

**City and County of San Francisco
Human Services Agency**

**Request for Proposals #1159 for:
FCS Wraparound Services for Child Welfare Families**



Request for Proposals Issued:
Pre-Proposal Conference:
Deadline to Submit Proposals:

Thursday, January 16, 2025
January 24, 2025 @ 2pm
Wednesday, February 12, 2025 @ 3pm

Table of Contents

I.	INTRODUCTION AND SOLICITATION SCHEDULE	1
A.	Introduction	1
B.	Anticipated Term	2
C.	Anticipated Not to Exceed Amount	3
D.	Cooperative Agreement	3
E.	Solicitation Schedule	3
F.	Definitions	4
G.	Target Population	5
II.	SCOPE OF WORK	6
A.	Description of Services	7
B.	Objectives	8
C.	Reporting Requirements	10
III.	SUBMISSION REQUIREMENTS	10
A.	Time and Place for Submission of Proposals	10
B.	Format	11
C.	Content	11
IV.	PROPOSAL EVALUATION CRITERIA	14
A.	Minimum Qualifications (Pass/Fail)	14
B.	Selection Criteria	15
V.	PRE-PROPOSAL CONFERENCE AND CONTRACT AWARD	16
A.	Pre-Proposal Conference	16
B.	Award	17
C.	Written Questions and Requests for Clarification	17
VI.	TERMS AND CONDITIONS FOR RECEIPT OF PROPOSALS	17
A.	Inquiries Regarding RFP	17
B.	How to Register as a City Supplier	17
C.	Proposal Questions and Submissions	17
D.	Proposal Addenda	18
E.	Public Disclosure	18
F.	Limitation on Communications During Solicitation	19
G.	Proposal Selection Shall Not Imply Acceptance	19
H.	Cybersecurity Risk Assessment	19
I.	Solicitation Errors and Omissions	20
J.	Objections to Solicitation Terms	20
K.	Notice of Intent to Award-Required Documentation	20
L.	Protest Procedures	21
M.	Proposal Term	21
N.	Revision to Proposal	22
O.	Proposal Errors and Omissions	22
P.	Financial Responsibility	22
Q.	Proposer's Obligations under the Campaign Reform Ordinance	22
R.	Reservations of Rights by the City	23
S.	No Waiver	23
T.	Other	23
U.	Local Business Enterprise Goals and Outreach	24
VII.	CITY'S SOCIAL AND ECONOMIC POLICY REQUIREMENTS	24
A.	Proposers Unable to do Business with the City	24
B.	Health Care Accountability Ordinance (HCAO)	24
C.	Minimum Compensation Ordinance (MCO)	24

D.	First Source Hiring Program	24
E.	Other Social Policy Provisions	25
VIII.	CONTRACT REQUIREMENTS	25
A.	Contract Terms and Negotiations	25
B.	Insurance Requirements	25
C.	Failure to Provide Insurance and/or Bonds	27
D.	Compliance with Other Laws	27
E.	HSA/DAS Policy Manuals and Memoranda	27
IX.	RFP COVER PAGE	28
X.	PAGE NUMBER FORM	29
XI.	BUDGET FORMS AND INSTRUCTIONS	31

Attachments

- Attachment 1: Contract Agreement (form P-600)
- Attachment 2: Budget Forms (11-24)
- Attachment 3: SFDPH Proposed Agreement Terms

I. INTRODUCTION AND SOLICITATION SCHEDULE

A. Introduction

1. General

The San Francisco Human Services Agency (HSA) announces its intent to seek proposals from nonprofit organizations interested in providing Wraparound Services for children and their families involved or at risk for involvement with Child Welfare and/or Juvenile Probation. Wraparound is a family-centered, strength-based, needs-driven team planning process for creating and delivering individualized services and supports for children and their families. The goal of Wraparound services is to successfully move target population children and youth into a family-based service setting, while improving placement stability as well as mental health and educational outcomes.

The Department intends to award to one agency to provide the majority of services to the child/family. However, we recognize that subcontracts and collaborations are often the most effective way to provide a continuum of services. The family should experience the service delivery as seamless, regardless of the number of agencies or partners involved in the process. Applicants must clearly identify roles of all partnerships named in the proposal including lead agency.

2. Background

Wraparound is described as a strengths-based planning process that occurs in a team setting to engage with children, youth, and their families. Wraparound shifts focus away from a traditional service-driven, problem-based approach to care and instead follows a strengths-based, needs-driven approach. The intent is to build on individual and family strengths to help families achieve positive goals and improve well-being. Wraparound is also a team-driven process. From the start, a child and family team is formed and works directly with the family as they identify their own needs and strengths. The team develops a service plan that describes specific strategies for meeting the needs identified by the family. The service plan is individualized, with strategies that reflect the child and family's culture and preferences. California Wraparound is intended to allow children to live and grow up in a safe, stable, permanent family environment. For children and families in the foster care or juvenile probation system, the Wraparound process can:

- Enhance strengths by creating a strength-based intervention plan with a child and family team;
- Promote youth and parent involvement with family voice, choice, and preference;
- Use community-based services;
- Create independence and stability;
- Provide services that fit a child and family's identified needs, culture, and preferences;
- Create one plan to coordinate responses in all life domains; and
- Focus on achieving positive goals.

Wraparound is a collaborative approach to care that encourages coordination across agencies, disciplines, and communities to enhance outcomes for at-risk children and families. It provides children and youth who have complex needs with comprehensive and intensive, coordinated, highly individualized interventions and linkage to services in a cost-effective manner. The Wraparound model enhances safety, permanency, and well-being for children and youth consistent with state and federal mandates.

All services should be provided within a framework of evidence-based work. Evidence-based, empirically supported interventions (ESIs) or evidence-informed interventions should be utilized as they are available and appropriate for the populations served.

Funding for the Wraparound Program will be from the following: Senate Bill 163, Chapter 795, Statutes of 1997, which allows California counties a more flexible use of existing State foster care funding for children in or at risk of placement in an STRTP.

NOTE: Once selected, the Contractor and any subcontractors will also enter into a separate companion contract pursuant to Chapter 21 of the San Francisco Administrative Code with San Francisco's Department of Public Health (SFPDH), Behavioral Health Services for the provision of Medi-Cal services. (See Attachment 3 SFPDH Proposed Agreement Terms).

3. Diversity, Inclusion, and Racial Equity

The San Francisco Human Services Agency (HSA) is committed to a culture of inclusion in which our differences are celebrated. Everyone should have what they need to thrive no matter their race, age, ability, gender, sexual orientation, ethnicity, or country of origin. The Department believes that a diverse and inclusive workforce will produce more creative and innovative outcomes for the organization, and ultimately, its clients.

HSA is committed to combating systemic racism and disparate impact of governmental services by advancing racial equity in all aspects of our work, ensuring access to services and providing support to communities to ensure their ability to succeed and thrive.

HSA seeks to partner with community-based organizations that share these values in their organizational culture and program services. The agency sees our contracted community-based partners and their work as a means to enhance and further advance efforts to address racial equity and inclusion across San Francisco.

Respondents to this request for proposals must ensure that they clearly demonstrate how these values are exemplified through their organizational and program operations. This should include a description of the organization's plans, strategies, and activities to address racial equity and inclusion among staff and program participants, as well as internal controls to regularly review current practices through the lens of racial equity and inclusion to identify areas of improvement.

Additional examples of information to be provided are organizational mission or inclusion statements, non-discrimination documents, and/or other supporting documents, community outreach plans, staff training activities on racial equity, and a description of/data on the demographics of staff and program participants.

4. Selection Overview

The City shall award a contract to one Proposer that meets the Minimum Qualifications of this Solicitation and obtains the highest-ranking scores. Responsive Proposals will be evaluated by a panel ("Evaluation Panel") consisting of one or more parties with expertise related to goods and/or services being procured through this Solicitation. The Evaluation Panel may include staff from various City departments. Proposals will be evaluated based on the criteria outlined herein.

B. Anticipated Term

A contract awarded pursuant to this Solicitation shall have a tentative term of four (4) years from **July 1, 2025 to June 30, 2029**, subject to annual availability of funds, annual satisfactory of

contractor performance, and need. HSA reserves the right to enter into contracts of a shorter duration.

C. Anticipated Not to Exceed Amount

The total estimated annual funding for this RFP is approximately \$3,630,600 per year, which may increase or decrease depending on funding availability. The funding amounts listed in this RFP are anticipated initial funding awards, based on current budget availability. The source of funding for these services is state, federal and local funds. Actual awards will be determined by the number of responsive proposals that meet the Department's strategies and objectives, and funding may be less or more. **Please submit budget requests according to the limits in this RFP.** HSA may negotiate different funding allocations, contract terms, and project goals before finalizing awards. Should additional funding become available, award amounts may be increased significantly beyond the originally anticipated amount at a level commensurate to the details in the RFP.

Only for Nonprofits: HSA will add Cost of doing business (CODB) escalators to reflect the approved City Budget to the awarded annual amount set forth by the Controller's Office Indexed Rate after contract award. CODB may be adjusted annually as authorized by the San Francisco Board of Supervisors. For the purpose of this solicitation, proposers should submit a flat annual budget that is listed in the prior paragraph. Proposers acknowledges that City budget decisions are subject to the discretion of its Mayor and Board of Supervisors and it is not entitled to CODB. Proposers assumes all risk of possible non-appropriation or non-certification of funds. For more information regarding the Controller's Policy on Multi-Year Contracting with Inflation Rates for Nonprofit Suppliers Issued:

<https://openbook.sfgov.org/webreports/details3.aspx?id=3366>

All decisions regarding the size, length, and scope of future funding awards are subject to HSA approval and budget availability. Some of the service areas may not be funded initially, but the Department may award unfunded proposals within the term of this RFP if funds become available that align with the services proposed. Future funding is not guaranteed, and funding amounts and terms will depend upon the performance of the contractor during the initial award period, as well as other policy considerations as determined by HSA. HSA reserves the right, in its sole discretion, to not renew funding awards.

D. Cooperative Agreement

Any other City department, public entity or nonprofit made up of multiple public entities, may use the results of this Solicitation to obtain some or all of the commodities or services to be provided by proposer under the same terms and conditions of any contract awarded pursuant to this Solicitation.

E. Solicitation Schedule

The anticipated schedule for this Solicitation is set forth below. These dates are tentative and subject to change.

Proposal Phase	Tentative Date
Request for Proposals Issued	January 16, 2025
Pre-Proposal Conference (virtual)	January 24, 2025 at 2pm
Deadline for Written Questions	January 28 at 3:00pm
Deadline to Submit Proposals	February 12, 2025 at 3:00pm
Tentative Evaluation of Proposals	February 2025
Tentative Notice of Award	March 2025

Tentative Date Services Begin	July 1, 2025
-------------------------------	--------------

F. Definitions (include the following as applicable; add more as needed)

BFS	Department of Benefits and Family Support
Base Rate	The base rate is a method of payment between the County and Contractor that involves a maximum rate paid per month for each occupied slot in the Wraparound program. Under this contract the funding available is a negotiated rate per month per enrolled child.
CANS	Child and Adolescent Needs and Strengths Assessment
BHS	San Francisco Behavioral Health Services, a part of the Department of Public Health
CFT	Child and Family Team Meeting
CPM	Core Practice Model, a State model which outlines the values, components, elements and behavior associated with Child Welfare
Contractor	The Contractor is responsible for creating individualized strength and needs based services and supports for children, youth, and their families through the Wraparound process. Services may include but are not limited to: therapy, transportation, referral, linkages, etc. The County contracts with an agency, which in turn receives a portion of the RCL rate. This allows the child to return to or continue residing in an appropriate family setting.
DAS	Department of Disability and Aging Services
Evidence-based practice (EBP)	An approach to practice that includes the process of combining research knowledge, professional/clinical expertise, and client and community values, preferences and circumstances.
Evidence-Informed	A similar process to EBP which involves questioning and assessing the way that child welfare is currently done, and seeking additional research, information, resources, and interventions to guide practice that is ethically appropriate. Evidence informed practice seeks to produce the same level of stringency as empirically-supported interventions (ESIs). However, because research is not readily available, resources are used to build evidence over time. Evidence informed should be included in the California and Federal clearing houses.
Empirically Supported Interventions (ESIs)	ESIs are programs or courses of action that have been reviewed and rated for evidence. These programs have been proven to be effective with certain populations of children, clients, families, and communities. The use of these programs can be generalized and applied to a wider child welfare audience.
Family Setting/Types	Any family setting in which there is a relative or caregiver interested in strength-based services and willing to work toward permanency. This could include parents, relative placements, guardianships, and foster homes.
Family Team	The Family Team will consist of people important to the family's life (neighbors, relatives, friends, clergy, public agencies, etc.) who will actively participate in the implementation, monitoring and evaluation of the individualized family plan of care. The Family Team is responsible for identifying an inventory of family strengths, conducting a comprehensive needs assessment and developing an individualized plan.
FCS	Family and Children's Services, a division of HSA
HSA	Human Services Agency of the City and County of San Francisco
JPD	Juvenile Probation Department of the City and County of San Francisco

MAST (Multi-Agency Services Team)	A collaborative interagency weekly review team that provides assessment, service, and placement recommendations for emotionally disturbed children with complex needs and/or in or at risk of out-of-home placement in a high level of care, including STRTP.
Monthly Oversight Committee	This is a monthly interdepartmental meeting with the Contractor and other partners where fiscal and programmatic issues are discussed and resolved for the SF Wraparound Program – partners include senior management from FCS, JPD, DPH and Contractor, foster care eligibility, Contractor fiscal staff, HSA budget and contracts staff, and others with an interest in the program. The goal is to enhance communication and collaboration monitor spending and performance, and to address any program, budget or fiscal concerns in a timely manner.
STRTP	Short Term Residential Treatment Programs licensed by the California Department of Social Services, Community Care Licensing Division, which employs staff with the proper level of education and experience.
SFUSD	San Francisco Unified School District
Wraparound Services	A family-centered, strengths-based, needs-driven team planning process for creating individualized services and supports for children, youth, and their families. This process facilitates access to natural, professional, community based options, activities, opportunities, and <u>allows children to return to or continue living in a family setting.</u>
WFI-EZ	The Wraparound Fidelity Index, a survey that administers adherence to the Wraparound principles

G. Target Population

This program is intended to serve children, youth, nonminor dependents, and their families involved with the child welfare or juvenile probation systems who:

1. Have complex needs requiring intensive, comprehensive, coordinated, highly individualized interventions and linkage to services to ensure safety, permanency, and well-being; and
2. Are at risk for out of home placement or placement in an STRTP.

Adopted children and youth are also eligible to receive Wraparound services.

Eligibility Criteria:

- The child and/or family is experiencing a disturbance in one or more of the following areas: school, community relations, emotional functioning (SED) or family relations; AND/OR
- Intensive service coordination, delivery, and/or support is required to assist the family or caretaker in meeting the child's needs; AND
- The child has family, a relative, legal guardian, or other significant person in his/her life that is open to participating in a strengths-based, family-centered process and resides within or in close proximity to any of the Wraparound geographic service areas such as Alameda, Contra Costa, San Mateo, Solano, Marin or, when necessary, family finding efforts can be used to identify such persons; AND

- The child is eligible under California Welfare and Institutions Code (WIC) 300 or 602 (i.e., is a dependent or ward of the Juvenile Court); OR
- The child has adoptive aid payments/adoption aid payments.

Case by case exceptions to the target population maybe made, depending on youth need and fund availability.

II. SCOPE OF WORK

The County will provide administrative oversight of the Wraparound program. The Monthly Oversight Committee will monitor the implementation of Wraparound services, assess the quality and effectiveness of these services, identify and evaluate community resources and institute changes for program improvement. Proposers should use the following description when designing their proposed programs. However, proposers may suggest modifications and/or additions that will, in their estimation, make the program more feasible, effective, and sustainable. The description below outlines the key program elements and services the selected vendor(s) will provide.

Proposers are expected to demonstrate the following organizational competencies as a base standard of practice:

- I. Interpersonal Communication**
Establish rapport quickly and communicate effectively with the children, family and family team members, and other partners or providers as required.
- II. Collaboration & Teamwork**
Function effectively as a member of a multidisciplinary team.
- III. Screening & Assessment**
Conduct brief, evidence-based and developmentally appropriate screening, and conduct or arrange for more detailed assessments when indicated.
- IV. Care Planning & Care Coordination**
Implement integrated care plans, ensuring access to an array of linked services, and the exchange of information among family members, county representatives, and providers.
- V. Intervention**
Provide a range of brief, focused prevention, treatment, and recovery services, as well as longer-term treatment and support.
- VI. Cultural Competence & Adaptation**
Provide services that are relevant to the culture of the consumer and their family.
- VII. Systems Oriented Practice**
Function effectively within the organizational and financial structures of the county system.
- VIII. Practice-Based Learning & Quality Improvement**
Assess and continually improve the services delivered as an individual provider and as a multidisciplinary team.
- IX. Information Systems, Data Evaluation and Analysis**

Effectively use required technology to support and improve service delivery including, but not limited to, use of technology to support contract, fiscal, and eligibility requirements and documentation and data evaluation.

A. Description of Services

The services requested are to be used as a general guide and are not intended to be a complete list of all work necessary to complete the project. The contractor selected through this RFP process will develop, provide and case manage all service activities in a manner consistent with the current Wraparound philosophy and in the best interests of the child and family (service examples: skill building strategies, home based services, and any other services required to meet the family's needs). The contractor will be responsible for ensuring community-based interventions, including the delivery of tiered, highly coordinated, highly individualized no reject/no eject services to achieve positive outcomes in the life of the child and his/her family.

Respondents should propose between 75 and 90 slots annually.

All services proposed should reflect essential elements of Wraparound which include but are not limited to:

1. Families have a high level of decision-making power at every level of the process.
2. Services are community-based and encourage the family's use of natural support and resources.
3. Services and supports are individualized, built on strengths, and meet the needs of children and families across the life domains to promote success, safety, and permanency in their homes, schools and communities.
4. The process is culturally relevant, building on the unique values, preferences, and strengths of children, youth, and families, and their communities.
5. Wraparound plans include a balance of formal services and informal community and family resources, with greater reliance on informal supports over time.
6. Outcomes are determined and measured for the system, the program, and the individual and family.

The contractor will programmatically:

1. Ensure timely assessment (CANS) and follow up on any recommendations.
2. Coordinate, select and convene the Family Team meetings.
3. Facilitate the program planning process (individualized, family-centered, strength-based, and needs driven).
4. Secure wraparound and mental health services from a network of providers and complete appropriate service authorizations and agreements.
5. Provide intensive case management to include crisis intervention and management on a 24-hour basis, 7 days per week.
6. Coordinate with County agency staff, the courts, community members, families and schools.
7. Develop, coordinate, and provide formal and informal support and services (home-based & community-based, provided by professionals & non-professionals).
8. Develop, monitor, and adhere to individual service plan, e.g., Child and Family Plan of Care.

9. Facilitate placement in the least restrictive care setting in conjunction with the public agencies and cover costs associated with placement.
10. Facilitate extensive community resource development.
11. Develop parent advocacy and support network.

The contractor will administratively:

1. Employ and train sufficient staff to achieve the Wraparound objectives.
2. Meet at least weekly with County staff to ensure the partnership necessary for success.
3. Provide monthly cost-per-child budget reports to: HSA, BHS, and JPD program and contract staff. Reports should include all program and Medi-Cal costs, and revenue sources, both governmental and private.
4. Set up an accounting/billing system to track all Wraparound services and program expenditures.
5. Set up a similar system to track and bill mental health services including Medi-Cal and MHSA through the Department of Mental Health.
6. Maintain ability to track and report complex programmatic and fiscal outcomes.

B. Objectives

Respondents should state in measurable, quantifiable terms the service and outcome objectives they will achieve in providing these services. The major purpose of objectives is to measure quantity, quality, and impact of services. In measuring these areas, a balance should be created between the value of the information and the time/effort required to collect the information. The objectives stated in the proposal may be incorporated as part of the program's evaluation plan. The objectives specified here should align with the services to be provided.

1. Services Objectives

As part of the proposal, the respondent will be required to develop specific service objectives that measure the quantity and other aspects of services. The objectives should state the target quantities and match the program services as proposed.

Report Annually:

1. Accept and enroll 100% of the children and adolescents referred by MAST.
2. Serve between 75 and 90 children and their families.
3. Maintain enrollment at 75% of target of between 75 and 90 children and youth
4. 90% of children and youth exit services in 18 months.
5. Demonstrate adherence to the Wraparound model, as defined by the National Wraparound Institute and measured by the WFI-EZ:
 - Child and Family Team
 - Community-based Services and Supports
 - Parent and Youth Voice and Choice
 - Cultural Competence
 - Individualized Services
 - Strength-Based Services

- Natural Supports
- Continuation of Care
- Collaboration
- Flexible Funding
- Outcome-Based Services

2. Outcome Objectives

As part of the proposal, the respondent will be required to develop specific outcome objectives that demonstrate and measure the impact, outcomes, or results of services. Both quantitative and qualitative analysis shall be applied to measure program efficiency and effectiveness. The outcome objectives specified below will be required annually for each contract.

For all outcome measures, contractor will report using an ‘entry cohort’ methodology, meaning outcomes will be stratified based on the fiscal year in which the client first entered the program. Contractor will also stratify each outcome measure on subcontractor and waiver status.

1. Increased Youth Safety
 - a. Count and percent of youth with a substantiated allegation during or in the year following wraparound discharge
2. Increased Permanency
 - a. Among children who had never entered foster care at time of wraparound enrollment, count and percent of youth who entered foster care during or in the year following wraparound discharge
 - b. Among children who were in foster care at time of wraparound enrollment, count and percent of youth who exit to permanency during or in the year following wraparound discharge (reunification, adoption, guardianship)
 - c. Among children who had a previous foster care episode but were not currently in foster care at time of wraparound enrollment, count and percent of youth who reenter foster during or in the year following wraparound discharge
3. Placement Stability/Placements in Least Restrictive Settings
 - a. Placement moves per 1,000 days in foster care during and in the year following wraparound discharge
 - b. Total amount of placement changes during and in the year following wraparound discharge, and the proportion of placement moves that were ‘step ups’, ‘lateral’, and ‘step downs’
4. Improved Mental Health outcomes
 - a. Count and percentage of youth who move from actionable to not actionable from intake to discharge on each item of the CANS
5. Other information the contractor believes demonstrates improvements in child and family well-being. Potential examples include:
 - a. Reasons for discharge, and percentage of youth that have at least 1 positive reason for discharge

- b. Percentage of youth fully achieving and partially achieving their treatment goals
 - c. Client vignette that demonstrates the positive experience a client had with the Wraparound program
6. Decreased recidivism for those children enrolled who have been or is in the juvenile justice system.

C. Reporting Requirements

Provide two monthly spreadsheets. One will detail monthly revenue from all sources and expenses. The second will be client specific information. Format to be agreed upon between City and successful respondent.

Provide annual fiscal year-end report due by January 15th for any fiscal year ending June 30, summarizing the contract activities and client outcomes detailed in service and outcome objectives. Annual reporting also to include the following:

- Referrals, Enrollments, and Demographics of Enrolled Clients
 - a. Amount of referrals received by referral agency and waiver status
 - b. Total children enrolled during the fiscal year, stratified by those that were enrolled at the beginning of the year vs. new enrollments, subcontractor, and waiver status
 - c. Days from referral to enrollment – mean, median and range
 - d. Demographics of enrolled clients, including gender, ethnicity and age
- Duration of Enrollment
 - a. Median duration of enrollment
 - b. Percent of youth who exit Wraparound within 18 months. Target is 90%
- Service Participation
 - a. Amount of service hours provided, by type of service (mental health, case management, crisis management, and other types of service)
 - b. Child and Family Team meetings completed per client, per month enrolled

III. SUBMISSION REQUIREMENTS

A. Time and Place for Submission of Proposals

Proposers shall submit one (1) electronic pdf copy of the proposal and one (1) electronic Excel copy of the budget to Candace.Gray@sfgov.org and HSARFP@sfgov.org. Electronic file title should include RFP number, agency name, number of files submitted i.e. 1 of 4. Proposals must be received **by 3:00 p.m. on February 12, 2025**. Late submissions will not be considered. Supplemental documents or revisions after the deadline will not be accepted.

Department staff will confirm receipt of all Respondent submissions within one (1) business day after the deadline for receipt noted above.

B. Format

Proposals must be created using a word processing software (e.g. Microsoft Word or Excel); typed in a 12-point serif font (i.e. Times New Roman, not Arial); text should be double-spaced and unjustified (i.e., with a ragged-right margin); page margins should be at least 1” on all sides (excluding headers and footers).

C. Content

Organizations interested in responding to this RFP must submit the following information, in the order specified below. All proposals for funding must be developed using the format below. This is necessary so that all proposals can receive fair and equal evaluation. Proposals not following the required format will not be considered for funding. Information must be at a level of detail that enables effective evaluation and comparison between proposals by the Proposal Evaluation Panel. The Respondent must ensure that the proposal addresses the Selection Criteria.

1. Table of Contents

Each proposal package should contain a complete table of contents showing page numbers. All pages in the package must be numbered consecutively, and major sections must be indexed.

2. RFP Cover Page – (use form provided in Section IX)

Submit the cover page signed by a person authorized to obligate the organization to perform the commitments contained in the proposal. Submission of this document will constitute a representation by the organization that the organization is willing and able to perform the commitments contained in the proposal.

3. Minimum Qualifications – up to 3 pages

All agencies submitting proposals for funding must provide a *Minimum Qualifications Documentation* describing in detail how the proposing agency meets each of the Minimum Qualifications. Any proposals failing to demonstrate these qualifications will be considered non-responsive and will not be eligible for proposal review/award. (refer to section IV, Item A)

4. Contracts/Grants (both public and private) – up to 2 pages

Agencies should submit a statement listing relevant contracts and grants with a description of the services which have been completed during the last three (3) years. The statement must also list any failure or refusal to complete a contract or grant, including details and dates. Include any unresolved and/or outstanding findings from any program or fiscal/compliance visits done by the City. If no outstanding issues, provide a statement that your agency is in full compliance with program and fiscal monitoring. Provide disclosure of any litigation including Respondent, subcontracts, or any principal officers thereof in connection with any contract or grant.

5. Organizational Capacity – up to 5 pages (not including resumes/job descriptions)

Description of your agency’s ability to deliver the services proposed in this RFP. In addition, please address the following:

- a. Briefly explain how your organization is qualified to implement the proposed services. Demonstrate your management/supervisory infrastructure, as well as your administrative/financial capacity to deliver the proposed services.

- b. Describe your experience with/history of successfully providing these services, and serving this population/community. Describe recently completed projects, including quality, requirements, timelines, and/or success. Demonstrate ability to implement new programming and/or services.
- c. Describe the staffing patterns needed to provide the proposed services. Clearly identify whether services will be performed by existing staff or by proposed staff. Attach job descriptions and resumes of key program staff and clearly identify which staff position they occupy. Provide written assurance that the key individuals listed and identified will be performing the work and will not be substituted with other personnel or reassigned to another project without the City's prior approval. Describe relevant staff training plans to ensure services are provided in an efficient manner and service and outcome objectives are being achieved.
- d. A description of the organization's plans, strategies, and activities to address racial equity, cultural competence and inclusion among staff and program participants, as well as internal controls to regularly review current practices through the lens of racial equity and inclusion to identify areas of improvement, including cultural and linguistic competencies, related to working with the identified Target Population and the envisioned program design. Describe agency's language and cultural capacity.
- e. Describe your agency's training and staff development program and how the agency will ensure staff will have the education, training and support necessary to implement and maintain a successful Wraparound program.

6. Program Approach – up to 15 pages

All proposals must be developed using the format below. This is necessary so that all proposals can receive fair and equal evaluation.

If proposing subcontractors, provide information on how service delivery on the following will be seamless for the clients.

- a. Program structure and components: Describe the general Wraparound program structure. Describe the specific components, services and evidence-based practices to be provided by the proposed program.
- b. Describe your agency's involvement in providing culturally and linguistically competent services to diverse populations. Describe how your program would create culturally relevant services to meet the needs of the children, youth and families.
- c. Disproportionality and disparity are significant concerns in the population of eligible youth and families. There are a disproportionate number of African American and Latino youth in care. Describe how your Wraparound program would address this.
- d. Describe the service model to be used for key program components such as screening, family outreach & engagement, crisis intervention, family team meetings, case management, services delivery, and transitional support.

- e. Identify the specific client service and outcome objectives to be accomplished and outcomes to be measured through this proposal, and describe how data will be collected.
- f. Mental Health Component: For the mental health services specifically, describe how mental health services will be directly provided by staff and what services will be provided through outside venues.
- h. Describe any assumptions regarding:
 - Staff to client ratios
 - Hours of services per child

Describe any other underlying fiscal assumptions about program design.

- i. Identify external resources (leverage) committed to this program, including in-kind resources and any governmental or private resources. Indicate whether the leveraged funds have been secured, or if your organization is awaiting award of funds.
- j. Describe your agency's quality management program used to ensure quality staffing, processes, standards, and services.
- k. Outcome Reporting and Evaluation of Program

Describe the following:

 - Evaluative functions used across scope of program.
 - How evaluation information is used to determine the degree to which ongoing practice is successful and faithful to Wraparound model.
 - How the evaluation process targets both the effectiveness and efficiency of the program.
 - Any continuous quality improvement systems and how they impact service implementation and redesign.
 - Implementation of an evaluation plan which also includes data collection and evaluation protocols as per MHSA requirements.
- l. Provide 2 detailed case examples of how a family would be served through your wrap program. If you are proposing a subcontracting arrangement, please describe that in one of the examples.

7. Fiscal Capacity (Budget) – up to 6 pages on form provided (excluding cost allocation plan)

Please refer to the instructions outlined in Section XI and use only HSA approved budget forms. Provide Cost Allocation Plan.

HSA intends to award this contract to respondents that it considers will provide the best overall program services at a reasonable pricing structure. HSA reserves the right to accept other than the lowest priced offer and to reject any proposals that are not responsive to this request.

Using the budget forms, please provide the direct expenses for all proposed costs to be supported through this contract. Respondents must also provide a Budget Justification that clearly explains the basis for each expense listed in the budget.

Discuss any planned leveraging of other resources (i.e., fund raising, in-kind contributions, volunteers, etc.), if any, to support the program approach proposed. Identify external resources committed to this program, including in-kind resources designated solely for this program. Assign a dollar value for all external resources.

8. Plan for Joint Proposal with a Lead Agency, if applicable (up to three pages, not including MOUs)

Two or more agencies may submit a joint proposal utilizing a lead agency model.

If you propose a lead agency model, please identify the lead agency. The lead agency will be held accountable for the ultimate fiscal and programmatic responsibility of the program. The lead agency must maintain all program and financial records for at least five years. Describe organizational structure of the lead agency with the other subcontractors or collaborating partners. Provide specific, detailed information on how the agencies will work together and how assignments will be made. Provide the organizational structure of each proposed subcontractor. Include Memoranda of Understanding (MOU) between the lead agency and each of the subcontracting/ collaborating partners. MOUs must be signed prior to finalization of the contract.

9. Completed Page Number Form (refer to Section X)

IV. PROPOSAL EVALUATION CRITERIA

A. Minimum Qualifications (Pass/Fail)

Proposers must provide documentation that clearly demonstrates each Minimum Qualification (MQ) listed below has been met at time of submission. Minimum Qualification documentation should be clearly marked as “MQ1”, MQ2”, etc. to indicate which MQ it supports. Each Proposal will be reviewed for initial determination on whether Proposer meets the MQs referenced in this section. **This screening is a pass or fail determination and a Proposal that fails to meet the Minimum Qualifications will not be eligible for further consideration in the evaluation process.** The City reserves the right to request clarifications from Proposers prior to rejecting a Proposal for failure to meet the Minimum Qualifications.

MQ #	Description
MQ1	Proposer has 3 years of experience providing direct or contracted service delivery, support, and coordination of care, or similar services to the target population as described in the RFP. Experience must include working with diverse, multi-ethnic populations and interacting with the public agencies supervising these children. Services should have been in areas such as mental health, social services, and healthcare (including substance abuse) and also include implementation of evidence-based, evidence-informed, and/or empirically supported interventions, practices and service delivery models.
MQ2	Proposer must be qualified to be a Medi-Cal Provider for San Francisco County in order to draw down mental health service funding. Proposer must have been awarded Medi-Cal Provider Status under the San Francisco County Mental Health Plan or approved in another county.
MQ3	Must be willing and able to comply with the City contracting requirements set forth in Section VIII of this RFP.

MQ4	Current certified vendor or the ability to become a certified vendor with the City and County of San Francisco within ten (10) days of notice of award.
------------	---

Proposals should clearly demonstrate that the qualifications are met. Insufficient or incomplete information may result in a proposal being considered non-responsive and may not be eligible for award of the contract.

All proposed subcontractors MUST also meet MQs.

Please note: Agencies submitting proposals that have previously contracted with the City and County of San Francisco and/ or Federal agencies to provide goods and/or services must successfully demonstrate compliance with performance/monitoring requirements specified in previous grants/contracts (corrective actions) in order to be considered responsive to this RFP.

Documented failure to correct performance/monitoring deficiencies identified in past City and County grants/contracts may result in Agency disqualification to participate in this RFP. Provide a statement of any unresolved and/or outstanding findings from any program or fiscal/compliance visits done by the City. If no outstanding issues, provide a statement that your agency is in full compliance with program and fiscal monitoring. (Refer to section III.C.4)

B. Selection Criteria

The proposals will be evaluated by a selection committee comprised of parties with expertise in the service areas identified in this RFP. The City intends to evaluate the proposals generally in accordance with the criteria itemized below.

Total Possible Points: 100

1. Program Approach (50 points)

- A. Does the proposal demonstrate the necessary understanding of the needs of the target population(s) in order to provide culturally relevant and effective services? (10 points)
- B. Does the proposal specify realistic, culturally relevant and comprehensive services and evidence-based practices that will address the needs of the target population? Given the target population(s), does the proposal describe how children/youth/families will be effectively connected to services through outreach, recruitment, family meetings, mental health services, and other means? (10 points)
- C. Does the proposal adequately specify how the wrap program will address the disproportionality and disparity of African and Latino youth in care? (5 points)
- D. Does the proposal specify specific measures that will ensure family input regarding program design and service delivery? (5 points)
- E. Does the respondent demonstrate sufficient understanding, application, and experience with the Wraparound model, evidence-based, empirically supported, and/or evidence-informed interventions and practices, and core competencies to provide effective wrap around services? (10 points)
- F. Does the proposal clearly state service and outcome objectives that will effectively measure the quantity of services, impact of services, and client

outcomes? Does the proposal explain how these objectives will be measured and reported including tools and staffing to ensure quality of services? (10 points)

2. Organizational/Staffing Capacity (30 points)

- A. Considering the proposed program and staffing, does the proposal provide for effective and adequate program management? Does the proposal provide for adequate staffing and management in terms of staff qualifications and full-time equivalents (FTEs) to provide the services described? (5 points)
- B. Does the agency have adequate services, as well as service provider and community resource networks to meet client needs? (5 points)
- C. Can the agency provide culturally and linguistically competent services to a diverse population through its staffing plan? (5 points)
- D. Does the agency have a training plan/staff support plan that reflects the ability to implement and maintain a Wraparound program? (5 points)
- E. Does the agency provide after-hours support and 24/7 response capability? (5 points)
- F. Based upon the information provided in response to the list of Contracts/Grants, has the respondent demonstrated effective provision of these or similar comprehensive social services to the target population in the past? (5 points)

3. Budget (20 points)

- A. Does the budget reflect sound, adequate allocation of resources, matching the program components including staffing costs, operating costs and capital costs (as appropriate)? Are subcontractor budgets clear, detailed and concise? (10 points)
- B. Does the budget support the services proposed and is competitive with other proposals? Are costs reasonable, justified, and competitive? To what extent does the proposal reflect the effective use of organizational resources in-kind, and or/external resources designated exclusively for this program? (5 points)
- C. Are cost savings reflected in the budget narrative? Does the proposal clearly demonstrate how the program would achieve savings and effectively reinvest them? (5 points)

V. PRE-PROPOSAL CONFERENCE AND CONTRACT AWARD

A. Pre-Proposal Conference

Proposers are encouraged to attend a Pre-Proposal Conference on **January 24, 2025, at 2pm** to be held via teleconference. All questions will be addressed at this conference and any available new information will be provided at that time. If you have further questions regarding the RFP, please contact the individual designated in Section VI. A.

B. Award

HSA will select a proposer with whom Agency staff shall commence contract negotiations. The selected proposal will be part of the final contract and will be used as a starting point for negotiations. The acceptance and/or selection of any Proposal(s) shall not imply acceptance by the City of all terms of the Proposal(s), which may be subject to further negotiations and approvals before the City may be legally bound thereby. HSA may negotiate modifications after the bid/proposal has been selected to assure that all necessary program requirements are covered before the contract is signed. If a satisfactory contract cannot be negotiated in a reasonable time, HSA, in its sole discretion, may terminate negotiations with the highest ranked proposer and begin contract negotiations with the next highest ranked proposer.

C. Written Questions and Requests for Clarification

Proposers are encouraged to submit written questions to Candace.Gray@sfgov.org and HSARFP@sfgov.org. All questions will be addressed and any available new information will be provided in writing via email to proposers. All written questions must be submitted on or prior to **January 28, 2025 at 3pm**.

VI. TERMS AND CONDITIONS FOR RECEIPT OF PROPOSALS

A. Inquiries Regarding RFP

All inquiries regarding the RFP or clarification of the RFP, must be directed to: Candace.Gray@sfgov.org and HSARFP@sfgov.org

B. How to Register as a City Supplier

The following requirements pertain only to Proposers not currently registered with the City as a Supplier.

Step 1: Register as a BIDDER at City's Supplier Portal:

<https://sfcitypartner.sfgov.org/pages/index.aspx>

Step 2: Follow instructions for converting your BIDDER ID to a SUPPLIER ID. This will require you to register with the City Tax Collector's Office and submit Chapter 12B and 12C forms through the Supplier portal. Once these forms have been completed, submitted, and processed, you will be notified via email with your organization's new Supplier ID. That email will also provide instructions for completing your Supplier registration.

- **City Business Tax Registration Inquiries:** For questions regarding business tax registration procedures and requirements, contact the Tax Collector's Office at (415) 554-4400 or, if calling from within the City and County of San Francisco, 311.
- **San Francisco Labor Code 131 and 132 Inquiries:** For questions concerning the San Francisco Labor Code 131 and 132 Equal Benefits and Non-Discrimination in Contracting requirements, go to: www.sfgov.org/cmd

C. Proposal Questions and Submissions

1. Proposer Questions and Requests for Clarification

Proposers shall address any questions regarding this Solicitation to Candace.Gray@sfgov.org and HSARFP@sfgov.org. Proposers who fail to submit questions concerning this Solicitation and its requirements will waive all further rights to protest based on the specifications and conditions herein. **Questions must be submitted by email to Candace.Gray@sfgov.org and HSARFP@sfgov.org no later than Written Questions Due Date.** A written Addendum will be

executed addressing each question and answer and posted publicly. It is the responsibility of the Proposer to check for any Addenda and other updates that will be posted on the City's Supplier Portal: <https://sfcitypartner.sfgov.org/pages/Events-BS3/event-search.aspx>.

2. Proposal Format

Proposals must be created using a word processing software (e.g. Microsoft Word or Excel); typed in a 12-point serif font (i.e. Times New Roman, not Arial); text should be double-spaced and unjustified (i.e., with a ragged-right margin); page margins should be at least 1" on all sides (excluding headers and footers). Information must be provided at a level of detail that enables effective evaluation and comparison between Proposals. Failure to follow formatting, submission, or content requirements, as well as page limit restrictions (if any), may negatively impact the evaluation of your Proposal.

3. Time and Place for Submission of Proposals

Proposers shall submit one (1) electronic pdf copy of the proposal and one (1) electronic Excel copy of the budget to Candace.Gray@sfgov.org and HSARFP@sfgov.org. Electronic file title should include RFP number, agency name, number of files submitted i.e., 1 of 4. Proposals must be received **by 3pm, on February 12, 2025**. Late submissions will not be considered. Supplemental documents or revisions after the deadline will not be accepted.

Department staff will confirm receipt of all Respondent submissions within one (1) working day after the deadline for receipt noted above.

D. Proposal Addenda

The City may modify this Solicitation, prior to the Proposal Due Date, by issuing an Addendum to the Solicitation, which will be posted on the San Francisco Supplier Portal. Every Addendum will create a new version of the Sourcing Event and Proposers must monitor the event for new versions. **The Proposer shall be responsible for ensuring that its Proposal reflects any and all Addenda issued by the City 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 Solicitation Addenda. It is the responsibility of the Proposer to check for any Addenda, Questions and Answers documents, and updates, which may be posted to the subject Solicitation.

THE SUBMITTAL OF A RESPONSE TO THIS SOLICITATION SHALL EXPLICITLY STIPULATE ACCEPTANCE BY PROPOSERS OF THE TERMS FOUND IN THIS SOLICITATION, ANY AND ALL ADDENDA ISSUED TO THIS SOLICITATION, AND THE PROPOSED CONTRACT TERMS.

E. Public Disclosure

All documents under this solicitation process are subject to public disclosure per the California Public Records Act (California Government Code Section §6250 et. Seq) and the San Francisco Sunshine Ordinance (San Francisco Administrative Code Chapter 67). Contracts, Proposals, responses, and all other records of communications between the City and Proposers shall be open to inspection immediately after a contract has been awarded. Nothing in this Administrative Code provision requires the disclosure of a private person's or organization's net worth or other proprietary financial data submitted for qualification for a contract or other benefit until and unless that person or organization is awarded the contract or benefit.

If the City receives a Public Records Request (“Request”) pertaining to this solicitation, City will use its best efforts to notify the affected Proposer(s) of the Request and to provide the Proposer with a description of the material that the City deems responsive and the due date for disclosure (“Response Date”). If the Proposer asserts that some or all of the material requested contains or reveals valuable trade secret or other information belonging to the Proposer that is exempt from disclosure and directs the City in writing to withhold such material from production (“Withholding Directive”), then the City will comply with the Withholding Directive on the condition that the Proposer seeks judicial relief on or before the Response Date. Should Proposer fail to seek judicial relief on or before the Response Date, the City shall proceed with the disclosure of responsive documents.

F. Limitation on Communications During Solicitation

From the date this Solicitation is issued until the date the competitive process of this Solicitation is completed (either by cancellation or final Award), Proposers and their subcontractors, vendors, representatives and/or other parties under Proposer’s control, shall communicate solely with the Contract Administrator whose name appears in this Solicitation. Any attempt to communicate with any party other than the Contract Administrator whose name appears in this Solicitation – including any City official, representative or employee – is strictly prohibited. Failure to comply with this communications protocol may, at the sole discretion of City, result in the disqualification of the Proposer or potential Proposer from the competitive process. This protocol does not apply to communications with the City regarding business not related to this Solicitation.

G. Proposal Selection Shall Not Imply Acceptance

The acceptance and/or selection of any Proposal(s) shall not imply acceptance by the City of all terms of the Proposal(s), which may be subject to further approvals before the City may be legally bound thereby.

H. Cybersecurity Risk Assessment

As part of City’s evaluation process, City may engage in Cybersecurity Risk Assessment (CRA). CRA may be performed for each entity manufacturing the product, performing technical functions related to the product’s performance, and/or accessing City’s networks and systems. Where a prime contractor or reseller plays an active role in each of these activities, CRA may also be required for the prime contractor or reseller.

To conduct a CRA, City may collect as part of this Solicitation process one of the following two reports:

- **SOC-2 Type 2 Report:** Report on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality or Privacy; or
- **City’s Cyber Risk Assessment Questionnaire:** Proposer’s responses to a City’s Cyber Risk Assessment Questionnaire.

The above reports may be requested at such time City has selected or is considering a potential Proposer. The reports will be evaluated by the soliciting Department and the City’s Department of Technology to identify existing or potential cyber risks to City. Should such risks be identified, City may shall afford a potential Proposer an opportunity to cure such risk within a period of time deemed reasonable to City. Such remediation and continuing compliance shall be subject to City’s on-going review and audit through industry-standard methodologies, including but not limited to, on-site visits, review of the entities’ cybersecurity program, penetration testing, and/or code reviews.

I. Solicitation Errors and Omissions

Proposers are responsible for reviewing all portions of this Solicitation. Proposers are to promptly notify the City, in writing and to the Solicitation contact person if the Proposer discovers any ambiguity, discrepancy, omission, or other error in the Solicitation. Any such notification should be directed to the City promptly after discovery, but in no event later than the deadline for questions. Modifications and clarifications will be made by Addenda as provided below.

J. 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, no later than the deadline for questions, provide written notice to the City 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.

K. Notice of Intent to Award-Required Documentation

After the City issues a Notice of Intent to Award, and before award, if requested by the City, the successful Proposer must possess all qualifications required for the contract. Any failure to demonstrate satisfaction of one or more of following requirements, if requested by the City, will be considered sufficient for the disqualification of the Proposer as nonresponsive and will entitle the City to terminate negotiations and move to the next highest ranked Proposer for award.

1. Proposer is registered in the System of Award Management (SAM) and has no exclusions (<https://usfcr.com/search-sam-cage-duns/>)
2. Proposer is in good standing with the California Secretary of State (<https://bizfileonline.sos.ca.gov/search/business>)
3. Proposer is in good standing with the Franchise Tax Board (<https://webapp.ftb.ca.gov/eletter/?Submit=Check+Status>)
4. Proposer is in good standing with the Internal Revenue Service (<https://apps.irs.gov/app/eos/>)
5. Proposer is in good standing with California Attorney General's Registry of Charitable Trusts (<https://rct.doj.ca.gov/Verification/Web/Search.aspx?facility=Y>)

To receive a contract under this Solicitation, any nonprofit proposer must be in good standing with the California Attorney General's Registry of Charitable Trusts by the time of contract execution and must remain in good standing during the term of the agreement. Upon request, proposer must provide documentation to the City demonstrating its good standing with applicable legal requirements. If proposer will use any nonprofit subcontractors to perform the agreement, proposer will be responsible for ensuring they are also in compliance with all requirements of the Attorney General's Registry of Charitable Trusts at the time of contract execution and for the duration of the agreement.

Note: Proposer's failure to remain in good standing with the above after award will entitle the City to immediately terminate the contract for default with no opportunity for the Proposer to cure.

L. Protest Procedures

1. Protest of Non-Responsiveness Determination

Within three (3) business days of the City's issuance of a Notice of Non-Responsiveness, a Proposer may submit a written Notice of Protest of Non-Responsiveness. The Notice of Protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The Notice of Protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure or Solicitation provision on which the protest is based. In addition, the Notice of Protest must specify facts and evidence sufficient for the City to determine the validity of the protest.

2. Protest of Award

Within three (3) business days of the City's issuance of a Notice of Intent to Award, a Proposer may submit a written Notice of Protest of Contract Award. The Notice of Protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The Notice of Protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure or Solicitation provision on which the protest is based. In addition, the Notice of Protest must specify facts and evidence sufficient for the City to determine the validity of the protest.

3. Protest of Contract Award

Within three (3) business days of the City's issuance of a Notice of Intent to Award, a Proposer may submit a written Notice of Protest of Contract Award. The Notice of Protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The Notice of Protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure or Solicitation provision on which the protest is based. In addition, the Notice of Protest must specify facts and evidence sufficient for the City to determine the validity of the protest.

4. Delivery of Protests

A Notice of Protest must be written. Protests made orally (e.g., by telephone) will not be considered. A Notice of Protest must be delivered by email to Candace.Gray@sfgov.org and HSARFP@sfgov.org and received by the due dates stated above. A Notice of Protest shall be transmitted by a means that will objectively establish the date the City received the Notice of Protest. If a Notice of Protest is mailed, the protestor bears the risk of non-delivery within the deadlines specified herein.

Executive Director
Human Services Agency
P.O. Box 7988
San Francisco, CA 94120
Trent.Rhorer@sfgov.org

M. Proposal Term

Submission of a Proposal signifies that the proposed products, services and prices are valid for 180 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. At Proposer's election, the Proposal may remain valid beyond the 180-day period in the circumstance of extended negotiations.

N. Revision to 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, but no later than the Proposal Due Date and time. 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 City may require a Proposer to provide oral or written clarification of its Proposal. The City reserves the right to make an award without further clarifications of Proposals received.

O. Proposal Errors and Omissions

Failure by the City to object to an error, omission, or deviation in the Proposal will in no way modify the Solicitation or excuse the Proposer from full compliance with the specifications of this Solicitation or any contract awarded pursuant to this Solicitation.

P. Financial Responsibility

The City accepts no financial responsibility for any costs incurred by a Proposer in responding to this Solicitation. Proposers acknowledge and agree that their submissions in response to this Solicitation will become the property of the City and may be used by the City in any way deemed appropriate.

Q. Proposer's Obligations under the Campaign Reform Ordinance

If a contract awarded pursuant to this Solicitation has (A) a value of \$100,000 or more in a fiscal year and (B) requires the approval of an elected City official, Proposers are hereby advised:

1. Submission of a Proposal in response to this Solicitation may subject the Proposers to restrictions under Campaign and Governmental Conduct Code Section 1.126, which prohibits City contractors, Proposers, and their affiliates from making political contributions to certain City elective officers and candidates; and

2. Before submitting a Proposal in response to this Solicitation, Proposers are required to notify their affiliates and subcontractors listed in the awarded contract or Proposal of the political contribution restrictions set forth in Campaign and Governmental Conduct Code section 1.126.

This restriction applies to the party seeking the contract, the party's board of directors, chairperson, chief executive officer, chief financial officer, chief operating officer, any person with an ownership interest greater than ten percent, and any political committees controlled or sponsored by the party, as well as any subcontractors listed in the awarded contract or Proposal. The law both prohibits the donor from giving contributions and prohibits the elected official from soliciting or accepting them.

The people and entities listed in the preceding paragraph may not make a campaign contribution to the elected official at any time from the submission of a Proposal for a contract until either: (1) negotiations are terminated and no contract is awarded; or (2) twelve months have elapsed since the award of the contract.

A violation of Section 1.126 may result in criminal, civil, or administrative penalties. For further information, Proposers should contact the San Francisco Ethics Commission at **(415) 252-3100**

or go to <https://sfethics.org/compliance/city-officers/city-contracts/city-departments/notifying-bidders-and-potential-bidders>.

R. Reservations of Rights by the City

The issuance of this Solicitation does not constitute a guarantee by the City that a contract will be awarded or executed by the City. The City expressly reserves the right at any time to:

1. Waive or correct any defect or informality in any response, Proposal, or Proposal procedure;
2. Reject any or all Proposals;
3. Reissue the Solicitation;
4. Prior to submission deadline for Proposals, modify all or any portion of the selection procedures, including deadlines for accepting responses, the specifications or requirements for any materials, equipment or services to be provided under this Solicitation, or the requirements for contents or format of the Proposals;
5. Procure any materials, equipment or services specified in this Solicitation by any other means; or
6. Determine that the subject goods or services are no longer necessary.

S. No Waiver

No waiver by the City of any provision of this Solicitation shall be implied from the City's failure to recognize or take action on account of a Proposer's failure to comply with this Solicitation.

T. Other

1. The City may make such investigation, as it deems necessary, prior to the award of this contract to determine the conditions under which the goods are to be delivered or the work is to be performed. Factors considered by the City shall include, but not be limited to:
 - a. Any condition set forth in this Solicitation;
 - b. Adequacy of Proposer's plant facilities and/or equipment, location and personnel location to properly perform all services called for under the Purchase Order; and
 - c. Delivery time(s).
2. City reserves the right to inspect an awarded Proposer's place of business prior to award of and/or at any time during the contract term (or any extension thereof) to aid City in determining an awarded Proposer's capabilities and qualifications.
3. Failure to timely execute a contract, or to furnish any and all insurance certificates and policy endorsements, 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 Proposer and may proceed against the original selectee for damages.
4. City reserves the right to reject any Proposal on which the information submitted by Proposer fails to satisfy City and/or if Proposer is unable to supply the information and documentation required by this Solicitation within the period of time requested.
5. Any false statements made by a Proposer or any related communication/clarification may result in the disqualification of its Proposal from receiving further evaluation and a contract award.

U. Reserved. (Local Business Enterprise Goals and Outreach)

VII. CITY'S SOCIAL AND ECONOMIC POLICY REQUIREMENTS

The San Francisco Municipal Code establishes a number of requirements for people seeking to do business with the City ("Social and Economic Policy Requirements"). These Social and Economic Policy Requirements set forth below, which Proposers are encouraged to carefully review. The Social and Economic Policy Requirements set forth below are not intended to be a complete list of all Social Policy Requirements applicable to this Solicitation and any contracts awarded from it.

A. Proposers Unable to do Business with the City

1. Generally

Proposers that do not comply with laws set forth in San Francisco's Municipal Codes may be unable to enter into a contract with the City. Laws applicable to this Solicitation are set forth below.

2. San Francisco Labor and Employment Code Article 131.2

A Proposer selected pursuant to this Solicitation may not, during the term of the Agreement, in any of its operations in San Francisco, on real property owned by San Francisco, or where work is being performed for the City elsewhere in the United States, discriminate in the provision of bereavement leave, family medical leave, health benefits, membership or membership discounts, moving expenses, pension and retirement benefits or travel benefits, as well as any benefits other than the benefits specified above, between employees with domestic partners and employees with spouses, and/or between the domestic partners and spouses of such employees, where the domestic partnership has been registered with a governmental entity pursuant to state or local law authorizing such registration, subject to the conditions set forth in Article 131.2(b) of the San Francisco Labor and Employment Code.

B. Reserved. (Health Care Accountability Ordinance (HCAO))

C. Minimum Compensation Ordinance (MCO)

A Proposer selected pursuant to this Solicitation shall comply with Labor and Employment Code Article 111. A Proposer selected pursuant to this Solicitation shall pay covered employees no less than the minimum compensation required by San Francisco Labor and Employment Code Article 111, including a minimum hourly gross compensation, compensated time off, and uncompensated time off. A Proposer selected pursuant to this Solicitation is subject to the enforcement and penalty provisions in Article 111. Information about and the text of the Article 111 is available on the web at <https://www.sf.gov/information/minimum-compensation-ordinance>.

D. First Source Hiring Program

A proposer selected pursuant to this solicitation shall comply with all of the provisions of the First Source Hiring Program, Chapter 83 of the San Francisco Administrative Code that apply to this agreement and an awarded proposer is subject to the enforcement and penalty provisions in Chapter 83.

E. Other Social Policy Provisions

Attachment 1, City's Contract Terms, identifies the City's applicable social policy provisions related to a contract awarded pursuant to this Solicitation. Proposers are encouraged to carefully review these terms and ensure they are able to comply with them.

VIII. CONTRACT REQUIREMENTS

A. Contract Terms and Negotiations

The successful Proposer will be required to enter into the Agreement in the form attached hereto as Attachment 1, City's Proposed Agreement Terms. **City's Proposed Agreement Terms are attached in the Attachment 1: Contract Agreement (form P-600).** However, Proposers may identify those contract terms to which they object as part of the questions they submit by the Questions Due Date. City shall evaluate all objections and determine what, if any changes, will be incorporated into City's Contract Terms prior to the Proposal Due Date. Any such changes will be made known to all Proposers through an Addendum to this Solicitation. Failure to timely execute the Proposed Agreement, or to furnish any and all insurance certificates and policy endorsements, surety bonds or other materials required in the Proposed Agreement, shall be deemed an abandonment of the Proposal and City, in its sole discretion, may select another Proposer and proceed against the original selectee for damages.

B. Insurance Requirements

- 1.** Types and Amounts of Coverage. Without limiting Contractor's liability, Contractor shall maintain in force, during the full term of the contract agreement, insurance in the following amounts and coverages. Limits of insurance may be increased according to the Scope of Work, risk, and amount of contract:

- a.** Workers' Compensation, in statutory amounts, with Employers' Liability Limits not less than one million dollars (\$1,000,000) each accident, injury, or illness.
- b.** Commercial General Liability Insurance with limits not less than \$1,000,000 each occurrence and \$2,000,000 general aggregate for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations. **Policy must include Abuse and Molestation coverage.**
- c.** Commercial Automobile Liability Insurance with limits not less than one million dollars (\$1,000,000) each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable.

If professionals are used as part of the contract agreement, professional liability will be required:

- d.** Professional liability insurance for negligent acts, errors or omission with respect to professional or technical services, if any, required in the performance of this Agreement with limits not less than one million dollars (\$1,000,000) each claim.

Contractors that will provide technology type services must provide Technology Errors and Omissions Liability insurance. Limits of insurance may be increased according to the Scope of Work, risk, and amount of contract:

- e.** Technology Errors and Omissions Liability coverage, with limits of \$1,000,000 each occurrence and each loss, and \$2,000,000 general aggregate. The policy shall at a minimum cover professional misconduct or lack of the requisite skill required for the

performance of services defined in the contract and shall also provide coverage for the following risks:

- i. Liability arising from theft, dissemination, and/or use of confidential information, including but not limited to, bank and credit card account information or personal information, such as name, address, social security numbers, confidential social service information, protected health information or other personally identifying information, stored or transmitted in electronic form;
- ii. Network security liability arising from the unauthorized access to, use of, or tampering with computers or computer systems, including hacker attacks; and
- iii. Liability arising from the introduction of any form of malicious software including computer viruses into, or otherwise causing damage to the City's or third person's computer, computer system, network, or similar computer related property and the data, software, and programs thereon.

2. Additional Requirements for General and Automobile Coverage.
Commercial General Liability and Commercial Automobile Liability insurance policies shall:

- a. Name as additional insured City and its officers, agents and employees.
 - b. Provide that such policies are primary insurance to any other insurance available to the Additional Insureds, with respect to any claims arising out of this Agreement, and that insurance applies separately to each insured against whom claim is made or suit is brought, except with respect to limits of liability.
- 3. Additional Requirements for All Policies.** All policies shall be endorsed to provide at least thirty (30) days' advance written notice to City of cancellation of policy for any reason, nonrenewal or reduction in coverage and specific notice mailed to City's address for notices pursuant to Article 15.
- 4. Required Post-Expiration Coverage.** Should any of the insurance required hereunder be provided under a claims-made form, Contractor shall maintain such coverage continuously throughout the term of this Agreement and, without lapse, for a period of three (3) years beyond the expiration or termination of this Agreement, to the effect that, should occurrences during the term hereof give rise to claims made after expiration or termination of the Agreement, such claims shall be covered by such claims-made policies.
- 5. General Annual Aggregate Limit/Inclusion of Claims Investigation or Legal Defense Costs.** Should any of the insurance required hereunder be provided under a form of coverage that includes a general annual aggregate limit or provides that claims investigation or legal defense costs be included in such general annual aggregate limit, such general annual aggregate limit shall be double the occurrence or claims limits specified above.
- 6. Evidence of Insurance.** Before commencing any operations under this Agreement, Contractor shall furnish to City certificates of insurance, and additional insured policy endorsements, in form and with insurers satisfactory to City, evidencing all coverages set forth above, and shall

furnish complete copies of policies promptly upon City's request. Before commencing any operations under this Agreement, Contractor shall furnish to City certificates of insurance and additional insured policy endorsements with insurers with ratings comparable to A-, VIII or higher, that are authorized to do business in the State of California, and that are satisfactory to City, in form evidencing all coverages set forth above. Failure to maintain insurance shall constitute a material breach of this Agreement.

7. Effect of Approval. Approval of any insurance by City shall not relieve or decrease the liability of Contractor hereunder.
8. Insurance for Subcontractors and Evidence of this Insurance. If a subcontractor will be used to complete any portion of this agreement, the contractor shall ensure that the subcontractor shall provide all necessary insurance and shall name the City and County of San Francisco, its officers, agents, and employees and the contractor listed as additional insureds.
9. Regarding Workers' Compensation, Contractor hereby agrees to waive subrogation which any insurer of Contractor may acquire from Contractor by virtue of the payment of any loss. Contractor agrees to obtain any endorsement that may be necessary to effect this waiver of subrogation. The Workers' Compensation policy shall be endorsed with a waiver of subrogation in favor of the City for all work performed by the Contractor, its employees, agents and subcontractors.
10. Should any required insurance lapse during the term of this Agreement, requests for payments originating after such lapse shall not be processed until the City receives satisfactory evidence of reinstated coverage as required by this Agreement, effective as of the lapse date. If insurance is not reinstated, the City may, at its sole option, terminate this Agreement effective on the date of such lapse of insurance.

C. Failure to Provide Insurance and/or Bonds

Unless otherwise stated, within ten business days of the receipt of a notice of award of a Contract, the Proposer to whom the RFP is awarded shall deliver the specified bond documents and/or insurance certificates and policy endorsements to City. If the Proposer fails or refuses to furnish the required bond and/or insurance within ten days after receiving notice to award a Contract, City may, at its option, determine that the Proposer has abandoned its Proposal. The foregoing in no way limits the damages which are recoverable by City whether or not defined elsewhere in the contract documents.

D. Compliance with Other Laws

Proposers shall keep itself fully informed of City's Charter, codes, ordinances and regulations and all state, and federal laws, rules and regulations affecting the performance of the Contract Agreement and shall at all times comply with such Charter codes, ordinances, and regulations rules and laws.

E. HSA/DAS Policy Manuals and Memoranda

<https://www.HSA.org/partner/policies-and-procedures>

**IX. RFP 1159 – FCS Wraparound Services
COVER PAGE**

NAME OF ORGANIZATION: _____

ADDRESS: _____

DIRECTOR: _____

PHONE: _____

EMAIL: _____

CITY SUPPLIER ID (IF KNOWN) _____

**FEDERAL EMPLOYER
IDENTIFICATION NUMBER (FEIN):** _____

AMOUNT REQUESTED: \$ _____

I understand that the San Francisco Human Services Agency (HSA) reserves the right to modify the specifics of this application at the time of funding and/or during the contract negotiation; that a contract may be negotiated for a portion of the amount requested; and that there is no contract until a written contract has been signed by both parties and approved by all applicable City Agencies. 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.

Signature of authorized representative(s):

Name: _____ Title: _____

Signature: _____ Date: _____

Name: _____ Title: _____

Signature: _____ Date: _____

Submit an electronic copy to Candace.Gray@sfgov.org and HSARFP@sfgov.org

X. PAGE NUMBER FORM

This form is to assist the review panel in finding the information in the Proposal that corresponds to the evaluation criteria. For each item listed below, please list the page number(s) where the reviewer may find the answer(s) to the criteria.

	Evaluation and Selection Criteria	
	Minimum Qualifications	Page Number(s)
MQ1.	Proposer has 3 years of experience providing direct or contracted service delivery, support, and coordination of care, or similar services to the target population as described in the RFP. Experience must include working with diverse, multi-ethnic populations and interacting with the public agencies supervising these children. Services should have been in areas such as mental health, social services, and healthcare (including substance abuse) and also include implementation of evidence-based, evidence-informed, and/or empirically supported interventions, practices and service delivery models.	
MQ2.	Proposer must be qualified to be a Medi-Cal Provider for San Francisco County in order to draw down mental health service funding. Proposer must have been awarded Medi-Cal Provider Status under the San Francisco County Mental Health Plan or approved in another county.	
MQ3.	Must be willing and able to comply with the City contracting requirements set forth in Section VIII of this RFP.	
MQ4.	Current certified vendor or the ability to become a certified vendor with the City and County of San Francisco within ten (10) days of notice of award.	
	1. Program Approach (50 points)	
1A.	Does the proposal demonstrate the necessary understanding of the needs of the target population(s) in order to provide culturally relevant and effective services? (10 points)	
1B.	Does the proposal specify realistic, culturally relevant and comprehensive services and evidence-based practices that will address the needs of the target population? Given the target population(s), does the proposal describe how children/youth/families will be effectively connected to services through outreach, recruitment, family meetings, and other means? (10 points)	
1C.	Does the proposal adequately specify how the wrap program will address the disproportionality and disparity of African and Latino youth in care? (5 points)	
1D.	Does the proposal specify specific measures that will ensure family input regarding program design and service delivery? (5 points)	
1E.	Does the respondent demonstrate sufficient understanding, application, and experience with the Wraparound model, evidence-based, empirically supported, and/or evidence-informed interventions and practices, and core competencies to provide effective wrap around services? (10 points)	

1F.	Does the proposal clearly state service and outcome objectives that will effectively measure the quantity of services, impact of services, and client outcomes? Does the proposal explain how these objectives will be measured and reported including tools and staffing to ensure quality of services? (10 points)	
	2. Organizational/Staffing Capacity (30 points)	
2A.	Considering the proposed program and staffing, does the proposal provide for effective and adequate program management? Does the proposal provide for adequate staffing and management in terms of staff qualifications and full-time equivalents (FTEs) to provide the services described? (5 points)	
2B.	Does the agency have adequate services, as well as service provider and community resource networks to meet client needs? (5 points)	
2C.	Can the agency provide culturally and linguistically competent services to a diverse population through its staffing plan? (5 points)	
2D.	Does the agency have a training plan/staff support plan that reflects the ability to implement and maintain a Wraparound program? (5 points)	
2E.	Does the agency provide after-hours support and 24/7 response capability? (5 points)	
2F.	Based upon the information provided in response to the list of Contracts/Grant, has the respondent demonstrated effective provision of these or similar comprehensive social services to the target population in the past? (5 points)	
	3. Budget (20 points)	
4A.	Does the budget reflect sound, adequate allocation of resources, matching the program components including staffing costs, operating costs and capital costs (as appropriate)? Are subcontractor budgets clear, detailed and concise? (10 points)	
4B.	Does the budget support the services proposed and is competitive with other proposals? Are costs reasonable, justified, and competitive? To what extent does the proposal reflect the effective use of organizational resources in-kind, and or/external resources designated exclusively for this program? (5 points)	
4C.	Are cost savings reflected in the budget narrative? Does the proposal clearly demonstrate how the program would achieve savings and effectively reinvest them? (5 points)	

XI. BUDGET FORMS AND INSTRUCTIONS

Budgets should be submitted in the standard HSA format. Forms are available at:

<https://sfcitypartner.sfgov.org/pages/Events-BS3/event-search.aspx>

Click on “Human Services Agency” in the Department drop-down menu and then click the link for this RFP.

The attached spreadsheets are in Excel. There are six (6) tabs: Budget Summary, Salaries and Benefits, Operating-Direct, Subcontractors-Pass Thru, Capital Expenses, and Justification.

Please note these must all be clearly and easily attributable to the specific program being funded.

The Budget Justification should be a narrative, providing detailed information and calculations supporting the amount allocated for each budget line item. Please detail all mathematical computations for each line item. Show how the total dollar amount was derived, e.g., the number of square feet of office space to be utilized multiplied by the rate per square foot, the cost per month for insurance multiplied by the number of months in the contract term, etc. For the Salaries and Benefits section, list the position, a brief sentence of the position's responsibilities, the basis for the percentage of FTE allocated to the activity, and the mathematical computation used to arrive at the total dollar amount. Also list everything being included under Fringe Benefits.

The Cost Allocation Plan is required. Respondents must follow the City’s cost allocation guidelines for nonprofit contractors, which largely follow those described by Generally Accepted Accounting Principles (GAAP) and in Federal OMB Circular A-122. The plan should include how indirect costs were calculated.

For any proposed Subcontracts over \$25,000, attach a separate detailed Subcontracting budget using the standard HSA format. Provide a brief explanation of the subcontracting arrangement, as well as a budget breakdown. Please note, the total subcontractor budget amount should appear on the Subcontractors-Pass Thru sheet.

Indirect rates are not allowable on Subcontractor indirect expenditures, Subcontracts over \$25,000, Capital Expenses, or Direct Client Pass-Through payments: aid payments, direct voucher payments, or any stipend, subsidy or expense paid on behalf of a client (i.e., security deposit, rental payment assistance, transportation vouchers, etc.). These examples are not intended to be a comprehensive list.

These guidelines provide general information. If further clarification or technical assistance is required, email Candace.Gray@sfgov.org and HSARFP@sfgov.org on or prior to **January 28, 2025 at 3pm.**