

# **Request for Proposals #852 for Personal Care and/or Training and Support (Home Care) For Older Adults and Adults with Disabilities**

## **Services include:**

- 1. In-Home Supportive Services (IHSS) – Contract Mode**
- 2. Independent Provider Skill Development Training and Supports**



Date issued:

**NOVEMBER 1, 2019**

Pre-proposal conference:

**1 p.m., NOVEMBER 12, 2019**

Proposal due:

**5 p.m., DECEMBER 9, 2019**

Request for Proposals 852- Personal Care and Training and Support (Home Care) for Older Adults and Adults with Disabilities

TABLE OF CONTENTS

	<u>Page</u>
<b>I.</b> Introduction and Schedule .....	1
<b>II.</b> Scope of Work.....	5
<b>III.</b> Submission Requirements .....	22
<b>IV.</b> Evaluation and Selection Criteria .....	24
<b>V.</b> Pre-proposal Conference and Contract Award.....	27
<b>VI.</b> Terms and Conditions for Receipt of Proposals .....	28
<b>VII.</b> Contract Requirements .....	32
<b>VIII.</b> Protest Procedures.....	36
<b>IX.</b> Standard Forms.....	38
<b>X.</b> San Francisco Human Services Agency RFP Cover Page .....	41
<b>XI.</b> San Francisco Human Services Agency Page Number Form .....	42
<b>XII.</b> San Francisco Human Services Agency Budget Forms and Instructions .....	46

**Appendices:**

A.	Agreement for Professional Services (form G-100)	separate document
B.	Site Chart Template	separate document
C.	Budget Template-Contract Mode	separate document
D.	Budget Template-Provider Skill Development	separate document
E.	Letter of Intent	separate document

Request for Proposals 852 for Personal Care and Training and Support (Home Care) for Older Adults and Adults with Disabilities

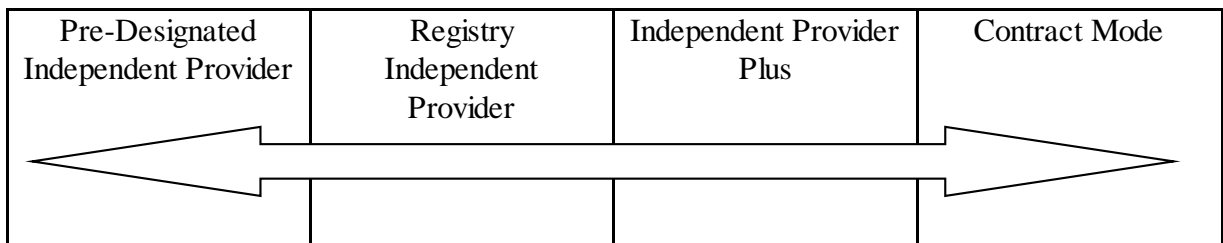
**I. Introduction and Schedule**

**A. General**

The San Francisco Department of Aging and Adult Services (DAAS) announces its intent to seek proposals from agencies or organizations interested in providing In-Home Supportive Services (IHSS) – Contract Mode and/or Independent Provider Skill Development Training and Supports within and for the City and County of San Francisco. The In-Home Supportive Services program provides paid assistance to income-eligible older adults and adults with disabilities so they can remain safely in their own homes.

The IHSS Program pays for a variety of services, including household chores, related services such as meal preparation/laundry, personal care and paramedical services. In San Francisco, the IHSS Program is supported by the Continuum of Choice and Support, which provides a range of supportive options for IHSS recipients to receive services.

**SF IHSS Continuum of Choice and Support**



The IHSS program is a consumer-directed service, and recipients have discretion in hiring their own Independent Provider (IP). Most IHSS recipients come to the IHSS Program with a pre-designated IP, generally a family member or friend. For recipients who can manage their own care, but do not have a pre-designated IP, they can use the IHSS Public Authority’s Registry and/or IP Plus program to hire an IP. IHSS recipients who are unable to hire or supervise their own IPs, generally due to cognitive and behavioral health disabilities, are served through the Contract Mode. In the Contract Mode, the agency hires and supervises the recipient’s provider as well as provides coordination and supportive services to the recipient.

The SF IHSS program also provides training and support to the IPs that deliver care to IHSS recipients. The current training and supports program contains a robust set of home care trainings and supports that assist IPs in delivering safe and competent care to IHSS recipients. We are looking to expand the range of supports for IPs to address burn-out and other challenges that caregivers face.

The IHSS Program is a Federal/State/County funded, county administered program designed pursuant to the California Department of Social Services (CDSS) MPP Section 30-700, as an alternative to out-of-home care. Payment for services under any grant/contract resulting from this RFP is dependent upon the availability of County, State, and Federal funds. The County reserves the right to reject any and all proposals as stipulated in the California Department Social Services (CDSS) Manual of Policy and Procedures (MPP) sections 23-614 and 23-615. This RFP is promulgated in accordance with Title XIX and Title XX, of the Social Security Act; California State Welfare and Institutions Code, Sections 10553, 10554, 12300 et seq. and 14132 et seq.; and CDSS MPP Divisions 10, 19, 21, 22, 23, 30 and 46 et seq.; and California Department of Health Regulations, California Code of Regulations Title 22, Sections 50000 et seq., Office of Management and Budgets (OMB) Circulars.

DAAS must approve the use of any subcontracts for the core services proposed under this RFP. For example, heavy cleaning or provider training and support activities.

The source of funding for these services includes federal, state, and local funds. DAAS shall not be required to provide any definite units of services nor does DAAS guarantee any minimum amount of funding for these services. DAAS expects that the program will serve approximately 450,000 hours in FY 20-21 to up to 825 clients at any given time. DAAS will establish with the Grantee an hourly cost for home care services rendered. The grantee will be paid based on the number of hours served monthly times the rate. The current not to exceed hourly rate is \$54.43. Proposals should comply with all anticipated wage increases prescribed by the City's Minimum Compensation Ordinance. If the actual hourly rate exceeds the established rate because DAAS referred fewer than expected hours, DAAS and grantee may negotiate a new rate. Such negotiation would include a full review of Grantee's administrative expenses. Estimated annual funding for Provider Skill Development Training and Supports is \$750,000.

DAAS reserves the right to make multiple or partial awards of grants/contracts through this RFP. The City does not guarantee any minimum amount of funding for these services. Agencies may apply to one or both program components; however, agencies must submit a page number form and an annual budget amount request for each program component independently.

## **B. Purpose**

The purpose of this RFP is to provide professional trained In-Home care providers to older adults and adults with disabilities so they can remain safely in their own homes, and to facilitate Home Care services for IHSS recipients who are unable to hire or supervise their own Home Care needs.

## **C. Terms**

Grants/Contracts shall have a tentative term from **July 1, 2020 to June 30, 2023**. In addition, the City shall have the option to extend the term for a **period of two (2) additional years, for a total of five (5) years**, subject to annual availability of funds, annual satisfactory contractor performance, and need. SF-DAAS has the sole, absolute discretion to exercise this option, and reserves the right to enter into grants of a shorter duration.

#### D. Schedule

The anticipated schedule for this procurement is:

<u>Proposal Phase</u>	<u>Date</u>
RFP is issued by the City	NOVEMBER 1, 2019
Pre-proposal conference	1 P.M., NOVEMBER 12, 2019
Letter of Intent Deadline	5 P.M., NOVEMBER 14, 2019
Deadline for submission of written questions or requests for clarification	5 P.M., NOVEMBER 14, 2019
Proposals due	5 P.M., DECEMBER 9, 2019
Tentative evaluation of proposals	DECEMBER 19, 2019
Tentative announcement of contract award	JANUARY 6, 2020

#### **Dates and times subject to change**

#### E. Definitions

City	City and County of San Francisco
CMIPS II	Case Management, Information and Payrolling System II
DAAS	Department of Aging and Adult Services of San Francisco
HSA	Human Services Agency of the City and County of San Francisco
Medi-Cal	Medi-Cal provides free or low-cost health insurance for eligible individuals that comes with a range of health benefits and services, including IHSS.
IHSS	In-Home Supportive Services
Independent Provider/IP	The eligible and approved individual who delivers the IHSS tasks authorized by the referring DAAS Social Worker to the recipient.
Home Care Provider	The individual employed and supervised by the Contract Mode Provider who delivers the IHSS tasks authorized by the referring DAAS Social Worker to the recipient.
Intensive Supervision	Frequent contact and support to both IHSS recipient and home care providers in order to overcome barriers to service delivery
OSHA	Refers to California Occupational Safety and Health Administrations

Recipient	Persons determined eligible by DAAS for IHSS. To be eligible, recipients must be living in their own homes within the boundaries of the City and must meet one of the following conditions: <ul style="list-style-type: none"> <li>a. Be sixty-five years or older or a person with a disability</li> <li>b. Currently receive Full-Scope Medi-Cal</li> <li>c. Receive approval from a Licensed Health Care Professional to receive IHSS through IHSS Health Certification Form SOC 873, per Welfare and Institutions Code section 12309.1</li> </ul>
Registry IP	An IP who is listed in the Registry database.
Public Authority	The agency that helps recipients find providers, investigate the background of providers and serves as the employer of record for collective bargaining. The SF IHSS Public Authority also provides On-Call back-up provider services for IHSS recipients.

**F. Target Population**

**Contract Mode**

1. To be eligible for IHSS, recipients must be living either in their own homes, Single Room Occupancy hotels, shelters, or public or senior housing within the boundaries of San Francisco County, and must meet the following conditions:
  - a) Be sixty-five years or older and/or a person with disabilities
  - b) Currently receive Full-Scope Medi-Cal
  - c) Receive approval from a Licensed Health Care Professional to receive IHSS through IHSS Health Certification Form SOC 873, per Welfare and Institutions Code section 12309.1
  
2. Grantee will serve IHSS recipients who are unable to hire and supervise their own IPs, generally due to behavioral health and/or cognitive issues that create barriers to service delivery. The target population will benefit from on-going and intensive supervisory interventions that aim to reduce barriers to service and increase the recipient’s ability to remain safely in the community. An example of a recipient in Contract Mode services is someone who is formerly homeless; has struggled with cluttering; and who has a history of being physically and/or verbally abusive towards their IPs or home care providers.

**Provider Skill Development Training and Supports**

1. For the purposes of Skill Development and Training, Grantee will serve:
  - a. San Francisco IHSS IPs;
  - b. San Francisco IHSS Public Authority Registry IPs; and
  - c. IHSS Contracted On-Call Providers

## **G. Contractors Unable to do Business with the City**

### **1. Generally**

Contractors 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. Some of the laws are included in this RFP, or in the sample terms and conditions attached.

### **2. Companies Headquartered in Certain States**

This Contract is subject to the requirements of Administrative Code Chapter 12X, which prohibits the City from entering into contracts with companies headquartered in states with laws that perpetuate discrimination against LGBT populations or where any or all of the work on the contract will be performed in any of those states. Proposers are hereby advised that Proposers which have their United States headquarters in a state on the Covered State List, as that term is defined in Administrative Code Section 12X.3, or where any or all of the work on the contract will be performed in a state on the Covered State List may not enter into contracts with the City. A list of states on the Covered State List is available at the website of the City Administrator.

## **II. Scope of Work**

The Scope of Work is to be used as a general guide and is not intended to be a complete list of all work necessary to complete the project. Contractors should use this description when designing their proposed programs. However, contractors may suggest modifications and/or additions that will, in their estimation, make the program more feasible or effective. The description below outlines the key program elements and services the selected vendor(s) will provide.

### **A. Description of Services**

#### **Contract Mode**

1. In-Home Supportive Services Contract Mode will:
  - a) Ensure 7-day a week availability of quality and culturally and linguistically appropriate in-home care for complexly diagnosed eligible older adults and adults with disabilities to remain safely in their own homes; and
  - b) Provide and schedule skilled home care providers for recipients who are unable to hire or supervise their own IPs, or who have additional capacity and service issues; and
  - c) Provide intensive supervision and training to home care providers to ensure the delivery of safe and effective domestic, personal and paramedical services; and
  - d) Provide service coordination and barrier removal services to recipients to maximize recipients' engagement in IHSS services; and

- e) Provide timely and quality IHSS to recipients as authorized by DAAS IHSS Social Workers; and
  - f) Collaborate with DAAS to develop effective resolutions to problems that arise in the delivery of IHSS to recipients; and
  - g) Coordinate and provide and/or sub-contract heavy cleaning services for referred clients; and
  - h) Comply with the Electronic Visit Verification (EVV) federal statutory requirements pursuant to Subsection l of Section 1903 of the Social Security Act (42 U.S.C. 1396b) by ensuring the EVV system verifies for all providers: type of service performed; individual receiving the services; date of service; location of service delivery; individual providing services; and times the service begins and ends; and
  - i) Provide staffing ratios that are appropriate to serve referred clients and that meet the established per hour rate set by DAAS.
2. Accept and process new recipient referrals from DAAS Social Workers ensuring IHSS services begin within 5 business days of referral or within 24-hours when the referral is deemed “emergency”;
  3. Create regular schedules with recipients that meet their care needs (as authorized by IHSS), communicating changes to recipients in a timely manner and ensuring back-up coverage when requested and needed;
  4. Coordinate with DAAS Social Workers and staff to ensure authorized hours are accurate and to troubleshoot barriers to service;
  5. Provide regular supervisory visits to recipients to ensure recipient safety and satisfaction with services;
  6. Provide IHSS services to recipients in accordance with mutually developed schedules with recipient. IHSS services are limited to the following:
    - a) Domestic services, which includes: Sweeping, vacuuming, washing and waxing the floor surfaces; Washing kitchen counters and sinks; Cleaning the bathroom; Storing food and supplies; Taking out garbage; Dusting and tidying up; Cleaning oven and stove; Cleaning and defrosting refrigerator; Bringing in fuel for heating or cooking purposes from a fuel bin in the yard; Changing bed linen; and Miscellaneous domestic services such as changing light bulbs.
    - b) Heavy cleaning that involves thorough cleaning of the home to remove hazardous debris or dirt. The City shall have the authority to authorize this service, only at the time IHSS is initially granted, to enable the provider to perform continuous maintenance, or, if a lapse in eligibility occurs, eligibility is reestablished and IHSS services have not been provided



within the previous 12 months. The City shall have the authority to authorize this service should the recipient's living conditions result in a substantial threat to his/her health/safety. Such service may also be authorized when a recipient is at risk of eviction for failure to prepare his/her home or abode for fumigation as required by statute or ordinance.

- c) Related services include: Planning of meals; Preparation of meals includes such tasks as washing vegetables, trimming meat, cooking, setting the table, servicing the meal, cutting the food into bite-size pieces; Meal cleanup including washing, drying, and putting away dishes, pots, utensils and culinary appliances; Routine mending, laundry, ironing, folding, and storing clothes on shelves or in drawers; Reasonable food shopping and other shopping/errands limited to the nearest available stores or other facilities consistent with the recipient's economy and needs;
- d) Non-medical personal services limited to:
  - i. Bowel and bladder care such as assistance with enemas, emptying of catheter or ostomy bags, assistance with bed pans, application of diapers, changing rubber sheets, assistance with getting on and off commode or toilet;
  - ii. Respiration limited to nonmedical services such as assistance with self-administration of oxygen and cleaning of intermittent positive pressure breathing (IPPB) machines;
  - iii. Consumption of nutrition consisting of feeding or related assistance to recipients who cannot feed themselves or who require assistance with special devices in order to feed themselves;
  - iv. Routine bed baths;
  - v. Bathing, oral hygiene, grooming;
  - vi. Dressing;
  - vii. Rubbing of skin to promote circulation, turning in bed and other types of repositioning, assistance on and off the seats and wheelchairs, or into or out of vehicles, and range of motion exercises, which shall be limited to the following:
    - 1) General supervision of exercises, which have been taught to the recipient by a licensed therapist or other health care professional to restore mobility restricted because of injury, disuse or disease.
    - 2) Maintenance therapy when the specialized knowledge and judgment of a qualified therapist is not required and the exercises are consistent with the patient's capacity and tolerance. Such exercises shall include the carrying out of maintenance programs; i.e., the performance of the repetitive exercises required to maintain function, improve gait, maintain strength, or endurance;

passive exercises to maintain range of motion in paralyzed extremities; and assistive walking.

- viii. Moving into and out of bed;
  - ix. Care of and assistance with prosthetic devices and assistance with self-administration of medications. Assistance with self-administration of medications consists of reminding the recipient to take prescribed and/or over-the-counter medications when they are to be taken and setting up medi-sets;
  - x. Routine menstrual care limited to application of sanitary napkins and external cleaning;
  - xi. Ambulation consisting of assisting the recipient with walking or moving the recipient from place to place.
- e) Accompaniment services when the recipient's presence is required at the appointment and assistance is necessary to accomplish the appointment are limited to:
- i. Accompaniment to and from appointments with physicians, dentists and other health practitioners;
  - ii. Accompaniment necessary for fitting health related appliances/devices and special clothing;
  - iii. Accompaniment to the site where alternative resources provide in-home supportive services to the recipient in lieu of IHSS.
- f) Yard hazard abatement, which is light work in the yard, may be authorized for:
- i. Removal of high grass or weeds and rubbish when this constitutes a fire hazard;
  - ii. Removal of ice, snow or other hazardous substances from entrances and essential walkways when access to the home is hazardous.
- g) Protective supervision consisting of observing recipient behavior in order to safeguard the recipient against injury, hazard, or accident.
- i. This service is available for monitoring the behavior of non-self-directing, confused, mentally impaired, or mentally ill persons with the following exceptions:
    - 1) Protective supervision does not include friendly visiting or other social activities;
    - 2) Supervision is not available when the need is caused by a medical condition and the form of the supervision required is medical;
    - 3) Supervision is not available in anticipation of a medical emergency;

- 4) Supervision is not available to prevent or control antisocial or aggressive recipient behavior.
- ii. Protective supervision is available under the following conditions:
  - 1) County IHSS staff has determined that a 24-hour need exists for protective supervision and that the recipient can remain at home safely if protective supervision is provided; and
  - 2) Services staff determines that the entire 24-hour need for protective supervision can be met through any of the following or combination of the following:
    - a. In-Home Supportive Services; and
    - b. Alternative resources; and
    - c. A reassurance phone service when feasible and appropriate.

Feasibility and appropriateness will be determined exclusively by the County IHSS staff.

Eligibility for protective supervision **MUST** be approved by San Francisco County. Discretion of the Grantee is not allowed.

- h) Teaching and demonstration services are provided by IHSS providers to enable recipients to perform for themselves, services which they currently receive from IHSS. Teaching and demonstration services are limited to instruction in those tasks listed in CDSS MPP 30-757.11, .13, .14, and .16.
  - i. This service shall be provided by persons who have successfully completed at least an appropriate number of hours of training, as approved by the Agency and as evidenced by a valid certificate;
  - ii. This service shall only be provided when the provider has the ability to do so effectively and safely.
- i) Paramedical services are provided under the following conditions and shall have the following characteristics:
  - i. The activities, which persons would normally perform for themselves but for their functional limitations;
  - ii. The activities, which, due to the recipient's physical or mental condition, are necessary to maintain the recipient's health.
    - 1) The services shall be provided when ordered by a licensed health care professional who is lawfully authorized to do so. The recipient shall select the licensed healthcare professional;

- 2) The services shall be provided under the direction of the licensed health care professional;
  - 3) The licensed health care professional shall indicate to social services staff the time necessary to perform the ordered services.
- j) IHSS in the Workplace will be provided according to AB 925, which amended Welfare and Institutions Code (WIC) section 12300 and added WIC section 14132.955.
- i. IHSS recipients are allowed to transfer service hours authorized for use in the recipient's home to a workplace in order to enable the recipients to obtain, retain, or return to work. The IHSS recipients are not allowed additional service hours in the workplace beyond those authorized for the home.
  - ii. The COUNTY will designate which, if any, of the authorized services are to be provided in a recipient's workplace.
7. Provide initial and on-going training to home care providers:
- a) Basic Provider Training consists of courses aiming to help home care providers master key areas of domestic and personal care. Topics to be included must contain at least the following: emergency preparedness, infection and exposure control, food and medication interaction, food safety and sanitation, home safety, OSHA requirements, rights and responsibilities, CPR and First Aid, personal care and home care standards.
  - b) Advanced Provider Training consists of courses that focus on specific areas providers may need to learn more about such as fall prevention, using durable medical equipment, mental illness and substance abuse in recipients, and nutrition. This training may also occur in the field to assist home care providers to perform complex personal care (transfers, hoist lift, etc.) and paramedical tasks.
  - c) The Grantee shall maintain records of all home care provider's skill assessments and specific training provided to meet minimum standards of competency.

Currently, Contract Mode recipients receive an average of 45 hours of service per month, which is about 65% of total authorized hours.

### **IHSS – Contract Mode Recipient Profile**

FY 18-19:

Total Cases as of July, 31 2019: 822

Average Authorized Hours per month in FY 18-19: 58,580

Heavy Cleanings FY 18-19: 128 service requests in FY 18-19 at a cost of \$317,199, or an average of \$2,478 per request.

Contract Mode Recipient Profile as of Sept.30, 2019

Total Cases: 798

<b>Age</b>	<b>Cases</b>
Age 65+	51.8%
Age 18-64	48.2%
<b>Grand Total</b>	<b>100.0%</b>

<b>Gender Identity</b>	<b>Cases</b>
Male	54.7%
Female	35.9%
Decline to State	7.6%
Transgender Male to Female	0.7%
Another Gender Identity	0.6%
Transgender Female to Male	0.6%
<b>Total</b>	<b>100%</b>

<b>Sexual Orientation</b>	<b>Cases</b>
Straight or Heterosexual	69.7%
Decline to State	21.1%
Gay or Lesbian	5.0%
Bisexual	2.6%
Another Sexual Orientation	1.1%
Queer	0.6%
<b>Total</b>	<b>100%</b>

<b>Spoken Language</b>	<b>Cases</b>
English	91.9%
Spanish	3.1%
Cantonese	1.3%
Tagalog	0.9%
Russian	0.8%
Other Non-English	0.6%
Mandarin	0.5%
Korean	0.4%
Japanese	0.4%
Vietnamese	0.1%
<b>Total</b>	<b>100.0%</b>

<b>Paramedical Cases in Sept</b>	42
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Average of Clients' Paramedical Hours Authorized to Pay (July 2019)	31
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<b>Neighborhood</b>	<b>Cases</b>
Hayes Valley/Civic Center/Tenderloin	29.6%
South of Market	16.8%
Polk/Russian Hill/Nob Hill	16.3%
Mission District/Bernal Heights	6.1%
Western Addition/Japantown	4.3%
Other	4.0%
Bayview/Hunters Point	3.3%
Sunset	2.6%
Rincon Hill	2.5%
Castro/Noe Valley	2.4%
Outer Richmond	1.9%
North Beach	1.6%
Visitacion Valley	1.5%
Haight-Ashbury	1.4%
Potrero Hill/SOMA	1.3%
Ingleside/Excelsior	1.3%
Chinatown	1.1%
Inner Richmond	1.1%
Twin Peaks/Glen Park	1.0%
Total	100.0%

### *Provider Skill Development Training and Supports Description*

In-Home Supportive Services Independent Provider Training and Support will:

1. Strengthen the IP workforce in San Francisco through the provision of standardized skill development training and supports to IHSS IPs, IHSS Registry IPs and On-Call Providers; and
2. Be responsive to the psycho-educational and support needs of IHSS IPs who experience burnout, abuse and/or other barriers that impact their ability to deliver quality and safe services to recipients; and
3. Collaborate with the IHSS Contractor to ensure On-Call providers maintain the skills necessary to rapidly respond to IHSS recipients with emergency personal care needs; and
4. Collaborate with the IHSS Public Authority to ensure IHSS recipients receive quality care from new Registry IPs that are trained and confident in providing IHSS services; and
5. Implement robust outreach to current IHSS IPs to ensure knowledge of and attendance/utilization of trainings and supports; and
6. Provide incentives such as stipends, respite care or other benefits to IPs to reduce barriers and increase attendance to trainings and supportive programming; and
7. Participate in County IP orientations and training initiatives regarding new IHSS rules or resources.
8. Grantee must provide ongoing basic and advanced skill development training to IHSS IPs. Skill development is training that has a direct relationship to job competencies required of an IP that will enable them to provide safe, efficient and appropriate domestic and personal care services.
  - a) Basic Provider Training consists of courses aiming to help students master key areas of domestic and personal care. Topics to be included must contain at least the following: emergency preparedness, infection and exposure control, food and medication interaction, food safety and sanitation, home safety, OSHA requirements, rights and responsibilities, CPR and First Aid, personal care and home care standards and Electronic Timesheets, Overtime, and Payment processes.
  - b) Advanced Provider Training consists of courses that focus on specific areas providers may need to learn more about such as fall prevention, using durable medical equipment, mental illness and substance abuse in recipients, and nutrition.
  - c) The Grantee shall maintain records of all IPs' skill assessments and specific training provided to meet minimum standards of competency.

9. Grantee shall assess the skill level of each IP in relation to the domestic and personal care services they will be required to perform and shall provide training that relates to job competencies.
10. Grantee shall ensure training is easily accessible to home care providers. For example providing trainings in various neighborhoods, on weekends, in the evening and/or on-line.
11. Grantee shall provide psycho-educational and/or other supportive functions, such as referrals to community services, to IHSS IPs who are experiencing burnout, abuse or other barriers to providing quality services to recipients.
12. Grantee will provide group and/or 1 on 1 refreshers and competency tests to IHSS Public Authority's On-Call providers.
13. Grantee will provide basic training for all new IHSS Public Authority Registry IPs.
14. Grantee will survey and/or perform evaluation activities for the purposes of understanding the training and support needs of IPs, as well as current satisfaction with training and support options provided.
15. Grantee will utilize the results of evaluations and surveys to develop curriculum and programming that address IPs needs.

Description of IP and On-Call Worker Trainings:

- In July 2019, there were 21,235 IHSS IPs hired by recipients.
- In FY 18-19 271 Registry IPs completed Basic Training. The Contractor performed 24 Basic Trainings for Registry IPs.
- In FY 18-19 The Contractor performed 6 refresher trainings for the On-Call Workers.

**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 should be specified in the proposals to match the services to be provided.

*Service 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.

***Service Objectives for Contract Mode:***



On an annual basis, the Contractor will meet the following Service Objectives:

1. Grantee will provide an annual average of at least 65% of Total Authorized Hours of IHSS.
2. Grantee will provide an annual average of at least 99% of Authorized Hours of IHSS when recipients are available for and accept service.
3. Grantee will provide services to new recipients within the DAAS-required 5-day period or 24-hour emergency period, as specified by DAAS Social Worker.
4. Grantee will dispatch replacement workers to recipients needing non-personal care within four (4) hours of notification that the scheduled worker did not show up.
5. Grantee will dispatch replacement workers to recipients needing personal care within two (2) hours of notification that the scheduled worker did not show up.
6. Grantee will follow DAAS protocols to notify IHSS of problems with service delivery 99% of the time.
7. Grantee will provide basic Skill Development Training to 100% of its staff providers.
8. Grantee will provide advanced Skill Development Training to 75% of its staff providers.
9. Grantee will administer an annual, comprehensive, anonymous written satisfaction survey to 100% of recipients (provided in the language spoken by the recipients). There will be at least a 30% response rate.

***Service Objectives for Provider Skill Development Training and Supports:***

On an annual basis, the Contractor will meet the following Service Objective:

1. Grantee will provide basic training to 100% of IHSS Registry IPs.
2. Grantee will provide basic and specialized training and/or psycho-educational or other approved supportive services to at least 5% of non-Registry affiliated IPs.
3. Grantee will provide skills refreshers and competency checks to 100% of On-Call Providers.
4. Grantee will develop and/or refresh at least two training modules and/or psycho-educational activities.
5. Grantee will conduct a survey or evaluation to determine satisfaction with IP training and support offerings.

***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 for each contract.

***Outcome Objectives for Contract Mode:***

On an annual basis, the Contractor will meet the following Outcome Objectives:

1. On the annual, comprehensive, anonymous written satisfaction survey of recipients (provided in the language spoken by the recipients), 95% of recipients will indicate the following:
  - a) the Grantee services helped them remain living independently at home
  - b) the Provider regularly arrived on time
  - c) the Provider provided the necessary authorized services
  - d) the Provider responded satisfactorily to recipient requests regarding preferred care methods
  - e) the recipient could communicate to Grantee staff in native language
  - f) the cultural and ethnic needs were met (e.g., food preparation)
  - g) the level of provider supervision and support to recipient was adequate to meet recipient needs
  - h) if the recipient had encountered problems in service delivery, that the problems were resolved in a timely and satisfactory manner.
2. In the annual home care provider evaluations conducted by the Field Supervisors, 95% of recipients rate their Providers quality of work as “good” or “excellent” in the areas of:
  - a) quality of work
  - b) ability to perform all authorized tasks
  - c) relationship to recipient
  - d) communication skills with recipient
  - e) sensitivity to recipient’s needs
  - f) timeliness
3. Quarterly compilation of 20% of home care provider electronic timesheets will show that 95% of recipients received care on-time.

*Outcome Objectives for Provider Skill Development Training and Supports:*

On an annual basis, the Contractor will meet the following Outcome Objectives:

1. 95% of IPs completing basic, specialized skills development training and/or receiving psycho-educational or others supportive services indicate they "agree" or "strongly agree" that the training and/or support received helped them to take better care of their recipients on an evaluation form.
2. Grantee will conduct a survey or evaluation to determine satisfaction with IP training and support offerings. 75% of respondents will state that the trainings and support offered were of interest and were accessible.

## C. Reporting & Compliance Requirements

In all respects the grantee shall comply with Federal, State and City reporting requirements.

### 1. Annual Reporting Requirements:

#### Contract Mode

- a) A Contract Mode Quality Assurance Plan and Report that details annual findings from the ongoing comprehensive quality assurance activities designed to objectively and systematically monitor the quality of IHSS provided to recipients. The report must include proposals for addressing any areas in which Grantee/Contractor did not meet its own standards for the coming year.
- b) A Skill Development Training Plan including curriculum and training goals.
- c) A Skill Development Training Annual Report that describes training provided and results of identified goals

#### Provider Skill Development Training and Supports

- a) A Skill Development Training & Support Plan including curriculum, schedules, staff qualifications, outreach/recruitment plans, evaluation activities and projected and actual attendance of training sessions and support activities.
- b) A Skill Development Training & Support Annual Report that describes training provided and results of student evaluations of trainings received as well as post training skill assessment records.
- c) A Recipient Satisfaction Survey report, including at least the measurements stated in Section VI, Outcome Objectives.

### 2. Quarterly Reporting Requirements:

Quarterly reporting will include data on progress toward each service and outcome objective as required in Section VI, Outcome Objectives.

#### Contract Mode

- a) Grantee/Contractor shall submit a Utilization Management (UM) quarterly report that includes analysis of service utilization trend, rationale of underutilization, and projection of future utilization.

#### Provider Skill Development Training and Supports

- a) IHSS Provider Skills Development Training and Support quarterly report:
  - 1) Subjects covered/Activities Conducted
  - 2) Total hours/number of training/supports provided
  - 3) Total Unduplicated Number of IHSS IPs, On-Call Workers and IHSS Registry IPs who received training and/or support

### **3. Monthly Reporting Requirements:**

#### Contract Mode

Monthly reporting will include a wide range of program information. The following is a list of the information to be reported on a monthly basis. Reports must be submitted via both email and in a format provided by HSA.

- a) Hours Authorized
- b) Hours Served
- c) Client Requested Hours
- d) Lock-Out Hours (client no show or refusal)
- e) Cancelled hours (within control of contractor and beyond control of contractor)
- f) Percentage of authorized hours served
- g) Number of recipients served
- h) Heavy Cleanings performed
- i) Overserved hours (Hours served over IHSS authorized hours)
- j) CMIPS II billing rejects

### **4. CMIPS II Contractor Interface (COIN) Procedure Requirement**

The purpose of the Contractor Interface is to audit contractor invoices and assist with monitoring their performance in providing services to IHSS recipients. The Grantee will produce a file of payroll invoices and submit these invoices electronically into CMIPS II; invoices can be processed after files are created in CMIPS II.

- a) The contracting agency bills the county electronically through CMIPS II for each IHSS recipient's served hours. Each IHSS recipient's case will be billed based on the following period:
  - i. The 1st through 31st due before the 6th of the following calendar month
- b) The invoice processing will result in authorized or rejected records, which will be accessible by the counties through CMIPS II Reports. Authorized hours will be posted in each recipient's CMIPS II case. The CMIPS II County Contractor Invoice screen will show each recipient's updated amount approved for payment, per pay period.
- c) The validated claims are processed for payment and will be posted to the recipient case. The CMIPS II County Contractor Invoice screen for each recipient is updated with the amount approved for payment for each pay period. The error information is reported back to County Contractor Coordinator who will coordinate reconciliation with the Grantee for the next submission pay period.

## **5. SF HSA Mandatory Training and Meeting Requirements**

### Contract Mode

DAAS conducts case conferences on a weekly or as needed basis in its offices at 1650 Mission Street, San Francisco, with its IHSS Grantees. The purposes of these conferences are to discuss:

- a) Service delivery issues about individual recipients; and
- b) Other issues of concern of either SF DAAS and/or the Grantee/Contractor.

Attendance of these meetings is mandatory and all appropriate information and minutes obtained from the meetings must be disseminated to all attendees. The Grantee/Contractor is responsible for maintaining information and minutes from these meetings in its recipient files.

### Contract Mode and Provider Skill Development Training and Supports

It is important to effective and efficient service delivery that the Grantee has a good understanding of State In-Home Supportive Services rules and regulations, as well as local IHSS program policies and procedures. Grantee must designate key management and supervisory staff to attend designated trainings with the DAAS IHSS program and to demonstrate a clear understanding of IHSS regulations, the method by which services are authorized by the San Francisco IHSS program, as well as the DAAS IHSS program's procedures for Contract Mode cases. Trained Grantee staff will be responsible for training other agency staff on IHSS Program regulations and procedures.

DAAS may also require ad hoc, monthly and/or quarterly meetings to discuss on-going operations. Key staff with operational and budget authority must attend and participate in these meetings.

## **6. Quality Assurance Requirements**

### Contract Mode

- a) Grantee must develop an annual written Quality Assurance Program with clearly defined goals, measurements, mechanisms and frequencies of monitoring each year. Grantee will report on this plan annually as stated above. The Quality Assurance Program must include at a minimum standards for the following service delivery elements:
  - i. Rate of turnover of primary Home Care Provider for recipients
  - ii. Home Care Provider training
  - iii. Number of Supervisory visits with recipients per year
  - iv. Rate of ability to match language and cultural needs of recipients
- b) Grantee must develop and implement a Policy and Procedures manual that includes selection protocol and oversight of home care providers to ensure that the home care providers selected are competent in performing IHSS tasks according to the State

mandates. The manual should also include procedures for working with recipients who refuse services, are violent or threatening towards home care providers, and who live in dangerous environments. This manual is to be shared with the County annually. The Grantee must forward any changes in the Policy and Procedures manual to the County.

- c) Grantee must develop and implement a recruitment program that clearly defines short and long term goals in recruiting qualified providers that will meet the needs of a diverse and at-risk population.
- d) Grantee must develop and implement a Grievance Policy and Procedure following HSA policies and listing required steps for a timely communication to HSA of all grievances filed, actions taken to resolve the grievances, the results, and the follow up plans, within a maximum of 30 days of grievances filed by recipients.
- e) Grantee must develop and implement a clearly defined Utilization Management (UM) structure and processes including data collection mechanism, data analysis, executive summary, follow up action plans, and responsible individuals for tracking service hours. The analysis must be conducted on a quarterly basis and, at a minimum, include the trend of service utilization, rationale of underutilization, and projection of future utilization.
- f) Grantee must develop and implement a written Confidentiality Program that complies with HIPPA and other SF City and HSA confidentiality requirements and describe in detail how the confidentiality of recipient information is maintained.
- g) Grantee will develop and implement a Recipient Satisfaction Survey instrument to measure the quality of care received by the recipients on an annual basis. The instrument must be provided in the language spoken by the recipients and include indicators described in Section VI, Outcome Objectives.
- h) Grantee will develop and implement a Home Care Provider Evaluations instrument annually measure the performance of the providers.

## **7. Personal Care Services Program and IHSS Plus Waiver Enrollment**

### Contract Mode

- a) The Grantee will become the enrolled provider in the contract mode for the Personal Care Service Program (PCSP) and IHSS Plus Waiver Enrollment (IPW). This will occur as soon as San Francisco County has a signed enrollment form from the Grantee in its possession. The Grantee shall, at a minimum, certify the following:
  - i. All employees of the grantee are qualified to provide the care authorized;
  - ii. All claims submitted to the San Francisco County for services to recipients of IHSS and provided by the grant, will be provided as authorized for the recipient;

- iii. That payment of the claims will be from federal and/or state funds and that any false statement, claim, or concealment of information may be prosecuted under federal, and/or state laws; and
- iv. That services will be offered and provided without discrimination based on race, religion, color, national or ethnic origin, sex, sexual orientation, age, or physical or mental disability.

**8. Grantee will provide Ad Hoc reports as required by the Department.**

### III. Submission Requirements

#### A. Time and Place for Submission of Proposals

Proposers shall submit one (1) electronic pdf copy of the proposal to 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 5:00 p.m., on **DECEMBER 9, 2019**. 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.**

#### B. Format

For word processing documents, text should be unjustified (i.e., with a ragged-right margin) using a 12 point serif font (e.g., Times Roman, and not Arial), and 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 Agency 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(s) – (use form provided in Section X)

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.

Agencies may apply to one or both program components; however, agencies must submit an annual budget amount request for each program component independently.

##### 3. Minimum Qualifications –up to 3 pages per program component

All agencies submitting proposals for funding must provide a *Minimum Qualifications Narrative* 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 or award of grant. (refer to section IV, Item A)

**4. Contracts (both public and private) –up to 2 pages per program component**

Agencies should submit a statement listing relevant contracts 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, including details and dates. Provide disclosure of any litigation including Respondent, subcontracts, or any principal officers thereof in connection with any contract or grant.

**5. Program Approach –up to 10 pages per program component**

Description of your agency's specific program approach to deliver the services proposed in this RFP.

In addition, please address the following:

- a) Description of your agency's specific program approach to deliver the service components proposed and how this program approach or service model will appropriately address the needs of the target populations in this RFP (be sure to address all applicable items listed in Target Population, Scope of Work, and Service and Outcome Objectives). Describe the linkages that will link clients to services.
- b) Identify the proposed site that will be made available for the target population. Is the facility/site appropriate for the services proposed?
- c) Identify any subcontractors and describe their responsibilities in the delivery of services.
- d) List and explain the specific service and outcome objectives to be accomplished and how they will be measured. Describe methods for data collection, documentation, and reporting on service and outcome objectives.
- e) Describe the proposed model for clients to offer input regarding program design, service delivery and program operations.

**6. Organizational Capacity –up to 5 pages per program component (not including resumes, job descriptions, and letters of reference)** Description of your agency's ability to deliver the services proposed in this RFP.

In addition, please address the following:

1. Staffing Plan – Describe organizational structure and staffing patterns needed to provide the proposed services including program supervision and management. Attach job descriptions and resume of key program staff and clearly identify which staff position they occupy and 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. Clearly identify whether services will be performed by existing staff or by proposed staff.
2. Description of agency experience and staff skills related to working with the identified target population and program design.
3. Service Site Plan – Describe the plan for location and hours of services and how target caseload capacity will be accommodated.
4. Description of staff training plans to ensure services are provided in an efficient manner and service and outcome objectives are being achieved.

**7. Fiscal Capacity (Budget) –up to 5 pages per program component (excluding justification, cost allocation plan and audited financial statement)**

Please refer to the instructions outlined in Section XII and use only HSA approved budget forms. Provide Cost Allocation Plan and current audited financial statements.

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

Discuss your Agency's commitment to cost controls by providing a credible plan as to how your Agency's proposal will be able to operate at the established rate without the need for additional City funding increases outside of City approved cost of doing business increases and/or changes to the Minimum Compensation Rate.

Using the budget forms, please provide the direct expenses for all proposed costs to be supported through this grant for a two-year term. Respondents must also provide a budget narrative that clearly explains the basis for each expense listed on the budget forms.

Discuss planned leveraging of other resources (i.e., fund raising, in-kind contributions, 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. Completed Page Number Form per program component (refer to Section XI)**

**IV. Evaluation and Selection Criteria**

**A. Minimum Qualifications**

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. If required information is complete, but the department determines that the proposer does not meet minimum qualifications, proposer may be deemed non-responsive.

**Contract Mode**

- 3 years of experience in providing in home supportive services to older adults and adults with disabilities

**Provider Skill Development Training and Supports**

- 3 years of experience in providing training to in-home care attendants serving older adults and adults with disabilities

**Contract Mode and Provider Skill Development Training and Supports**

- Respondent must be a certified vendor with the City and County of San Francisco or the ability to become a certified vendor within ten (10) days after notice of intent to award; and
- Demonstrate the willingness and ability to comply with the City contracting requirements set forth in Section VII of this RFP.

**Please note:** Agencies submitting proposals that have previously been contracted by 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.**

Any proposal that does not demonstrate that the proposer meets these minimum requirements by the deadline for submittal of proposals will be considered non-responsive and will not be eligible for award of the contract.

**Screening of Minimum Qualifications**

Each proposal will be reviewed for initial determinations on whether Proposer meets minimum qualifications referenced in **Section IV** of this RFP. Proposals will not be scored during the screening of Minimum Qualifications. This screening is simply a pass or fail determination as to whether the proposer has met the minimum qualifications. A proposal that fails to meet the minimum qualifications will not be eligible for 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. Clarifications are limited exchanges between the City and Proposer for the purpose of clarifying certain aspects of the proposal and will not provide a proposer the opportunity to revise or modify its proposals. Only proposals that meet the minimum qualifications can proceed to the next evaluation phases.

**Please note:** Agencies submitting proposals that have previously been contracted by 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.**

**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.

The RFP contains two service areas and each will be evaluated and scored independently.

**The selection criteria for Contract Mode is as follows:**

Total Possible Points: 100

Program Approach for Contract Mode (45 points)

1. The proposal demonstrates the necessary understanding of the target populations and their needs in order to provide effective services. The proposal provides easily accessible and effectively designed services to target populations and meet their identified needs. (20 points)
2. The proposal clearly identifies specific and realistic services and outcome objectives and how they will be met. This should also include a discussion of specific methods for collection of necessary service utilization and performance outcome and/or customer satisfaction data. (15 points)
3. The proposal provides a model for client input in program design, service delivery, and program operations. (10 points)

Organizational Capacity for Contract Mode (25 points)

1. The respondent clearly demonstrates that it has the organizational infrastructure and administrative/financial capacity to deliver the program as proposed. (10 points)
2. The staff, based on job descriptions and qualifications provided and proposed staffing pattern is adequately trained or skilled to provide the services described. (10 points)
3. The subject matter and types of trainings to be offered to staff providing the services is appropriate to assist staff in delivering quality services. (5 points)

Fiscal Capacity for Contract Mode (30 points)

1. The budget reflects sound, adequate allocation of resources, matching the program components including staffing costs, operating costs and capital costs (as appropriate). Is the budget correct and easy to understand? (10 points)
2. Are the overall costs reasonable, and competitive with other proposals? Are specific costs are reasonable, justified, and competitive? Does the cost allocation support the services as proposed? (10 points)
3. The Respondent's proposal presents a credible plan and commitment to being able to operate their program proposal at the established rate without the need for additional City funding increases outside of City approved cost of doing business increases and/or changes to the Minimum Compensation Rate (10 points)

**The selection criteria for Provider Skill Development Training and Supports is as follows:**

Total Possible Points: 100

Program Approach for Provider Skill Development Training and Supports (45 points)

1. The proposal demonstrates the necessary understanding of the target populations and their needs in order to provide effective services. The proposal provides easily accessible and effectively designed services to target populations and meet their identified needs. (20 points)
2. The proposal clearly identifies specific and realistic services and outcome objectives and how they will be met. This should also include a discussion of specific methods for collection of necessary service utilization and performance outcome and/or customer satisfaction data. (15 points)
3. The proposal provides a model for client input in program design, service delivery, and program operations. (10 points)

Organizational Capacity for Provider Skill Development Training and Supports (25 points)

1. The respondent clearly demonstrates that it has the organizational infrastructure and administrative/financial capacity to deliver the program as proposed. (10 points)
2. The staff, based on job descriptions and qualifications provided and proposed staffing pattern is adequately trained or skilled to provide the services described. (10 points)
3. The subject matter and types of trainings to be offered to staff providing the services is appropriate to assist staff in delivering quality services. (5 points)

Fiscal Capacity for Provider Skill Development Training and Supports (30 points)

1. The budget reflects sound, adequate allocation of resources, matching the program components including staffing costs, operating costs and capital costs (as appropriate). Is the budget correct and easy to understand? (15 points)
2. Are the overall costs reasonable, and competitive with other proposals? Are specific costs are reasonable, justified, and competitive? Does the cost allocation support the services as proposed? (10 points)
3. Respondent's ability to leverage other resources for this program, either from in-kind, and/or external resources. The proposal reflects the effective use of organizational resources/external resources, including leveraged funds, designated exclusively for this program. (5 points)

**V. Pre-proposal Conference and Contract Award**

**A. Pre-Proposal Conference**

Proposers are encouraged to attend a pre-proposal conference on **NOVEMBER 12, 2019** at **1 P.M.** to be held at **1650 Mission St. 3<sup>rd</sup> Floor Policy Room San Francisco, CA 94103**. 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.B.

The Pre-Proposal Conference will begin at the time specified, and company representatives are urged to arrive on time. Topics already covered will not be repeated for the benefit of late arrivals. Failure to attend the Pre-bid Conference shall not excuse the successful Proposer from any obligations of the contract. Written Bid Addendum will execute any change or addition to the requirements contained in this RFP, as a result of the Pre-Proposal Conference. It is the responsibility of the Proposer to check for any RFP Addendums, Q&A postings, and other updates which will be posted on the City's [Bid and Contracts](https://sfcitypartner.sfgov.org/pages/Events-BS3/event-search.aspx) website:  
<https://sfcitypartner.sfgov.org/pages/Events-BS3/event-search.aspx>.

## **B. Contract Award**

The Human Services Agency will select a proposer with whom Agency staff shall commence contract negotiations. Selected proposals will be part of final contracts and will be used as a starting point for contract negotiations. The selection of any proposal shall not imply acceptance by the City of all terms of the proposal, which may be subject to further negotiations and approvals before the City may be legally bound thereby. If a satisfactory contract cannot be negotiated in a reasonable time the Human Services Agency, 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**

Proposers are encouraged to submit written questions before the due date stated in Section I.B. to the individual designated in Section VI.B. 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 **5 P.M., NOVEMBER 14, 2019**.

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

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

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

## **B. Inquiries Regarding RFP**

Inquiries regarding the RFP and all oral notifications of intent to request written modification or clarification of the RFP, must be directed to:

David Kashani  
Contract Manager, GB13  
Office of Contract Management  
San Francisco Human Services Agency  
1650 Mission Street, Suite 300  
San Francisco, CA 94103  
[David.Kashani@sfgov.org](mailto:David.Kashani@sfgov.org)

### **C. Objections to RFP Terms**

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

### **D. Change Notices**

The Department may modify the RFP, prior to the proposal due date, by issuing an Addendum to the RFP, which will be posted on the website. The proposer shall be responsible for ensuring that its proposal reflects any and all Bid Addendum(s) 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 Bid Addendum(s). It is the responsibility of the proposer to check for any Addendum, Questions and Answers, and updates, which will be posted on the City's Bid and Contracts website: <https://sfcitypartner.sfgov.org/pages/Events-BS3/event-search.aspx>.

### **E. Term of Proposal**

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

### **F. Revision of Proposal**

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

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

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

### **G. Errors and Omissions in Proposal**

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

### **H. Financial Responsibility**

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

### **I. 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.

## **J. Sunshine Ordinance**

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

## **K. Public Access to Meetings and Records**

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

## **L. Reservations of Rights by the City**

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

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

#### **M. No Waiver**

No waiver by the City of any provision of this RFP 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 RFP.

#### **N. Local Business Enterprise Goals and Outreach**

Due to county, federal and state funding for these services, LBE bid discounts will not be used in this RFP

### **VII. Contract Requirements**

#### **A. Standard Contract Provisions**

The successful proposer will be required to enter into a contract substantially in the form of the Agreement for Professional Services. Failure to timely execute the contract, or to furnish any and all insurance certificates and policy endorsement, surety bonds or other materials required in the contract, shall be deemed an abandonment of a contract offer. The City, in its sole discretion, may select another firm and may proceed against the original selectee for damages.

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

#### **B. Nondiscrimination in Contracts and Benefits**

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

#### **C. Minimum Compensation Ordinance (MCO)**

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

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

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

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

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

If the contract is for more than \$50,000, then the First Source Hiring Program (Admin. 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 <http://www.workforcedevelopmentsf.org/> and from the First Source Hiring Administrator, (415) 401-4960.

#### **F. Conflicts of Interest**

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

Individuals who will perform work for the City on behalf of the successful proposer might be deemed consultants under state and local conflict of interest laws. If so, such individuals will be required to submit a Statement of Economic Interests, California Fair Political Practices

Commission Form 700, to the City within ten calendar days of the City notifying the successful proposer that the City has selected the proposer.

## **G. Insurance Requirements**

1. **Types and Amounts of Coverage.** Without limiting Grantee's liability, Grantee shall maintain in force, during the full term of the grant agreement, insurance in the following amounts and coverages:

- (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, and

- (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 grant 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.

Grantees 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:

- (1.) 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;

- (2.) Network security liability arising from the unauthorized access to, use of, or tampering with computers or computer systems, including hacker attacks; and

- (3.) 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, Grantee 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, Grantee 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, Grantee 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 Grantee hereunder.

8. **Insurance for Subcontractors and Evidence of this Insurance.** If a subcontractor will be used to complete any portion of this agreement, the grantee 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 grantee 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.

**H. Compliance with Other Laws.** Grantee 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 grant Agreement and shall at all times comply with such Charter codes, ordinances, and regulations rules and laws.

**I. DAAS Policy Manuals and Memoranda**

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

**VIII. Protest Procedures**

**A. Protest of Non-Responsiveness Determination**

Within five working days of the City's issuance of a notice of non-responsiveness, any firm that has submitted a proposal and believes that the City has incorrectly determined that its proposal is non-responsive may submit a written notice of protest. Such notice of protest must be received by the City on or before the fifth working day following the City's issuance of the notice 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 protest must be signed by an individual authorized to represent the proposer, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the City to determine the validity of the protest.

**B. Protest of Non-Responsible Determination**

Within five working days of the City's issuance of a notice of a determination of non-responsibility, a vendor that would otherwise be the lowest responsive proposer may submit a written notice of protest. The vendor will be notified of any evidence reflecting upon their responsibility received from others or adduced as a result of independent investigation. The vendor will be afforded an opportunity to rebut such adverse evidence, and will be permitted to

present evidence that they are qualified to perform the contract. Such notice of protest must be received by the City on or before the fifth working day following the City's issuance of the notice of non-responsibility. The notice of protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The protest must be signed by an individual authorized to represent the proposer, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the City to determine the validity of the protest.

### **C. Protest of Contract Award**

Within ten calendar days of the City's issuance of a notice of intent to award the contract, any firm that has submitted a responsive proposal and believes that the City has incorrectly selected another proposer for award may submit a written notice of protest. Such notice of protest must be received by the City on or before the tenth calendar day after the City's issuance of the notice of intent to 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 protest must be signed by an individual authorized to represent the proposer, and must cite the law, rule, local ordinance, procedure or RFP provision on which the protest is based. In addition, the protestor must specify facts and evidence sufficient for the City to determine the validity of the protest.

### **D. Delivery of Protests**

All protests must be received by the due date. If a protest is mailed, the protestor bears the risk of non-delivery within the deadlines specified herein. Protests should be transmitted by a means that will objectively establish the date the City received the protest. Protests or notice of protests made orally (e.g., by telephone) will not be considered. Protests must be delivered to:

Executive Director  
Human Services Agency  
P.O. Box 7988  
San Francisco, CA 94120

## IX. Standard Forms

### A. How to become Eligible to Do Business with the City:

Before the City can award any award any contract to a contractor, all vendors must meet the minimum requirements described below. There may be additional requirements placed upon a vendor depending on the type of good or service to be purchased.

### B. Mandatory Forms:

At a minimum, in order to become eligible to do business with the City, a vendor must submit the following documents to the Vendor Support Division via the City’s supplier portal located at <https://sfcitypartner.sfgov.org/> :

1. [Vendor Application Packet](#) (includes *New Vendor Number Request Form* and *IRS Form W-9*)
2. [CCSF Vendor - Business Registration \(Electronic Submission - you must have a vendor number to complete\)](#)
3. [CMD 12B-101 Declaration](#) of Nondiscrimination in Contracts and Benefits

### C. Vendor Eligibility and Invoice Payment:

Vendors must have a City-issued vendor number, have all compliance paperwork submitted and approved by the City, and have an executed contract or purchase order before payments can be made. Once a vendor number has been assigned, an email notification will be provided by the City's Vendor File Support Division. This notification will include instructions on how to sign up to receive payments through the City's supplier portal located at <https://sfcitypartner.sfgov.org/> .

### D. Vendor Eligibility Forms:

<u>Form</u>	<u>Purpose/Info</u>	<u>Routing</u>
<a href="#">CCSF Vendor - Business Registration (Electronic Submission - you must have a vendor number to complete)</a>	This declaration is required for city vendors to determine if you are required to obtain a Business Registration Certificate.	<a href="https://sfcitypartner.sfgov.org/">https://sfcitypartner.sfgov.org/</a>
<a href="#">Declaration of Nondiscrimination in Contracts and Benefits with supporting documentation</a> (Form CMD-12B-101)	This Declaration is used by the City’s Contract Monitoring Division to determine if a vendor offers benefits to employees. When a vendor offers benefits, it must be verified that all benefits, including insurance plans and	<a href="https://sfcitypartner.sfgov.org/">https://sfcitypartner.sfgov.org/</a>



	leaves, are offered equally to employees with spouses and employees with domestic partners. For more information and assistance, please visit the City Administrator's <b>Contract Monitoring Division Equal Benefits</b> web page.	
<a href="#">Vendor Profile Application</a>	Includes New Vendor Number Request Form and IRS Form W-9.	<a href="https://sfcitypartner.sfgov.org/">https://sfcitypartner.sfgov.org/</a>

**E. Supplemental Forms:**

<b>Form:</b>	<b>Required If:</b>
Minimum Compensation Ordinance (MCO) Declaration ( <a href="#">pdf</a> )	You have at least \$25,000 (\$50,000 for non-profit organizations) in cumulative annual business with a City department or departments and have more than 5 employees, including employees of any parent, subsidiaries and subcontractors.
Health Care Accountability Ordinance (HCAO) Declaration ( <a href="#">pdf</a> )	You have at least \$25,000 (\$50,000 for non-profit organizations) in cumulative annual business with a City department or departments and have more than 20 employees (more than 50 employees for nonprofit organizations), including employees of any parent, subsidiaries or subcontractors.
Insurance Requirements ( <a href="#">pdf</a> )	The solicitation requires the successful proposer to demonstrate proof of insurance.
Payment (Labor and Material) Bond ( <a href="#">pdf</a> )	The solicitation requires the awarded vendor to post a Payment (Labor and Material) bond.
Performance Bond ( <a href="#">pdf</a> )	The solicitation requires the awarded vendor to post a Performance bond.
Local Business Enterprise Program Application ( <a href="#">Contract Monitoring Division</a> )	You desire to participate in the City's Local Business Enterprise Program which helps certain financially disadvantaged businesses increase their ability to compete effectively for City contracts

For further guidance, refer to the City's supplier training videos that are located online at:  
<https://sfcitypartner.sfgov.org/> .

**X. San Francisco Human Services Agency RFP Cover Page**

NAME OF ORGANIZATION(S): \_\_\_\_\_

ADDRESS: \_\_\_\_\_

DIRECTOR: \_\_\_\_\_

PHONE/FAX#: \_\_\_\_\_

EMAIL: \_\_\_\_\_

FEDERAL EMPLOYER #: \_\_\_\_\_

\*Agencies may apply to one or both program components; however, agencies must submit a page number form and an annual budget amount request for each program component independently.

**CONTRACT MODE**

ANNUAL AMOUNT(S) REQUESTED: \$ \_\_\_\_\_

**PROVIDER SKILLS TRAINING & SUPPORTS**

ANNUAL AMOUNT(S) REQUESTED: \$ \_\_\_\_\_

I understand that the San Francisco Human Services Agency (SFHSA) 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 [David.Kashani@sfgov.org](mailto:David.Kashani@sfgov.org) and [HSARFP@sfgov.org](mailto:HSARFP@sfgov.org)

**XI. San Francisco Human Services Agency 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.

<b>Evaluation and Selection Criteria for Contract Mode</b>		
	<b>Minimum Qualifications</b>	Page Number(s)
M1.	3 years of experience in providing in home supportive services to older adults and adults with disabilities	
M2.	Respondent must be a certified vendor with the City and County of San Francisco or the ability to become a certified vendor within ten (10) days after notice of intent to award; and	
M3.	Demonstrate the willingness and ability to comply with the City contracting requirements set forth in Section VII of this RFP	
<b>Program Approach for Contract Mode (45 points)</b> Demonstrate understanding of the project and the tasks to be performed.		
A1.	The proposal demonstrates the necessary understanding of the target populations and their needs in order to provide effective services. The proposal provides easily accessible and effectively designed services to target populations and meet their identified needs. (20 points)	
A2.	The proposal clearly identifies specific and realistic services and outcome objectives and how they will be met. This should also include a discussion of specific methods for collection of necessary service utilization and performance outcome and/or customer satisfaction data. (15 points)	
A3.	The proposal provides a model for client input in program design, service delivery, and program operations. (10 points)	
<b>Organizational Capacity for Contract Mode ( 25 points)</b> Demonstrate expertise of the organization necessary to complete the tasks, including quality of recently completed projects that meet the requirements and adhere to schedules. Demonstrate appropriate experience, professional qualifications and education of staff assigned to the project, a realistic description of the tasks to be performed by each staff person, reasonable workload and work schedule, staff availability, and accessibility.		
B1.	The respondent clearly demonstrates that it has the organizational	

	infrastructure and administrative/financial capacity to deliver the program as proposed. (10 points)	
B2.	The staff, based on job descriptions and qualifications provided and proposed staffing pattern is adequately trained or skilled to provide the services described. (10 points)	
B3.	Is the subject matter and types of trainings to be offered to staff providing the services appropriate to assist staff in delivering quality services? (5 points)	
	<b>Fiscal Capacity ( 30 points)</b>	
C1.	The budget reflects sound, adequate allocation of resources, matching the program components including staffing costs, operating costs and capital costs (as appropriate). Is the budget correct and easy to understand? (10 points)	
C2.	Are the overall costs reasonable, and competitive with other proposals? Are specific costs are reasonable, justified, and competitive? Does the cost allocation support the services as proposed? (10 points)	
C3.	The Respondent's proposal presents a credible plan and commitment to being able to operate their program proposal at the established rate without the need for additional City funding increases outside of City approved cost of doing business increases and/or changes to the Minimum Compensation Rate. (10 points)	

<b>Evaluation and Selection Criteria for Provider Skill Development Training and Supports</b>		
	<b>Minimum Qualifications</b>	Page Number(s)
M1.	3 years of experience in providing training to in-home care attendants serving older adults and adults with disabilities	
M2.	Respondent must be a certified vendor with the City and County of San Francisco or the ability to become a certified vendor within ten (10) days after notice of intent to award; and	
M3.	Demonstrate the willingness and ability to comply with the City contracting requirements set forth in Section VII of this RFP	
<b>Program Approach for Provider Skill Development Training and Supports (45 points)</b> Demonstrate understanding of the project and the tasks to be performed.		
A1.	The proposal demonstrates the necessary understanding of the target populations and their needs in order to provide effective services. The proposal provides easily accessible and effectively designed services to target populations and meet their identified needs. (20 points)	
A2.	The proposal clearly identifies specific and realistic services and outcome objectives and how they will be met. This should also include a discussion of specific methods for collection of necessary service utilization and performance outcome and/or customer satisfaction data. (15 points)	
A3.	The proposal provides a model for client input in program design, service delivery, and program operations. (10 points)	
<b>Organizational Capacity for Provider Skill Development Training and Supports (25 points)</b> Demonstrate expertise of the organization necessary to complete the tasks, including quality of recently completed projects that meet the requirements and adhere to schedules. Demonstrate appropriate experience, professional qualifications and education of staff assigned to the project, a realistic description of the tasks to be performed by each staff person, reasonable workload and work schedule, staff availability, and accessibility.		
B1.	The respondent clearly demonstrates that it has the organizational infrastructure and administrative/financial capacity to deliver the program as proposed. (10 points)	
B2.	The staff, based on job descriptions and qualifications provided and proposed	

	staffing pattern is adequately trained or skilled to provide the services described. (10 points)	
B3.	Is the subject matter and types of trainings to be offered to staff providing the services appropriate to assist staff in delivering quality services? (5 points)	
	<b>Fiscal Capacity ( 30 points)</b>	
C1.	The budget reflects sound, adequate allocation of resources, matching the program components including staffing costs, operating costs and capital costs (as appropriate). Is the budget correct and easy to understand? (15 points)	
C2.	Are the overall costs reasonable, and competitive with other proposals? Are specific costs are reasonable, justified, and competitive? Does the cost allocation support the services as proposed? (10 points)	
C3.	Respondent's ability to leverage other resources for this program, either from in-kind, and/or external resources. The proposal reflects the effective use of organizational resources/external resources, including leveraged funds, designated exclusively for this program. (5 points)	

## XII. San Francisco Human Services Agency 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>, enter 852 in event name, click search, then click the link for RFP 852, and then click '[See Attachments](#)' under Bid Package.

The following spreadsheet is in Excel. There are 5 pages in the budget (in addition to the budget justification), as follows: Budget Summary, Healthcare Providers Salaries and Benefits Detail, Administration Staff Salaries and Benefits Detail, Operating Expense Detail, Capital Expenditure Detail.

Please note the Salaries and Benefits, Operating Expense and Capital Expenditure are direct costs and must be clearly and easily attributable to a specific program.

The Budget Justification is a narrative, which provides the detailed information and calculations supporting the amount allocated for each budget line item. There is no form provided for the Budget Justification. Please detail all mathematical computations for each line item. Show how the total dollar amount was derived, e.g., the annual salary for each position multiplied by the FTE, 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 full-time equivalent (FTE), the percentage of FTE allocated to the activity, the salary per month, the salary per annum, and the mathematical computation used to arrive at the total dollar amount.

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.

If applicable, attach a separate detailed Subcontracting budget using the standard HSA format if there is a Subcontractor arrangement made under the terms of the contract. 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 Operating Expense Detail sheet under the Subcontractor section.

Indirect rates are not allowable on subcontractor indirect expenditures, capital expenditures, aid payments, other 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. If an organization is uncertain whether indirect costs can be applied to a particular expense, it should consult with the HSA Contract Manager.

**These guidelines provide general information. If further clarification or technical assistance is required, consult your HSA Office of Contract Management Contract Manager.**