services, from intake to discharge.
- o Explain how the program will provide follow up services and conduct ongoing eligibility determination
- o Explain how the agency will adapt services provided as needed for client and staff safety to prevent COVID-19 infections, and similar public health challenges.
- o Explain how the agency and the services proposed will address the specific cultural and linguistic needs of the target population, including the provision of written materials with varied literacy levels.
- o Explain how the data collection system (ARIES) will be utilized to track client-level data including which staff will have access to this information and if applicable any additional data collection systems currently utilized or which would be developed to track client data including which staff would have access to the data.

3) **Budget Documents:**

Proposal must include program budget and justification identifying designated staff, operating expenses, and indirect expense that supports a typical program/fiscal administration contract. The budget and justification should be reasonable costs appropriate.

Proposed budget must:

- Clearly outline services rates and expenses.
- You may use the budget forms located in **Appendix A-1**

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

Contract funding and budget requests are determined by the specific project needs and the availability of funds.

4) **Compensation of Work Performed**

Reimbursement will be through a cost reimbursement method. As a condition of award, the contractor must agree to appropriately bill Medi-Cal, Medicare and private insurance in all cases where the patient is covered by insurance (including public insurance) and the procedure is allowed and paid by the insurer. ***Note RWPA funds must be used as the funding stream of last resort.*** **Monthly invoices must be submitted that report Units of Service (UOS) provided, Unduplicated Clients (UDC) served, as well as expenditures related to the program.**

5) **Scoring Criteria**

Proposal Statement will be evaluated using the criteria established below 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 Statement.

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

- **Vendors must have a total average 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.
- Final score is based on an average of the total review committee scores of each proposal.

Scoring Criteria for the Proposal Narrative Section:

Total Point Available for This Section: 70 Points

Proposal Narrative Section	Scoring Criteria	Maximum Points
<u>Section 1:</u> Proposal and Agency Overview	- Agency clearly states the solicited service for which it is applying. (2 points) - Adequate description of organization's history and mission statement. (2 points) - Adequate description of agency philosophy as it relates to the solicited services and client-centered service provision. (2 points)	6 points
<u>Section 2:</u> Relevant Program Experience	- Agency clearly states whether the solicited services are new or part of a continuing program. (If part of a continuing program, the agency must clearly state how long the program has been in operation.) (4 points) - Adequacy of description of organization's work history with the City and County of San Francisco and DPH to provide solicited services. (2 points) - Extent and effectiveness of history of providing solicited services as measured by description and most recent signed program monitoring report, any Corrective Action Plans (if relevant), and Citywide Fiscal and Compliance Nonprofit Monitoring Report with resolution of noted problems, externally written evaluations, or completeness of explanation of why no written evaluation is available. (12 points)	18 points
<u>Section 3:</u> Experience with the Target Population and Cultural Competency	- Level of experience providing services to the specified target population. (6 points) - Experience providing services using a harm reduction approach. (1 points) - Adequacy of understanding of challenges facing the target population (e.g., transitioning from homelessness to housing, persistent mental illness, etc.). (7 points) - Extent to which 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. (2 points) - Ability to address specific cultural and linguistic needs of target population and/or subgroups. (2 points)	18 points
<u>Section 4:</u> Program Design and Coordination	- Appropriate program design for target population. (5 points) - Appropriateness of location and hours of service operation. (5 points) - Appropriateness of proposed staffing model (including qualifications and licensure) to provide solicited services. (5 points) - Clear, logical presentation of client flow through program from intake to exit. (6 points) - Agency adequately addresses how it will identify and overcome client service barriers. (3 points) - Adequacy of existing (or proposed) data tracking systems used to follow client-level data. (2 points) - Agency provided a reasonable chart detailing projected Units of Service and Unduplicated Clients. (2 points)	28 points
	SUB-TOTAL	70 points

Scoring Criteria for the 12-Month Budget, Justification, and Evidence of Agency's Financial Health

Total Point Available for This Section: 30 Points

Budget	Scoring Criteria	Maximum Points
Section 5: Budget Documentation <i>(12 Month Budget and Justification)</i>	- 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). (10 points) - Budget justification provides adequate level of detail and transparency. (5 points) - Reasonable cost per UDC (client.) (5 points)	30 points
SUB-TOTAL		30 points
TOTAL AVAILABLE POINTS		100 POINTS

If Applicable:

Applicants who are LBE Certified will receive additional points. This will be added to the “Technical Review Score”. See LBE Participation terms outlined in the VI. Standard Terms and Conditions for Receipt of Proposals.

Bidder Rating Discount:

Bidder Rating Discount:	0 - 10 Pts
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 CMD Certified non-profit entity.	
Total Available Points:	10

QUALIFIED VENDOR:

- Your proposal/application must meet a minimum combined average score of **75 points or higher** in order to be eligible for selection.
- Selection is dependent on verification of proposal experience. If verification of experience is not valid the proposal will be eliminated.
- The department will select the application with the highest score, post verification of experience.

III. Submission Requirements

All forms are available for download at the Department's RFP/Q 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.

The Letter of Intent must be submitted as follows:

By: 12:00 Noon On: November 18, 2020

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

email: DPH-ContractsRm402@sfdph.org

Due to COVID 19 we are only accepting LOIs that are submitted electronically to the listed email address.

Please complete the Letter of Intent form and email to DPH-ContractsRm402@sfdph.org

Please include the following in the Subject area of the email:

- LOI response to RFP 39-2020 HIV Health Services Rental Subsidies Program

2. Qualifications Statement and Proposal Package Deadline

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

Service Category Qualifications Statement is located in Appendix A-1.

By: 12:00 Noon On: December 9, 2020
Place: Attn: Irene Carmona RFP # 39-2020
DPH-ContractsRm402@sfdph.org

Due to COVID 19 we are only accepting Proposals that are submitted electronically to the listed email address.

Please submit your Proposals package to: DPH-ContractsRm402@sfdph.org

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 12/10/2020**. 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 DPH-ContractsRm402@sfdph.org , include **“Late Submission Request”** in the subject area.

In addition, the required CMD Forms, and the MCO HCAO Declarations, 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 documents:

To respond to this solicitation, a Proposer must follow the submittal steps outlined in this Submissions Requirements Section, to include a Qualifications Statement and a complete and assembled proposal package by the deadline outlined in this RFP.

The **Qualifications Statement documents can be found in Appendix A-1** and is also available for download at

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

These are the only forms that can be used for the Qualifications Statement. Applications that do not use these forms will be rejected.

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.

2. Proposal Package (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

Submit only the original (no additional copies are required) in a separate set of documents labeled "CMD, HCAO MCO," and the solicitation number.

- **CMD FORM 3 Non-Discrimination Affidavit.** 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 instructions in CMD Attachment 2.
- **Health Care Accountability Ordinance (HCAO) Declaration.** The HCAO form is provided in Appendix A-1.
- **Minimum Compensation Ordinance (MCO) Declaration.** The MCO form is provided in Appendix A-1.
- **First Source Hiring form:** Required if supplier is a successful applicant.

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.

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

3. Proposal Format

- Proposers must submit **One Original** of the Qualifications Statement and the same the complete and assembled Proposal Package.
- The original must be clearly marked “**ORIGINAL.**”
- **Due to COVID 19 we are accepting electronic proposal packages only.**
- Submit your application package to the designated email address outlined in Section III.
- 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.

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IV. Review and Selection Process

A. Initial Screening

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

1. Technical Review:

- The proposal will be reviewed and rated by (a) Technical Review Panel(s) with expertise in the services required.
- The 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.

2. Scoring of Proposals:

- The Technical Review Panel(s) will review and score each proposal according to the criteria outlined in the “Program Service Specifications, Section II Scoring Criteria” of this solicitation.
- Proposals must have a total score of **75** or higher in order to be eligible to list as a “Qualified Vendor” candidate.

3. Bidder Rating Discount: (If applicable)

Applicants who are LBE Certified in the scope they are listed to perform will receive additional points. This will be added to the “Technical Review Score”. See LBE Participation terms outlined in the VI. Standard Terms and Conditions for Receipt of Proposals.

Bidder Rating Discount:	0 - 10 Pts.
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.	
Total Available Points:	10

C. Qualified Vendor List - NA

D. Qualified Vendor Selection Process:

Selection from the applications/submitted proposals.

Step 1: Scoring Criteria and Review Panel:

- An independent Review panel will evaluate submitted proposals based on the scoring criteria outlined in the subsequent RFP.
- If applicable, LBE rating bonus points will apply to applicants who are LBE Certified in the scope they are listed to perform.

Step 2: Final Selection:

- Vendor selection will be determined by the results of the review process including any identified reference verification if applicable.

E. Invitation to Negotiate

An Invitation to Negotiate with the Department will be sent to the successful proposers based on their total average combined scores and the verification of references. 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 the Department 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 Department reserves the right to invite another Proposer to negotiate or to issue a new solicitation for the services.

F. Contract Notification Process

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 **July 1, 2021**. 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).

G. 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 and ordinances, San Francisco Health Network, Population Health Division reporting requirements, and the Standard Agreement for Services.

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V. E-Questions Process

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- **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:

E-Questions Period:

Begin: **November 18, 2020** End: **November 20, 2020**

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

DPH-ContractsRm402@sfdph.org

You must insert the following language in the Subject area of your email message: E-Questions RFP 39-2020 HIV Health Services Rental Subsidies

The questions will be compiled and coordinated with program staff for appropriate answers. The compilation E-questions and answers will be emailed to all potential bidders who submitted a Letter of Intent (LOI). In addition, a copy of the compiled E-Questions and answers will be posted to the RFP Web Site for reference.

- **RFP Questions and Answers**

The outlined “E-Questions” period(s) is the only opportunities suppliers/vendors may ask direct programmatic questions of the Departmental staff.

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VI. Standard Terms and Conditions for Receipt of Proposals

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1. 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.

2. Inquiries Regarding Solicitation

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

Irene Carmona
SFDPH – Contracts Unit
Email: DPH-ContractsRm402@sfdph.org

3. 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.

4. 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.

5. 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.

6. 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.

7. 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.

8. 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.

9. 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 qualifications 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.

10. Public Access to Meetings and Records

If a Proposer is a non-profit entity that receives a cumulative total per year of at least \$750,000 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.

11. 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:

- Waive or correct any defect or informality in any response, proposal, or proposal procedure;
- Reject any or all proposals;
- Reissue a Request for Proposals;
- 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;
- Procure any materials, equipment or services specified in this solicitation by any other means; or
- Determine that no project will be pursued.

12. 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.

13. Local Business Enterprise Goals and Outreach

- **This is a Grant Agreement award.**
- **LBE Subconsultant Participation Goals are not applicable for this RFP.**
- **In the event that the Department intends to seek reimbursement from FEMA for services in support of the Departments response to the COVID-19 emergency therefore the LBE requirements shall not apply to contracts awarded from this RFP.**

▪ **LBE Participation**

The City strongly encourages proposals from qualified LBEs. Pursuant to Chapter 14B, the following rating bonus 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 10% discount to an LBE; or a joint venture between or among LBEs; or
- A 5% discount to a joint venture with LBE participation that equals or exceeds 35%, but is under 40%; or
- A 7.5% discount to a joint venture with LBE participation that equals or exceeds 40%; or
- A 10% discount to a certified non-profit entity.

For contracts with an estimated cost in excess of \$400,000 and less than or equal to \$10,000,000 a 5% rating bonus will be applied to any proposal from an SBA-LBE except that the 5% rating bonus shall not be applied at any stage if it would adversely affect a Small or Micro -LBE proposer or a JV with LBE participation.

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. Pursuant to Chapter 14B.7.(F), SBA-LBEs are not eligible for the rating bonus when joint venturing with a non LBE firm. However, if the SBA-LBE joint

ventures with a Micro-LBE or a Small-LBE, the joint venture will be entitled to the joint venture rating bonus only to the extent of the Micro-LBE or Small-LBE participation described in Section 2.01.B.4b. and c.

CMD Forms to be Submitted with Proposal for RFP and for each contract:

- a. All proposals submitted must include the following Contract Monitoring Division (CMD) forms: **CMD Attachment 2 Forms**
 1. Form 2A CMD Contract Participation Form **(NA)**
 2. **Form 3 CMD Non Discrimination Affidavit**
 3. Form 4 CMD Joint Venture Form (if applicable/list **NA if non-applicable**)
 4. Form 5 CMD Employment Form **(NA)**
- 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 one copy of the CMD Forms with your proposal. The form should be placed in a separate, sealed envelope labeled CMD Form.

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

14. Ban on City Contracts and Travel Involving States with Anti LGBT Laws and Abortion-Restrictive Laws

Per Administrative Code Section 12X prohibits City contracting with companies from states that have enacted laws after June 26, 2015, reversing anti-discrimination protections for LGBT individuals or that permit discrimination against LGBT individuals. Administrative Code Section 12X.5 (a) cites that the City shall not enter into any Contract with a Contractor that has its United States headquarters in a state on the Covered State List or where any or all of the work on the Contract will be performed in a state on the Covered State List.

On August 9, 2019, the Board of Supervisors enacted an ordinance amending Chapter 12X (Ordinance NO. 200-19, file No. 190658). The Ordinance moved the existing provisions concerning states with anti-LGBT laws into Article I and created a new Article II, which prohibits city-funded travel and City contracts involving states with laws that prohibits abortion prior to the viability of the fetus.

In accordance with the Administrative Code Section 12X.5 (b) and 12X.15(b), the Contracting Department may waive the requirements of Section 12X.5 and 12X.15 in full or in part, if the department determines that strict application of the requirement would not be feasible, would create an undue hardship or practical difficulty, or that similar circumstances otherwise warrant granting of the waiver.

VII. Standard Contract Requirements

1. 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.

2. 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.

3. 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. 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.

4. 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.

5. 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, under the “Employers” menu, and from the First Source Hiring Administrator, (415) 401-4960.

6. 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.

7. 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. A Business Associate¹ subject to the terms set forth in P-600 - Standard Legal Agreement Boilerplate.
- b. See Appendix A-3 for further information.

8. 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/>.

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¹ "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

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An appeal of 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.

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 www.sfgov.org/oca/purchasing/forms.htm www.irs.gov/pub/irs-fill/fw9.pdf	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 www.sfgov.org/oca/purchasing/forms.htm	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.	S.F. Administrative Code Chapters 12B & 12C Declaration: Nondiscrimination in Contracts and Benefits www.sfgov.org/oca/purchasing/forms.htm – in “Vendor Profile Application” Also at www.sfgov.org/site/sfhumanrights under “Equal Benefits”	12B-101	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. Contract-by-Contract Compliance status vendors must fill out an additional form for each contract.	
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4.	LBE Certification Application www.sfgov.org/oca/purchasing/forms.htm – in “Vendor Profile Application” Also at: www.sfgov.org/cmd		Local businesses complete this form to be certified by CMD 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 CMD by the proposal due date.	
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How to navigate to the forms on the Internet sites:

Office of Contract Administration (Purchasing)

Homepage: www.sfgov.org/oca/

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

Contract Monitoring Division

Homepage: www.sfgov.org/cmd

Equal Benefits forms: Click on <https://sfgov.org/cmd/12b-equal-benefits-program>

LBE certification form: Click on <https://sfgov.org/cmd/lbe-certification-0>