



# City and County of San Francisco

**Department of Homelessness and Supportive Housing (HSH) Request for Proposals (RFP) for RFP#HSH2023-139 (RFP #139) – San Francisco Homeless Outreach Teams (SFHOT) Services**  
**Contact: Rachel Garcia | [HSHProcurements@sfgov.org](mailto:HSHProcurements@sfgov.org)**

## Summary

The City and County of San Francisco (City) Department of Homelessness and Supportive Housing (HSH) invites Proposals from qualified suppliers to provide San Francisco Housing Outreach Teams services including Outreach and Case Management to unsheltered persons throughout San Francisco.

## Schedule<sup>1</sup>

|  |  |
|--|--|
| RFP Issued                             | Friday April 7, 2023   |
| <a href="#">Preproposal Conference</a> | Friday April 14, 2023<br>10:30am – 11:30 am<br>Teams Meeting ID: 262 379 773 727<br>Passcode: VVpuGU<br>Call In Info: <a href="tel:415-906-4659">415-906-4659</a> , <a href="tel:980042855">980042855</a> #<br>Phone Conference ID: 980 042 855# |
| Deadline for Written Questions         | Friday April 14, 2023  |
| Answers and Clarifications Published   | Friday April 21, 2023  |
| <b>Deadline to Submit Proposals</b>    | <b>Wednesday May 17, 2023, by 2:00 pm</b>  |
| Oral Presentation/Interview            | Tuesday June 20, 2023  |
| Intent to Award Notification           | Tuesday June 27, 2023  |
| Agreement Commence                     | December 1, 2023   |

## Limitation on Communications

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

## Appendices

- Appendix 1: Application Template
- Appendix 2: Budget Proposal Template

## Attachments

- Attachment 1: City’s Proposed Agreement Terms
- Attachment 2: Proposer Questionnaire and References
- Attachment 3: HCAO and MCO Declaration Forms

<sup>1</sup> Dates are subject to change. Check the HSH website for latest schedule at <http://hsh.sfgov.org/overview/procurements/>.

Attachment 4: First Source Hiring Form

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## I. INTRODUCTION

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### A. Intent

The City and County of San Francisco (City) Department of Homelessness and Supportive Housing (HSH) is responsible for the Homelessness Response System (HRS), which addresses homelessness and serves individuals experiencing homelessness. One of HSH's many services is to procure, create, and manage grants and contracts with community-based organizations to advance HSH's mission of making homelessness rare, brief, and one-time.

The intent of this RFP is to invite Proposals from qualified suppliers (Proposers/Applicants) to provide San Francisco Homeless Outreach Team (SFHOT) services to unsheltered adults, youth, and families. HSH seeks a qualified Proposer who can demonstrate experience and expertise in providing field-based Outreach and Case Management Services to unsheltered persons throughout San Francisco. Any organization that wishes to provide Outreach and/or Case Management Services must apply under this procurement. This includes all organizations that are currently providing such services and those that wish to do so in the future.

HSH shall award one contract to the Proposer that meets the Minimum Qualifications of this Solicitation and whose Proposal receives the highest-ranking scores. The awarded Contractor is expected to provide all services described either directly or through a subcontractor, as listed in this RFP, and in compliance with the funding requirements. Proposers are required to subcontract Encampment Resolution Team (ERT) services and may additionally subcontract any other portion of the work included in each service component, but HSH will only enter into a single agreement with the prime/lead Contractor.

### B. Anticipated Agreement Terms

A contract awarded pursuant to this Solicitation shall be non-exclusive with an original term of five years. The City at its sole, absolute discretion, shall have the option to extend the term for an additional term of five years, for a total of ten years.

### C. Anticipated Amount Available

A contract awarded pursuant to this procurement shall have a not-to-exceed ("NTE") amount of \$8,800,000 annually. Should the contract be extended, the NTE may proportionally increase as well.

Any contracts that result from this RFP process will be prorated for the Fiscal Year (FY) at the contract start date and will be reimbursed based on actual costs.

### D. Cooperative Agreement

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

### E. Terms and Acronyms used in this RFP

| Term                 | Definition   |
|----------------------|--|
| Agreement            | Refers to the City's standard terms and conditions, scope of work, and budget for City-funded grants (G-100) for services directly benefiting the public, or contracts for professional services or products (P-600 or P-500) benefitting the City or its Departments. |
| Applicant/Proposer   | Any entity submitting an Application in response to this RFP.  |
| Application/Proposal | A response to this RFP detailing how a Proposer will meet the requirements of this RFP.  |

| <b>Term</b>            | <b>Definition</b>   |
|------------------------|---|
| BEST Team              | The Bridge and Engagement Services Team is operated by the SF Department of Public Health and provides time-limited, focused, and phased interventions to support clients in transitioning to ongoing behavioral health care and supports.  |
| City                   | City refers to the City and County of San Francisco.  |
| Contract               | A legal agreement between HSH and a nonprofit or for-profit service provider.   |
| Coordinated Entry (CE) | Coordinated Entry is the front door to the HRS and is designed to assess, prioritize, and match people experiencing homelessness to housing opportunities.  |
| CTI                    | Critical Time Intervention is a time-limited evidence-based practice that mobilizes support for society's most vulnerable individuals during periods of transition.   |
| DEM                    | San Francisco Department of Emergency Management  |
| DPH                    | San Francisco Department of Public Health   |
| Encampments            | Encampments are places with one or more tents, vehicles, or structures. Structures are made of a variety of objects to create space for people to sleep. Large Encampments have 6+ tents, vehicles, or structures in one place.   |
| ERT                    | Encampment Resolution Team  |
| FTE                    | Full Time Equivalent. FTEs are based on a 40-hour work week or 2080 hours annually.   |
| FY                     | Refers to the City's fiscal year, which begins on July 1 and ends on June 30 of the following year.   |
| HRS                    | HSH's Homelessness Response System which includes six core components including Outreach, Coordinated Entry, Housing, Problem Solving, Temporary Shelter and Crisis Interventions, and the Housing Ladder Program.  |
| HSH                    | The Department of Homelessness and Supportive Housing is the City and County of San Francisco agency responsible for the Homelessness Response System (HRS) and is also referred to as HSH. The HRS is the overall network of services to address homelessness and serve individuals experiencing homelessness. The goal of this system is to prevent homelessness when possible and to make it rare, brief, and one-time. Core components of the HRS include Coordinated Entry, Street Outreach, Problem Solving, Temporary Shelter, Housing, and Housing Ladder programs. |
| HSOC                   | Healthy Streets Operation Center (HSOC) is a cross-departmental initiative to coordinate the City & County of San Francisco's response to homeless encampments and behaviors that impact the quality of life in public spaces.  |
| NTE                    | Not-to-exceed amount. Proposer's budget must be within NTE.   |
| ONE System             | Online Entry Navigation System is the data system used for all housing and services to people experiencing homelessness in San Francisco. The ONE System is a participant-level database that is used system-wide to track all HSH related services and housing placements.   |
| PATH                   | Projects for Assistance in Transition for Homelessness (PATH), funded by the U.S. Department of Health and Human Services. PATH funds   |

| <b>Term</b> | <b>Definition</b>  |
|-------------|--|
|             | community-based outreach, mental health and substance abuse referral/ treatment, case management and other support services, as well as a limited set of housing services for adults who are homeless or at imminent risk of homelessness and have a serious mental illness. |
| REC         | San Francisco Recreation and Parks Department  |
| RFP         | Request for Proposals  |
| SCRT        | The Street Crisis Response Team (SCRT) is a collaborative, field-based service that provides timely care and reduces the need for police to serve as the primary responder for people suffering from mental health crises on the street.                                     |
| SF311       | San Francisco 311 is the primary customer service center for San Francisco.  |
| SFFD        | San Francisco Fire Department  |
| SFPD        | San Francisco Police Department  |
| SFMTA       | San Francisco Municipal Transportation Agency Parking Enforcement  |
| TAY         | Transitional Age Youth. An individual between 18 and 24 who is experiencing homelessness. These individuals often have specialized needs, different from those of families or adults, that must be considered when/ designing programs and services.                         |

**F. Funding Sources**

The sources of funding for services provided under this RFP will depend on the service component and may include state funding, federal funding, and local funds. Payment for all services provided in accordance with provisions under this RFP shall be contingent upon the availability of funds for providing these services. The City shall not be required to provide any definite units of service, nor does the City guarantee any minimum amount of funding for the services described in this RFP.

**G. Delivering Services with Equity**

HSH seeks to become an institution that represents the diversity of the communities we serve and fosters a more diverse, equitable, and inclusive (DEI) culture that recognizes and creates belonging for everyone in our Homeless Response Systems across all work functions, levels, and services.

DEI is the foundation upon which HSH engages and assists those we serve, builds relations with those who provide services on HSH’s behalf, and infuses the values and beliefs that enable colleagues and contractors to develop their potential and bring their full selves to the work to end homelessness in the city and county of San Francisco.

HSH envisions outcomes where racial disparity gaps in homelessness are closed, and the HRS is structured to benefit, and not further marginalize and harm, the Black, Indigenous, and people of color (BIPOC), lesbian, gay, bisexual, and queer (LGBTQ+), and Differently-abled communities. HSH’s mission will inform the policies, procedures, and program development that end cycles of homelessness for unsheltered and at-risk communities through equitable access to housing opportunities.

COVID-19 has heightened the historic and continuing impact of anti-Blackness and white supremacy, and of homophobia and anti-trans bias, have led to vastly disproportionate levels of homelessness for communities of color, LGBTQ+, gender non-conforming, and transgender persons. Thus, equity must be the foundational consideration in everything HSH does and is working to bring an equity lens to the forefront of all its planning and actions.

HSH providers extend the department's reach into the community. It is HSH's vision that all services funded by HSH further the department's mission and reflect its values, including the commitment to more equitable outcomes for BIPOC individuals experiencing homelessness in San Francisco. HSH is seeking to partner with providers who demonstrate a deep understanding of and focus on racial equity to achieve different outcomes in the communities HSH serves and pay close attention to those who are often excluded. All Proposers for HSH funding will be evaluated in part based on the Proposer's ability to articulate and demonstrate how it will operationalize a commitment to racial equity. Awarded proposer(s) shall demonstrate the ability to conduct equity-focused data analyses and use feedback from the served population to enhance services.

#### **H. Delivering Services Using a Housing First Approach**

The awarded Contractor shall adhere to Housing First principles found in [California Welfare and Institutions Code Section 8255](#) and follow the processes agreed upon by Contractor, HSH, property owner, housing subsidy administrators, funding regulations, fair housing laws, and/or other entities involved with referrals. Housing First is an evidence-based model that uses housing as a tool, rather than a reward, for recovery and that centers on providing or connecting homeless people to permanent housing as quickly as possible. Housing First providers offer services as needed and requested on a voluntary basis and that do not make housing contingent on participation in services.

Under Housing First, clients are offered shelter, housing, and supportive services regardless of their sobriety or use of substances, completion of treatment, or participation in services. Clients must not be refused housing, shelter or services based on poor credit or financial history, poor or lack of rental history, criminal convictions unrelated to tenancy, or behaviors that indicate a lack of "housing readiness."

#### **I. Overdose Prevention in the Homelessness Response System**

The primary way that HSH promotes harm reduction and overdose prevention throughout the HRS is to include, rather than exclude, substance users from services. For many years, housing was treated as an award for compliance with social standards, including sobriety. This approach left substance users out on the streets and did not provide access to the resources often needed to reduce drug use and overdose through housing or other services. Consistent with the State of California's Housing First Principles found in the California Welfare and Institutions Code Section 8255, housing providers must accept enrollees into their programs regardless of their sobriety or use of substances, completion of treatment, participation in services, or other behaviors presumed to indicate a lack of "housing readiness."

All HSH-funded programs across the HRS are committed to serving and being accessible to people using substances. The Department provides dedicated support services through outreach, shelter, and housing to mitigate harmful behaviors stemming from substance use and to help stabilize people within HSH's programs.

Additionally, to help the most vulnerable people experiencing homelessness access long-term stabilizations and exits from homelessness, HSH has included a substance use disorder as one of the vulnerabilities assessed through Coordinated Entry (CE) to determine housing prioritization status.

The agreement awarded as a result of this solicitation will incorporate requirements of the Department's Overdose Prevention Policy, as required by Administrative Code Section 15.17. For additional information, please refer to the HSH Overdose Prevention Policy<sup>2</sup>.

<sup>2</sup> <https://hsh.sfgov.org/wp-content/uploads/2023/01/HSH-Overdose-Prevention-Policy-2022-Update.pdf>



## II. BACKGROUND

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SFHOT is the front door to the HRS providing field-based outreach to unsheltered individuals and giving them access to the HRS. SFHOT services are provided Citywide in collaboration with various City departments including Department of Public Health (DPH), Department of Emergency Management (DEM), Police Department (SFPD), Fire Department (SFFD), Municipal Transportation Agency Parking Enforcement (SFMTA), and Recreation and Parks Department (REC) to address street conditions in San Francisco.

The primary SFHOT activities include placing clients in the temporary shelter system; performing CE housing assessments; connecting clients to housing-focused Case Management Services and other Case Management Services as appropriate; connecting clients to clinical services through DPH, distributing hygiene kits and available resources; and entering unregistered clients in the HSH Online Entry Navigation System (ONE) and other database systems as directed by HSH.

The goals of SFHOT are to:

- Improve shelter placement outcomes of those who are unsheltered;
- Ensure that those living in streets, tents, structures, cars and other vehicles have access to available services and resources;
- Ensure that families, adults, and youth experiencing homelessness have access to the Coordinated Entry system and the HRS;
- Provide sustained, relationship-based, housing-focused case management and housing navigation services to the most vulnerable clients until they are successfully housed;
- Provide supplies and wellness checks to unsheltered persons during emergency activation such as inclement weather; and
- Deescalate crises in the streets to reduce unnecessary emergency room visits.

HSH also contributes a licensed civil service staff (clinician) to support with clinical assessments and shelter or housing placements. The clinician also leads support groups for the SFHOT Outreach and Case Management staff to debrief challenging situations that may occur in the field to mitigate the impacts of vicarious trauma. The HSH clinician supports in guiding SFHOT operations and ensuring alignment with HSH's strategies and goals.

To meet emerging needs, HSH has initiated this RFP to provide Citywide SFHOT services through field-based Outreach and Case Management Services. HSH, in collaboration with other City departments, has updated the SFHOT model and staffing plan to better serve unsheltered persons throughout San Francisco. This includes increasing capacity to provide SFHOT services and distinguishing SFHOT Outreach and Case Management Services from Encampment Resolution Teams and the additional requirement for Proposers to subcontract for the latter.

## III. SERVED POPULATION

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SFHOT services are available to unsheltered adults, youth, and families experiencing acute homelessness. The Outreach Program works to engage and stabilize the most vulnerable individuals experiencing homelessness by connecting them to available and appropriate resources.

HSH uses the Point in Time (PIT) count as the most accurate estimate for the demographic profile of persons who are living unsheltered in San Francisco. According to the most recent PIT conducted in February 2022, there were 4,397 people unsheltered in San Francisco. Below are the demographic profiles of unsheltered individuals included in the PIT:

- Most are between 18 to 60 years of age;
- 34% identify as female, 58% as male, 4% as transgender, 4% as other;
- 59% have been unsheltered for one year or more;

- 38% have Post Traumatic Stress Disorder (PTSD);
- 36% have a psychiatric or emotional condition;
- 23% have a physical disability;
- 22% have been in foster care; and
- 11% have Acquired Immunodeficiency Syndrome (AIDS) or Human Immunodeficiency Virus (HIV) related illness.

As of February 2022, it is estimated that there were 205 homeless family households (605 people in families), of which 27 family households (76 people in family households) were unsheltered.

#### **IV. SCOPE OF WORK**

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The description below outlines the key program elements and services the awarded Contractor will provide. Applicants should use this description when designing their proposed programs. However, Applicants may suggest modifications and/or additions that will, in their estimation, make the project more feasible or effective. Applicants may also propose that they subcontract one or more elements of their project to other Contractors, provided that those partners have been identified and described in the submission.

The awarded Contractor shall provide the following services for all served populations, unless otherwise specified below.

##### **A. Outreach**

SFHOT services are provided throughout San Francisco to respond to emerging needs and work in collaboration with other departments to engage unsheltered individuals. Outreach includes conducting field-based outreach to support and engage unsheltered individuals throughout San Francisco in accessing shelter, housing, and other City services, as well as to distribute hygiene kits and resources. Outreach teams refer individuals to temporary shelter and/or other services such as medical and behavioral health care services. They also act as a CE Mobile Access Points for families, Transitional Age Youth (TAY), and adults, conducting CE intakes, creating ONE profiles for consenting and eligible clients, performing Housing Primary Assessments, connecting the most vulnerable clients to SFHOT Case Management for housing navigation services, and referring other unsheltered clients to CE Access Points for housing navigation support and problem-solving services.

The majority of SFHOT Full Time Equivalent (FTE) shall be allocated to Outreach staff. Outreach services shall be provided by District Teams and Multi-Disciplinary Teams (described in detail below) in collaboration with other City service providers and departments. Outreach staff leadership will set the workflow and may have to support staff in identifying areas to conduct targeted outreach within their specific district. Outreach staff may receive requests or referrals to conduct outreach in specific areas which may also involve locating high-need participants in the community. Outreach staff will distribute hygiene kits to unsheltered persons.

During inclement weather, the awarded Contractor shall ensure Outreach Teams provide wellness checks and distribute supplies to unsheltered individuals. Wellness checks will include checking for hyperthermia or hypothermia; distributing blankets, masks, water, hand sanitizer, and/or ponchos depending on the weather; and supporting individuals in staying hydrated during hot weather and keeping warm during cold weather. Outreach staff will conduct housing assessments and refer clients who meet the appropriate criteria to Case Management services. Individuals must have an active housing assessment to be referred to Case Management services.

Applicants shall propose their plan for providing outreach services including staffing, supervision, and proposed practice models. Proposers should maintain a staffing structure that meets the minimum FTEs included in the descriptions of teams below while being flexible to meet new or emerging outreach needs as identified by the City. The awarded Contractor should be prepared to adjust and reallocate SFHOT staff and resources to respond to these needs under the direction of HSH.

## **1. Neighborhood-based Outreach Teams**

### **a. District Teams**

The SFHOT program model currently includes 10 outreach teams to serve eight San Francisco district areas<sup>3</sup> (District Teams). Contractor shall designate one team to each of the eight district areas, one additional team for Bayview and Ingleside, and a team to work primarily in San Francisco parks for a total of 10 Outreach Teams. Each District Team consists of 2.0 FTE Street Outreach staff.

District Teams provide broad-based outreach to approximately 4,400 unsheltered individuals in all neighborhoods of the City, with the goal of providing necessities, crisis services, shelter placement and connections to the larger homelessness response and public health systems of care.

District Teams will work in assigned districts and respond to requests from multiple sources such as San Francisco 311 (SF311), Healthy Streets Operation Center (HSOC), San Francisco Mayor's Office, San Francisco Board of Supervisors, the HSH Housing Placement Team, and/or SFHOT client voicemail. Outreach staff will return calls and make efforts to locate clients in the community and offer SFHOT services in line with the HRS. SFHOT will partner with DPH's Street Medicine program on a regular basis to link people experiencing homelessness with medical services. Street Medicine is a City program that provides street-based, low-barrier outreach, engagement, and care for unsheltered people experiencing homelessness. Nurses from Street Medicine accompany at least one SFHOT District Team weekly to provide street-based medical care. SFHOT will also partner with the Bridge and Engagement Services Team (BEST), which is also operated by DPH and provides time-limited, focused, and phased interventions to support clients in transitioning to ongoing behavioral health care and accessing supports.

The District Team assigned to City parks will collaborate closely with REC to provide outreach services to people experiencing homelessness while living in San Francisco's parks. Park Rangers will communicate with the SFHOT Recreation and Parks Outreach Team when they have identified unsheltered people on park property who need assistance. The SFHOT Recreation and Parks Outreach Team will respond within 48 hours and make at least three attempts to locate and offer outreach services. The team will also go into parks where there are unsheltered people frequently residing.

The awarded Contractor shall provide outreach services year-round from 6:30 am to 7:00 pm on weekdays and from 8:30 am to 7:00 pm on weekends, excluding holidays. Applicants may propose an alternative Districts Teams schedule with rationale in their bid submission. Proposers shall allocate a minimum of 20.0 FTE District Team Outreach staff to be assigned to specific District Teams.

<sup>3</sup> Districts are distinguished by neighborhoods as follows: (1) Mission, (2) Bayview, (3) Tenderloin, (4) Northern, (5) Central, (6) Southern, (7) Park, and (8) Richmond and Taraval; plus an additional District Team for (9) Bayview and Ingleside and a District Team specifically for (10) San Francisco Recreation and Parks.

## **2. Multidisciplinary Outreach Teams**

SFHOT Outreach staff work in partnership with various City departments and service providers to provide multidisciplinary support services to persons experiencing homelessness. Outreach workers play a key role in these teams providing CE assessments and making housing placements.

### **a. Healthy Streets Operations Center (HSOC) – Encampment Resolution Team (ERT)**

Outreach workers who participate in the ERT actively collaborate with HSOC, and interdepartmental collaboration managed by the DEM, which is responsible for managing encampment resolutions and promoting healthy street conditions in San Francisco. In addition to DEM, the HSOC interagency partnership involves DPH, HSH, SFPD and SFFD, SFMTA, REC, and the Department of Public Works. HSOC proactively responds to encampments with the understanding that planned and collaborative outreach and engagement will more likely result in successful shelter placements and resolve existing conditions. HSOC collaborates and meets regularly with Community Benefits Districts, non-profits, and religious organizations that outreach to those experiencing homelessness to coordinate efforts.

The role of the outreach workers who participate in the ERT is to ensure that an offer of shelter is made to every unhoused individual in the encampment that is being resolved, and to link encampment residents to other needed services. HSOC as a whole works to clean the area around encampments, resolve long-term encampments, and prevent re-encampment.

HSH is requiring that the prime Contractor awarded under this RFP partner with another organization to offer ERT services through a subcontract agreement. This requirement is partially driven by the need for greater staffing capacity to support expansion of the SFHOT program. Additionally, the operating environment, daily workflows, and collaborative governance structure in which the ERTs operates are distinct from those of other SFHOT Outreach Teams. Finally, there is value in distinguishing ERTs from the other SFHOT Outreach Teams, and ERT staff will be required to wear uniforms that visually distinguish them from Outreach Teams staffed by the lead SFHOT Contractor.

The ERT subcontractor shall provide four ERTs, with each team consisting of 2.0 FTE ERT Outreach staff. Two teams will provide Citywide SFHOT services, and two dedicated teams will serve encampments in the Polk Street Alley area. One of these Citywide teams may be asked to focus on outreaching to persons experiencing homelessness living in their vehicles. Pending the availability of state funding, two additional dedicated ERT teams may be added in FY 2023-2024 to address encampments in the Mission District. ERTs dedicated to specific geographic zones will be able to focus on the development of sustained relationships with encampment residents that can build trust and improve uptake of shelter and services in advance of and in coordination with encampment resolution efforts.

The subcontractor shall allocate a minimum of 8.0 FTE Outreach staff for ERT services. ERT staff schedule will be the same as SFHOT Outreach staff, 6:30 am to 7:00 pm on weekdays and from 8:30 am to 7:00 pm on weekends, excluding holidays. Proposers will describe their plan for working with their selected subcontractor(s) to deliver ERT services and ensure ERT related outcomes and objectives are met.

### **b. Street Crisis Response Team (SCRT) Outreach Teams**

SCRT is a collaborative, field-based service to divert emergency 911 calls, provide timely care, and reduce the need for police to serve as the primary responder for people suffering from mental

health crises on the street. Each SCRT consists of one SFHOT Outreach staff and one community paramedic provided by SFFD.

SCRT goals include reducing unnecessary emergency room visits and unnecessary jail time through working to deescalate crises in the streets. SCRT responds to 911 calls that do not require a police response. These situations may include responses to adults in public spaces who are nonviolent, without weapons, and showing signs of a behavioral health crisis. SFHOT SCRT Outreach staff will refer clients to appropriate services such as SFHOT Case Management services, shelter placement, clinical BEST team referrals, and provide mobile CE assessment.

SFFD paramedics provide SCRT services 24 hours per day, seven days per week. SFHOT SCRT Outreach staff provide outreach from 6:30 am to 7:00 pm on weekdays and from 8:30 am to 7pm on weekends, excluding holidays. Proposers shall allocate a minimum of 11.0 FTE for SCRT Outreach staff.

**c. Emergency Medical Services**

Emergency Medical Services (EMS-6) is a partnership between the Community Paramedics division of the SFFD and SFHOT that responds to calls by hospitals and providers who have identified persons utilizing multiple systems with non-urgent needs. The goal of EMS-6 services is to break the cycle of people who rotate from the street to the emergency room and back to the street. EMS-6 serves individuals who frequently use the 911 system, specifically anyone who uses City emergency services four or more times in a 30-day period, or ten or more times in a 12-month period. SFHOT EMS-6 staff make shelter referrals when appropriate and connect unsheltered persons to social services, behavioral health services, and non-emergency programs that may include SFHOT Case Management services. The team meets these vulnerable individuals where they are and provides intensive, wrap-around care to connect them to appropriate resources. This may include working with individuals in the community, hospital, and/or the scene of an emergency.

Proposers shall allocate a minimum of 1.0 FTE Outreach staff for EMS-6.

**B. Case Management**

The awarded Contractor shall provide Case Management Services, focused on housing goals, to the most vulnerable unsheltered individuals already assessed for CE. Case Managers shall receive referrals from Outreach staff, DPH Street Medicine team, BEST, Adult Protective Services, hospitals, HIV Homeless Outreach and Mobile Engagement Program Team, City clinics, and DPH-funded nonprofit service providers. Approximately 80 percent of the individuals referred will be in "Housing Referral Status" in the San Francisco CE System and many may be chronically homeless, disabled, over the age of 60, LGBTQ+ or BIPOC, have cognitive impairments, or have no earned income. Most individuals referred for Case Management Services experience complex medical, psychiatric, and/or substance, tri-morbidity, are high utilizers of urgent and/or emergency care services, and/or are unable to navigate HSH's CE services without support.

Case Managers provide referrals and support with linkages to benefits, medical services, mental health services, and support individuals in housing navigation. The awarded Contractor shall assess individuals for their housing readiness, and connect them to services such as medical, psychiatric, substance use treatment, income support, in-home support services, intensive case management, and meal delivery. Case Managers shall maintain a client caseload of one Case Manager to 15 clients, unless otherwise specified. The goals of Case Management Services are to reduce transition barriers from street and shelter to housing and ensure stability after placement into permanent housing.

The awarded Contractor will also support case managed clients in housing navigation by providing the following types of assistance:

- Preparing a housing plan, which includes locating and obtaining other support and service linkages needed to successfully move into and stabilize in housing;
- Completing the housing application;
- Supporting clients in becoming “document ready” by helping them to acquire all required documentation such as birth certifications, photo identification, social security cards, and income and homelessness verifications. As needed, Contractor shall assist with scheduling and attending appointments needed to procure documents;
- Scheduling and attending housing interviews with the client as needed;
- Supporting move ins to housing; and
- Coordinating regularly with other providers working with the housing referral status client through meetings, calls, and/or through ONE System notes.

Case Managers shall continue to work with clients for an additional 30 to 90 days after placement in Permanent Supportive Housing (PSH) to support stabilization in housing. Case Managers may also request administrative reviews conducted by the HSH Clinical Supervisor for clients who are not assigned Housing Referral Status through the CE Assessment process but who they believe should be placed in PSH.

#### **1. Citywide Case Management Services**

Most Case Management Services will be provided Citywide. Citywide Case Managers will provide Case Management Services for clients referred to them from neighborhoods throughout San Francisco by many sources, such as multidisciplinary teams managed in partnership with DPH, the HSOC Program, or referred by SFHOT District Teams.

Proposers shall allocate a minimum of 15.5 FTE for Case Managers. Proposers shall provide a plan for delivering Case Management Services including how they will be provided, availability and accessibility of services, locations of services, staff qualifications, and supervision structure.

#### **2. Neighborhood-based Case Management Services**

SFHOT collaborates with DPH Office of Coordinated Care to provide Case Management Services to unsheltered persons in specific neighborhoods through BEST. BEST offers behavioral services to unsheltered populations using evidence-based Critical Time Intervention (CTI) model. Neighborhood-based SFHOT Case Managers and BEST clinicians will jointly support shared priority clients using a “by-name” list within their assigned neighborhoods and participate in case conferencing, with other multi-disciplinary team members as appropriate, to ensure that clients are effectively linked to behavioral health services, shelter, and housing-focused case management. BEST and their designated Neighborhood-based Case Managers work in the following four police districts or areas: (1) Mission and Park, (2) Tenderloin, Northern, and Southern, (3) Bayview and Ingleside; and (4) Citywide.

Proposers shall allocate a minimum of 1.0 FTE Neighborhood-based Case Manager for each of the four targeted areas for a total of 4.0 FTE. Neighborhood-based Case Managers shall maintain an ideal client caseload of one Case Manager to 15 but may go up to 20 clients per Case Manager. Neighborhood-based Case Managers shall be available from 6:30 am to 7:00 pm on weekdays and from 8:30 am to 7:00 pm on weekends, excluding holidays.

**V. SPECIFIC REQUIREMENTS**

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The awarded Contractor for SFHOT services must conform with all of the following requirements:

- On an as needed basis, provide transportation services through coordination and purchase of taxi vouchers. The awarded Contractor shall coordinate with HSOC partners to make transportation requests through HSH’s Transport Team<sup>4</sup>;
- Activate Emergency Response Teams within 24 hours of HSH activating an emergency activation protocol;
- Ensure SFHOT staff complete HSH-required trainings including utilizing HSH’s ONE System and other databases as determined by HSH;
- Ensure Outreach and Case Managers complete training on providing CE Assessments and Housing Navigation for families, TAY, and adults;
- Provide SFHOT Outreach and Case Management staff with trainings including but not limited to De-escalation, Harm Reduction, Motivational Interviewing, Trauma Informed Care, Implicit Bias, Family Homelessness 101, CTI, and providing appropriate linkages and/or referrals to increase skill sets to engage unsheltered persons;
- Work with HSH staff to understand the San Francisco HRS including Temporary Shelter Services; and
- Regularly collect and report on unsheltered persons’ reasons for declining Shelter services.

**VI. OUTCOMES AND OBJECTIVES**

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The awarded Contractor shall provide SFHOT services to achieve the following outcomes and objectives.

**A. Outreach**

**1. Neighborhood-based Outreach Teams Outcomes and Objectives**

- a. In its effort to conduct wellness checks:
  - i. Conduct at least 35,000 encounters and wellness checks annually as verified by the ONE System Encounter Form documentation.
  - ii. Refer individuals experiencing homelessness to shelter beds, utilizing at least an average of 90 percent of available shelter beds.
  - iii. Ensure that encounters are proportional to district needs such that the percentage of ONE Encounters documented per police district is within ten percentage points of the percent of the most recent PIT Count below. This will be verified by the ONE System Encounter Form documentation quarterly.

| <b>Police District</b> | <b>2022 PIT</b> | <b>Target Range</b> |
|------------------------|-----------------|---------------------|
| Bayview                | 12%             | 2%-22%              |
| Central                | 5%              | < 15%               |
| Ingleside              | 4%              | < 14%               |
| Mission                | 16%             | 6%-26%              |
| Northern               | 9%              | <19%                |
| Park                   | 5%              | <15%                |
| Richmond               | 5%              | <15%                |
| Southern               | 12%             | 2%-22%              |
| Taraval                | 5%              | <15%                |
| Tenderloin             | 27%             | 17%-37%             |

- b. In its effort to distribute basic needs and goods:

<sup>4</sup> SFHOT team members are not permitted to directly transport clients.

- i. Activate Emergency Response Teams within 24 hours of HSH activating an emergency activation protocol. The awarded Contractor will track and report this monthly during the emergency activation period.
- ii. Ensure at least 50 percent of SFHOT Dispatch calls who have left a call back number receive a call back attempt within one week as verified in the call log.
- c. In its efforts to conduct mobile CE System:
  - i. Complete no less than 50 CE Assessments/ Reassessments per month for families, TAY, and adults as verified by ONE System Enrollment and Assessment data at the end of each month.
- d. In its efforts to make housing placements when available:
  - i. Outreach staff shall refer at least two (2) eligible clients per month to a HSH Clinical Supervisor. The awarded Contractor will track and report this monthly.
  - ii. Awarded Contractor will be required to refer all HRS clients to either SFHOT Case Management or to an Access Point for housing navigation or directly to a housing navigation provider.
- e. In its efforts to provide outreach staffing for cross-department collaborations:
  - i. Provide 100 percent staffing for special, unplanned, projects as required by HSH. Staff to support new initiatives may be reallocated from other SFHOT activities to support these special projects. Track staff allocation by submitting staff schedules for program monitoring.

**2. Multidisciplinary Outreach Teams Outcomes and Objectives**

- a. Encampment Resolution Team Outcomes and Objectives:
  - i. Ensure 100 percent of encampment areas to be resolved will be notified by posted notification at least 48 hours in advance before the area resolution.
  - ii. Ensure 100 percent of people experiencing homelessness encountered are offered shelter as verified by documentation in ONE System Encounter Form.
  - iii. Ensure that on average, 20 percent of clients during a resolution, have an active housing assessment.
  - iv. Outreach staff shall refer at least two (2) eligible clients per month to HSH Clinical Supervisor. The awarded Contractor will track and report this monthly.
  - v. Facilitate a minimum of 500 shelter placements annually.
  - vi. Ensure at least 40 percent of shelter offers are accepted as verified by documentation in ONE System Encounter Form.
  - vii. Ensure at least 65 percent of clients enrolled in Outreach Services will have an active CE Assessment as verified by documentation in ONE System Encounter.
  - viii. For the two ERTs serving Polk Street Alley, refer all HRS clients to either SFHOT Case Management or to an access point for housing navigation or directly to a housing navigation provider.
- b. EMS6 and SCRT Outcomes and Objectives
  - i. In its efforts to conduct mobile CE System:
    - a) Complete no less than two CE Assessments/ Reassessments per month per team member for families, TAY, and adults as verified by ONE System Enrollment and Assessment data at the end of each month.
    - b) Ensure at least 65 percent of clients enrolled in Street Outreach non- Projects for Assistance in Transition for Homelessness (PATH) will have an active CE Assessments in ONE as verified by ONE System Enrollment and Assessment data at the end of each month.
  - i. In its efforts to make housing placements when available:



- a) Each Outreach staff will be required to refer at least two clients per month to a HSH clinical supervisor. The awarded Contractor will track and report this monthly.
- b) Ensure HSH Clinical Supervisor reviews, determines eligibility, and refers 100 percent of eligible clients to Case Management Services within one week of referral. The awarded Contractor will track and report this monthly.
- ii. In its efforts to provide outreach staffing for cross-department collaborations:
  - a) Staff 100 percent of special, unplanned, projects like the Tenderloin Center, HOPE SF, Joint Field Office (JFO), and others to come. Staff to support new initiatives may be pulled from other traditional SFHOT activities to support these special projects. The awarded Contractor will track via provider-submitted staff schedules during program monitoring.

**B. Case Management Services**

- a. Engage at least 250 participants in Case Management Services annually as verified by the ONE System enrollments.
- b. Ensure 100 percent of all participants receiving Case Management Services satisfy PATH program eligibility criteria.
- c. Ensure that Case Managers contact 90 percent of participants on their caseload at least once per week and document their efforts in the ONE System.
- d. Ensure that, upon closing a client’s Case Management Services, at least 90 percent of all participants have a complete and well-organized file, including intake documents, signed releases, services plan, and a closing note.
- e. Ensure that 100 percent of all participants receiving Case Management Services are referred to medical care, mental health care, substance use support, or ancillary health services.
  - i. 80 percent of clients referred will have connected as verified by ONE Services.
- f. Ensure that at least 80 percent of all Case Managed clients enroll in, maintain, or increase income via benefits such as County Adult Assistance Program (CAAP), Supplemental Security Income (SSI), CalFresh or employment as verified by the ONE System.
- g. Ensure at least 80 percent of all participants receiving Case Management Services obtain health insurance.
- h. Ensure at least 80 percent of all participants receiving Case Management Services and enrolled in housing remain in housing for at least 30 days.
- i. Ensure that at least 80 percent of all Case Managed participants are “document ready” to move into housing within 90 days.
- j. Ensure that at least 80 percent of all case managed participants are successfully placed into shelter or housing or have a successful problem-solving resolution within 90 days.

**VII. PRE-APPLICATION INFORMATION**

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**A. Pre-Proposal Conference**

Proposers are encouraged to attend an online pre-proposal conference on Friday, April 14, 2023 at 10:30 am (PST) via Microsoft Teams at the following link: [Pre-Proposal Conference](#).

Any questions will be addressed at this conference and any available new information will be provided at that time.

**B. Procurement Questions Deadline**

Proposers may submit questions via email to: [HSHProcurements@sfgov.org](mailto:HSHProcurements@sfgov.org) until the Questions Deadline (per Schedule on Page 1 of RFP). Proposer’s specific questions about compliance with the City’s vendor

requirements are in Section XIV. City Social Policy Requirements are not subject to the above deadline and may still be answered by the contact designated in this procurement.

## **VIII. PROCUREMENT ANSWERS AND CLARIFICATIONS**

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A summary of the clarifications, questions and answers pertaining to this RFP will be posted on the HSH website: <http://hsh.sfgov.org/overview/procurements/>.

It is the responsibility of each Proposer to check for any RFP Addenda, Question and Answer postings, and other updates posted regarding this RFP.

## **IX. SUBMISSION REQUIREMENTS**

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

Applications are due electronically in the format detailed below and must be received by the Applications Deadline (per the Schedule on Page 1 of the RFP).

Proposers shall submit the Appendix 1: Application Template with requested attachments in **one** PDF to **HSHProcurements@sfgov.org**. The PDF file name and email subject must include the RFP number (RFP #139) and the Proposer organization's name as such: RFP #139 – Proposer Organization Name.

Applications submitted by fax will not be accepted. Proposers must receive an email confirmation from the City to be considered submitted. Supplemental documents or revisions submitted after the Applications Deadline will not be accepted.

## **X. SUBMISSION FORMAT**

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Proposers must submit one Appendix 1: Application Template and submit requested attachments in one combined PDF document. This is necessary so that all Applications can receive fair and consistent evaluation. Applications that do not follow the required format may not be considered. Information must be at a level of detail that enables effective evaluation.

**XI. PROPOSAL CONTENTS AND EVALUATION CRITERIA**

| Application Section                     | Submittal Format  | Proposer must complete/provide/respond to the following:   | Evaluation Criteria  | Points                |
|---|---|--|--|-----------------------|
| <p><b>1. Summary</b></p>                | <p>Appendix 1: Application Template and Attachment 2: Proposer Questionnaire and References</p> | <p>1.1 Proposer Information: Vendor Name, Federal ID #, Address, Director Information, Contact Information, Point of Contact Information, Proposed Services, Collaboration information, if any.</p>  | <p>HSH will review for pass/fail:</p> <ul style="list-style-type: none"> <li>Did Proposer complete Appendix 1: Applicant Template?</li> </ul>  | <p>Pass/<br/>Fail</p> |
| <p><b>2. Minimum Qualifications</b></p> | <p>Appendix 1: Application Template</p>   | <p>Applies to all Proposers:</p> <p>2.1 Applicant must be a certified vendor with the City and County of San Francisco or have the ability to become a certified vendor within ten (10) days after notice of intent to award.</p> <p>2.2 Proposers must demonstrate at least five (5) years of experience working with individuals experiencing homelessness including those with substance use disorder, behavioral health issues, disabilities, individuals accessing social services or support services, older adults (ages 65 and over), LGBTQ+ persons, TAY, and families.</p> <p>2.3 Proposers must demonstrate at least five (5) years of experience providing Case Management Services including linkage and referral to services such as behavioral health services, medical services, and/or assisting clients in housing navigation (i.e., obtaining documents needed for housing, filling out</p> | <p>HSH will review for completeness/compliance:</p> <p>2.1 Did Proposer attach copies of their certification or demonstrate ability to become a certified vendor within ten days after notice of intent to award if not already certified?</p> <p>2.2 Did Proposer demonstrate at least five years of experience working with individuals experiencing homelessness including those with substance use disorder, behavioral health issues, disabilities, individuals accessing social services or support services, older adults, LGBTQ+ persons, TAY, and families?</p> <p>2.3 Did Proposer demonstrate at least five years of experience providing Case Management Services including linkage and referrals to services and/or housing navigation?</p> | <p>Pass/<br/>Fail</p> |

| Application Section           | Submittal Format                 | Proposer must complete/provide/respond to the following:  | Evaluation Criteria  | Points |
|-------------------------------|----------------------------------|---|--|--------|
|                               |                                  | housing applications, making and keeping appointments with housing providers, etc.)   |  |        |
| <b>3. Relevant Experience</b> | Appendix 1: Application Template | 3.1 Describe experience working with unsheltered populations including those with substance use disorders, behavioral health issues, disabilities, individuals accessing social services or support services, seniors/older adults, LGBTQ+, TAY, families and non-English speakers. Include number of years of experience, services provided, served populations, and collaborations. What strategies have you used to work with and engage unsheltered populations and what have been lessons learned? | 3.1 How experienced is the Proposer in working with unsheltered populations including those with substance use disorder, behavioral health issues, disabilities, individuals accessing social services or support services, seniors/ older adults, LGBTQ+, TAY, and families? How well did Proposer demonstrate this experience? How well did Proposer demonstrate effective strategies to work with and engage unsheltered populations? How well did Proposer demonstrate lessons learned to continuously improve services? | 6      |
|                               |                                  | 3.2 Describe experience providing field-based Outreach Services. Including service areas, served populations, and services provided.  | 3.2 How experienced is Proposer in providing field-based Outreach Services? How well matched are service areas, served populations, and services provided with SFHOT Scope of Work?  | 5      |
|                               |                                  | 3.3 Describe experience providing housing-focused Case Management Services including linkage and referral to services. Services may include behavioral health services, medical services including linkage to primary care, and assisting persons with housing navigation through obtaining documents needed for housing, filling out housing applications, making and keeping appointments with housing providers, etc.  | 3.3 How experienced is Proposer in providing housing-focused Case Management Services? How well does proposer demonstrate experience linking and referring people to services such as behavioral health services, medical services, and assisting persons with housing navigation through obtaining documents needed for housing, filling out housing applications, making and keeping appointments with housing providers, etc.?  | 4      |

| Application Section                 | Submittal Format                 | Proposer must complete/provide/respond to the following:  | Evaluation Criteria  | Points    |
|-------------------------------------|----------------------------------|---|--|-----------|
|                                     |                                  | 3.4 Describe experience collaborating with City departments and service providers to deliver coordinated and/or multidisciplinary services. Provide an example of a previous or current collaboration, the outcomes of collaboration, and any lessons learned.  | 3.4 How experienced is Proposer in collaborating with City departments and services provides to deliver coordinated and/or multidisciplinary services? How well does Proposer’s example demonstrate experience and positive and/or successful outcomes in collaborations? How well does proposer demonstrate positive lessons learned from mistakes or issues?   | 3         |
| <b>Relevant Experience Subtotal</b> |                                  |   |  | <b>18</b> |
| <b>4. Program Plan</b>              | Appendix 1: Application Template | <p>4.a1 Describe proposed plan for providing Outreach Services including any evidence-based practices and/or community-informed practices to be utilized and rationale for additional proposed practices; how Wellness Checks and CE Assessments will be conducted; plan for identifying areas to conduct targeted outreach; plan for responding to requests for Outreach Services and locating high-needs participants in the community; and plan for distributing hygiene kits; plan for referring eligible clients to Case Management Services; and how services will incorporate equity based approaches. Include proposed staffing plan and Outreach FTE staff by teams. If proposing alternate schedules Outreach teams include schedule and rationale.</p> <p>4a2. Describe how ERT services will be provided to meet ERT specific outcomes and objectives including the Subcontractor to provide services, their experience and</p> | <p>4.a1 How well does Proposer describe their plan for providing Outreach Services? How well matched are proposed evidence-based practices and/or community-informed practices with SFHOT? How well does proposer plan incorporate the following activities: identifying areas to conduct targeted outreach, responding to requests for outreach services and locating high-needs participants in the community, distributing hygiene kits, referring eligible clients to Case Management Services including identifying eligibility, and how services will incorporate equity-based approaches? How well do the proposed Outreach Teams meet the minimum staffing requirements below? How well matched are proposed schedules for District Teams and Multidisciplinary Outreach Teams?</p> <p>District Teams: at least 20.0 FTE Outreach<br/>ERT: at least 8.0 FTE<br/>Outreach SCRT: at least 11.0 FTE Outreach<br/>EMS-6: at least 1.0 FTE Outreach</p> | 9         |

| Application Section | Submittal Format | Proposer must complete/provide/respond to the following:  | Evaluation Criteria  | Points |
|---------------------|------------------|---|--|--------|
|                     |                  | <p>expertise that make them an appropriate fit for providing ERT services.</p>  | <p>4a2. How well does Proposer describe how ERT services will be provided by a Subcontractor to meet ERT specific outcomes and objectives? How well does Subcontractor demonstrate experience and expertise in serving individuals at encampments?</p>   |        |
|                     |                  | <p>4.a3 Priorities for Outreach Services may shift based on Citywide priorities, emerging needs, and inclement weather. Describe proposed plan for shifting Outreach Teams priorities and staffing patterns to activate Emergency Response Teams with short notice.</p> <p>4.a4 Describe plan to develop a part-time or on-call Outreach staffing plan to ensure consistent coverage and meet program goals. Including plan to cover for staff vacancies and absences (both short-term and long-term vacancies and absences).</p> | <p>4.a3 How well does Proposer’s plan to shift Outreach Teams priorities and staffing patterns demonstrate flexibility and capacity to respond quickly to changes in priorities, emerging needs, and inclement weather?</p> <p>4.a4 How well does Proposer describe their plan to develop a part-time or on-call Outreach staffing plan to ensure consistent coverage and meet program goals? How well does Proposer’s plan consider efficient management of staff vacancies and absences?</p>                       | 9      |
|                     |                  | <p>4.b1 Describe proposed plan to provide Citywide Case Management and Neighborhood-based Case Management Services including any evidence-based practices and/or community-informed practices to be utilized; how services will be delivered to assess for housing readiness, providing referrals and support with linkage to additional services, and transition clients out of services utilizing equity-based approaches; and plan for proposed schedules for Case Management Services.</p>                                    | <p>4.b1 How well does Proposer’s plan to provide Citywide Case Management and Neighborhood-based Case Management Services? How well does Proposer’s plan include evidence-based practices and/or community-informed practices? How well does Proposer describe how Case Management Services will be delivered to assess for housing readiness, provide referrals, and support with linkage to additional services, and transition clients out of services utilizing equity-based approaches? How appropriate are</p> | 8      |

| Application Section                                   | Submittal Format                        | Proposer must complete/provide/respond to the following:  | Evaluation Criteria   | Points |
|---|---|---|---|--------|
|   |   |   | <p>Proposer’s Case Management Services schedules? Do proposed Case Management FTE staff meet SFHOT staffing requirements below?</p> <p>Citywide Case Management: 15.5 FTE Case Manager</p> <p>BEST Neighborhood-based Case Managers: 4.0 FTE Case Manager</p>   |        |
|   |   | <p>4.b2 Describe how Case Management Services will collaborate with Outreach Teams, HOME, BEST, and other Departments, teams, and providers to accept referrals and link participants with appropriate services.</p>  | <p>4.b2 How well does Proposer describe how Case Management Services will collaborate with Outreach Teams, HOME, BEST, and other departments, teams, and providers to accept referrals and link participants with appropriate services?</p>   | 5      |
|   |   | <p>4.b3 Describe the plan to develop a part-time or on-call Case Management staffing plan to ensure consistent coverage. Including plan to cover for staff vacancies and absences (both short term and long term).</p>  | <p>4.b3 How well does Proposer describe their plan to develop a part-time or on-call Case Management staffing plan to ensure consistent coverage? How well does their plan manage staff vacancies and potential absences?</p>   | 4      |
|   |   | <b>Program Plan Subtotal</b>  |   |        |
| <p><b>5. Organizational Capacity and Staffing</b></p> | <p>Appendix 1: Application Template</p> | <p>5.1 Describe and demonstrate organizational capacity, infrastructure, and staffing structure needed to provide SFHOT services, including supervision and management, and to provide timely and accurate tracking and reporting of data on contracted services and outcomes. Please provide the current vacancy rate within your organization.</p> <p>5.2 Identify any subcontractors who will be involved. If subcontractors are proposed,</p> | <p>5.1 How well does the Proposer demonstrate organizational capacity, infrastructure, and staffing structure needed to provide SFHOT services including supervision and management, and to provide timely and accurate tracking and reporting of data on contracted services and outcomes? Does the current vacancy rate in the Proposer’s organization suggest that maintaining full staffing may be a challenge?</p> | 10     |

| Application Section                                  | Submittal Format | Proposer must complete/provide/respond to the following:   | Evaluation Criteria   | Points    |
|--|------------------|--|---|-----------|
|  |                  | describe the work they will perform and how they are qualified to perform it.  | 5.2 How well does Proposer describe subcontractor qualifications and how subcontractors will support them in meeting SFHOT program goals?   |           |
|  |                  | 5.3 Describe plan for staffing SFHOT services with a diverse team that reflects the served populations. Attach resumes of key program staff and clearly identify which staff position they occupy. Attach job descriptions for Outreach and Case Management staff. Indicate which staff are bilingual and in which language.   | 5.3 How well does Proposer describe their plan for staffing SFHOT services with a diverse team that reflects the served populations referenced in III. Served Populations of the RFP? How well do key program staff resumes reflect experience in providing, supporting, and/or overseeing SFHOT services? How well matched are job descriptions for Outreach and Case Management staff to SFHOT services?                      | 6         |
|  |                  | 5.4 Describe training curriculum and plan for Outreach staff and Case Managers. Training shall include De-escalation, Harm Reduction, Motivational Interviewing, Trauma Informed Care, Implicit Bias, Family Homelessness 101, CTI, knowledge about diverse groups that make up homeless populations, how to make appropriate linkage/referrals, and navigating San Francisco Homelessness Response System services. | 5.4 How well does Proposer describe training curriculum and plan for Outreach staff and Case Managers that will include De-escalation, Harm Reduction, Motivational Interviewing, Trauma Informed Care, Implicit Bias, Family Homelessness 101, CTI, knowledge about diverse groups that make up homeless populations, how to make appropriate linkage/ referrals, and navigating San Francisco Homelessness Response services? | 5         |
|  |                  | 5.5 Describe plan to support SFHOT staff given the level of vicarious trauma that staff may experience in the field and how proposer will support and promote self-care.   | 5.5 How well does Proposer describe their plan to support SFHOT staff give the level of vicarious traumas that staff may experience in the field? How well does Proposer describe their plan to support and promote self-care?  | 4         |
| <b>Organizational Capacity and Staffing Subtotal</b> |                  |  |   | <b>25</b> |



| Application Section                    | Submittal Format  | Proposer must complete/provide/respond to the following:   | Evaluation Criteria   | Points     |
|--|---|--|---|------------|
| <b>6. Fiscal Capacity – Budget</b>     | Appendix 1: Application Template and Appendix 2: Budget Proposal Template | 6.1 All costs to the City shall be included in the payment entered in Appendix 2: Budget Proposal Template.  | 6.1 How reasonable, appropriate, and competitive are the Proposer’s project costs relative to this RFP and HSH’s needs? | <b>12</b>  |
| <b>7. Oral Presentation/ Interview</b> | Virtual   | 7. Up to three (3) of the highest scoring Proposers will be invited for an oral presentation/ interview to provide additional clarification on their plan to provide SFHOT services. HSH may provide questions and/or prompts prior to Oral Presentation/ Interview. | 7. How clear and well-defined were Proposer’s responses to the questions?   | <b>10</b>  |
| <b>Total</b>                           |   |  |   | <b>100</b> |

## **XII. CONTRACTOR SELECTION**

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

Proposers who are qualified are not guaranteed an agreement. Proposers selected for negotiations are not guaranteed an agreement. This RFP does not, in any way, limit the City’s right to solicit similar or identical services. The City may at a future date elect to fund additional Proposers not originally selected for funding, or increase agreement amounts to Awarded Providers.

### **A. Additional Information**

In some instances, the City may request additional information from Proposers prior to making a determination about qualification and/or agreement awards.

### **B. Minimum Qualifications**

The Proposer must clearly demonstrate that it meets the Minimum Qualifications to be considered for qualification. The Proposer’s responses to Minimum Qualifications in RFP Appendix 1: Application Template and required attachments will be reviewed to determine qualification and eligibility for award.

The Minimum Qualifications determination will be solely based on the information submitted by the Proposer in Appendix 1: Application Template and required attachments. Insufficient or incomplete information may result in an Application being considered non-responsive. Responses of “To be provided upon request” or “To be determined” or “Confidential” or the like, or that do not otherwise provide the information requested (e.g., left blank) are not acceptable. Any Application that does not demonstrate that the Proposer meets the Minimum Qualifications will be issued a notice of non-responsiveness and will not be evaluated or eligible for award under this RFP.

The City reserves the right to request clarifications from Proposers prior to rejecting an Application for failure to meet the Minimum Qualifications. Clarifications are limited exchanges between the City and Proposer and will not provide the Proposer the opportunity to revise or modify its Application.

## **XIII. TERMS AND CONDITIONS FOR RECEIPT OF SUBMITTALS**

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

Proposers are responsible for reviewing all portions of this RFP. Proposers are to promptly notify the City, in writing, if the Proposer discovers any ambiguity, discrepancy, omission, or other error in the RFP. Any such notification should be directed to the City promptly after discovery, but in no event later than 72 hours prior to the RFP’s Deadline.

### **B. Objections to RFP Terms**

Proposers shall submit all questions concerning this RFP, scope of work or requirements in writing by email only before the RFP Questions Deadline and directed to: [HSHProcurements@sfgov.org](mailto:HSHProcurements@sfgov.org). All Proposer questions concerning the RFP process shall be submitted no later than 72 hours prior to the Applications Deadline. Proposers who fail to do so will waive all further rights to protest based on these specifications and conditions.

**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 less than 72 hours prior to the Applications Deadline, provide written notice to the City setting forth with specificity the grounds for the objection. The failure of a Proposer to object in the manner set forth in this paragraph shall constitute a complete and irrevocable waiver of any such objection.

**D. Change Notices**

The City may modify the RFP, prior to the Applications Deadline, by issuing Addenda to the RFP, which will be posted at <http://hsh.sfgov.org/overview/procurements/>. The Proposer shall be responsible for ensuring that its Application reflects any and all Addenda issued by the City prior to the Applications Deadline regardless of when the Application is submitted. Therefore, the City recommends that the Proposer consult the website frequently, including shortly before the Applications Deadline, to determine if the Proposer has downloaded all RFP Addenda. It is the responsibility of the Proposer to check for any Addenda, Questions and Answers, and updates, which will be posted on the HSH website: <http://hsh.sfgov.org/overview/procurements/>.

**E. Term of Application**

Submission of an Application signifies that the proposed services and prices are valid for the duration of this RFP and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity.

**F. Revision of Application**

A Proposer may revise an Application on the Proposer’s own initiative at any time before the Application Deadline. The Proposer must submit the revised Application in the same manner as the original. A revised Application must be received on or before, but no later than the Application Deadline.

In no case will a statement of intent to submit a revised Application, or commencement of a revision process, extend the Application Deadline for any Proposer. At any time during the Application evaluation process, the Department may require a Proposer to provide oral or written clarification of its Application. The Department reserves the right to make an award without further clarifications of Applications received.

**G. Errors and Omissions in Application**

Failure by the City to object to an error, omission, or deviation in the Application will in no way modify the RFP or excuse the Awarded Provider from full compliance with the specifications of the RFP or any agreement awarded pursuant to the RFP.

**H. Financial Responsibility**

The City accepts no financial responsibility for any costs incurred by the Proposer 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. Cybersecurity Risk Assessment**

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

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

- SSAE 18 SOC-2, Type 2 Report: Report on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality or Privacy; or

- City's Cyber Risk Assessment Questionnaire: Proposer's responses to a City's Cyber Risk Assessment Questionnaire.

The above reports may be requested at such time the City has selected or is considering a potential Proposer. The reports will be evaluated by the soliciting Department and the City's Department of Technology to identify existing or potential cyber risks to City's data which shall be remediated on or before contract execution, but in no event later than 180 days from contract execution (unless otherwise required by City). Should such risks be identified, the City may afford a potential Proposer an opportunity to cure such risk within a period of time deemed reasonable to City. Such remediation and continuing compliance shall be subject to City's on-going review and audit through industry-standard methodologies, including but not limited to: on-site visits, review of the entities' cybersecurity program, penetration testing, and/or code reviews.

**J. Applicant's Obligations under the Campaign Reform Ordinance**

Applicants must comply with Section 1.126 of the San Francisco 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 an Applicant 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 Applicant 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 Qualification, 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:

- 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.
- 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.

- 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, Applicants should contact the San Francisco Ethics Commission at (415) 581-2300.

**K. Sunshine Ordinance**

In accordance with San Francisco 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.

**L. 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 San Francisco Administrative Code, the Proposer must comply with Chapter 12L. The Proposer must include in its Application (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 Applicant's Chapter 12L submissions shall be grounds for rejection of the Application and/or termination of any subsequent Agreement reached on the basis of the Application.

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

The issuance of this RFP does not constitute an agreement by the City that any agreement 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, Application, or Application procedure;
2. Reject any or all Applications;
3. Reissue or reopen the RFP;
4. Prior to submission deadline for Applications, 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 Applications;
5. Procure any materials, equipment or services specified in this RFP by any other means; or
6. Determine that no award will be pursued.

**N. 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.

**O. Reserved. (Local Business Enterprise (LBE) Goals and Outreach).**

**P. Compliance with Previous Grant and Contract Requirements**

Agencies submitting Applications that have previously been granted 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 (e.g., corrective actions) 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.

**Q. Other Terms and Conditions**

The selection of any Proposer for agreement negotiations shall not imply acceptance by the City of all terms of any Application or response to this RFP, which may be subject to further negotiation and approvals by the City.

If a satisfactory agreement cannot be negotiated in a reasonable time with the selected Proposer, then the City, in its sole discretion, may terminate negotiations and begin agreement negotiations with the next highest scoring Proposer or may continue competition among remaining Proposers without reinitiating the RFP process.

The City reserves the right at any time to approve, disapprove, or modify proposed staffing, plans, timelines and deliverables, provided that all modifications are within the scope of work sought by this RFP.

This RFP does not in any way limit the City's right to solicit agreements for similar or identical services if, in the City's sole and absolute discretion, it determines the Applications submitted in response to this RFP are inadequate to satisfy its needs.

**XIV. CITY AGREEMENT REQUIREMENTS**

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**A. How to Become Eligible to Do Business with the City**

Proposers must fulfill the City's administrative requirements for doing business with the City and become a compliant supplier prior to agreement award. Fulfillment is defined as completion, submission and approval by applicable City agencies of the forms and requirements referenced below.

Before the City can award any agreement, all vendors must become a City Vendor by meeting the requirements described below. There may be additional requirements placed upon a vendor depending on the type of good or service to be purchased.

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

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

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

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

- **City Business Tax Registration Inquiries:** For questions regarding business tax registration procedures and requirements, contact the Tax Collector's Office at (415) 554-4400 or, if calling from within the City and County of San Francisco, 311.
- **Chapter 12(B) and 12(C) Inquiries:** For questions concerning the City's Chapter 12(B) and 12(C) Equal Benefits and Non-Discrimination in Contracting requirements, go to: [www.sfgov.org/cmd](http://www.sfgov.org/cmd).

**B. Contract Terms and Negotiations**

The successful Proposer will be required to enter into the Agreement attached hereto as Attachment 1, City's Proposed Agreement Terms. The City's Proposed Agreement Terms are not subject to negotiation. Failure to timely execute the Proposed Agreement, or to furnish any and all insurance certificates and policy endorsements, surety bonds or other materials required in the Proposed Agreement, shall be deemed an abandonment of the Proposal and City, in its sole discretion, may select another Proposer and proceed against the original selectee for damages.

**C. Standard Agreement Provisions**

Depending on the awarding department, Awarded Provider will be required to enter into a grant or contract agreement. Failure to timely execute and agreement, or to furnish any and all insurance certificates and policy endorsement, surety bonds or other materials required in the agreement, shall be deemed an abandonment of an award offer. The City, in its sole discretion, may select another Proposer.

Please see HSH's standard grant agreement here: <http://hsh.sfgov.org/wp-content/uploads/G-100-Grant-Template-4-19-for-posting.pdf>.

Please see the City's standard P-600 contract agreement here: <https://sfgov.org/oca/resources>.

**D. Nondiscrimination in Contracts and Benefits**

Awarded Provider 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. Chapter 12C requires nondiscrimination in contracts in public accommodation. Additional information on Chapters 12B and 12C is available at <http://sfgov.org/cmd/>.

**E. Companies Headquartered in Certain States**

This RFP 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 agreement 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 agreement will be performed in a state on the Covered State List may not enter into agreements with the City. A list of states on the Covered State List is available at the website of the City Administrator: <https://sfgsa.org/chapter-12x-state-ban-list>.

**F. Minimum Compensation Ordinance (MCO)**

Awarded Provider 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 San Francisco 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).

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

Awarded Provider 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 San Francisco Administrative Code Chapter 12Q. Awarded Providers 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).

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

A Proposer selected pursuant to this Solicitation shall comply with all the provisions of the First Source Hiring Program, Chapter 83 of the San Francisco Administrative Code that apply to this Agreement and an awarded Proposer is subject to the enforcement and penalty provisions in Chapter 83. Refer to Attachment 1, City’s Proposed Agreement Terms for additional details related to the application of this Ordinance to a contract awarded pursuant to this Solicitation.

**I. 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.

**J. Insurance Requirements**

Upon award, Awarded Provider shall provide a copy of current insurance certificate naming the City as Additional Insured in a separate endorsement page, or submit evidence that it can obtain the following coverage and name the City as Additional Insured: (1) Workers’ Compensation, in statutory amounts, with Employers’ Liability Limits not less than \$1,000,000 each accident, injury or illness; (2) Commercial General Liability Insurance with limits not less than \$1,000,000 each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations; Policy must include Abuse and Molestation coverage (3) Commercial Automobile Liability Insurance with limits not less than \$1,000,000 each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable; and (4) Professional Liability Insurance for negligent acts, errors or omission with respect to professional or technical services with limits not less than \$1,000,000 for each claim; (5) Technology Errors and Omissions Liability coverage, with limits of \$1,000,000 for each claim and each loss. The policy shall at a minimum cover professional misconduct or lack of the requisite skill required for the performance of services defined in the awarded agreement.

Additional or varying insurance requirements may be imposed and specified in the awarded agreement.

**K. Compliance with Municipal Codes**

Awarded Providers that do not comply with laws set forth in San Francisco’s Municipal Codes may be unable to enter into an agreement with the City. Some of the laws are referenced in this RFP.



**L. Compliance with Laws and Regulations**

The awarded Contractor shall comply with all applicable federal, state, and local laws. In the event any governmental restrictions may be imposed which would necessitate alteration of the material, quality, workmanship, or performance of the items offered on its Application prior to their delivery, it shall be the responsibility of the Awarded Provider to notify the City at once, indicating in its letter the specific regulation which required such alterations. The City reserves the right to accept any such alterations, including any price adjustments occasioned thereby, or to cancel the Agreement.

**M. City’s Approval Rights over Subcontractors and Subcontractor Payments**

The City has approval rights over the use of all Subcontractors. Proposers must identify all current or planned subcontractors in their Application. All current and future subcontractors must conform to all City policies regarding subcontractors. Furthermore, each Proposer, and subsequent Awarded Provider, understands, acknowledges, and agrees that if it subcontracts with a third party for services, the Proposer accepts responsibility for full and prompt payment to the third party. Any dispute between the Proposer and the third party, including any payment dispute, will be promptly remedied by the Proposer. Failure to promptly remedy or to make prompt payment to a third party (subcontractor) may result in the City’s withholding of payment to the Awarded Provider.

**N. FEMA Emergency & Exigency Grant/Contract Requirements**

The agreements awarded as a result of this RFP may be eligible for FEMA reimbursement. FEMA requires inclusion of the particular provisions for procurement under exigent or emergency circumstances.

Please see the sample FEMA Appendix here: <https://sfgov.org/oca/resources>.

**O. Nonprofit Supplier Compliance with California Attorney General Registry of Charitable Trusts**

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

**P. PROTEST PROCEDURES**

The City reserves the right to proceed with its contractor selection and/or negotiation process during any protest period. The City will cease its Contractor selection process only if and when it receives notification of a decision that is in favor of the protester.

**A. Protest Procedures**

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

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

## **2. Protest of Non-Responsible Determination**

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

## **3. Protest of Contract Award**

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

## **4. Delivery of Protests**

A Notice of Protest must be written. Protests made orally (e.g., by telephone) will not be considered. A Notice of Protest must be delivered by mail or email to the Contract Administrator whose name and contact information appears on the cover page to this Solicitation and received by the due dates stated above. A Notice of Protest shall be transmitted by a means that will objectively establish the date the City received the Notice of Protest. If a Notice of Protest is mailed, the protestor bears the risk of non-delivery within the deadlines specified herein.

## **Q. CITY SOCIAL POLICY REQUIREMENTS**

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The San Francisco Municipal Code establishes a number of requirements for people seeking to do business with the City ("Social Policy Requirements"). These Social Policy Requirements can be found in Attachment 1, City's Proposed Agreement Terms. The Social Policy Requirements set forth below are NOT intended to be a complete list of all Social Policy Requirements applicable to this Solicitation and any contracts awarded from it. Proposers are encouraged to carefully review the Social Policy Requirements applicable to this Solicitation contained in Attachment 1, City's Proposed Agreement Terms.

### **A. Proposers Unable to do Business with the City**

#### **1. Generally**

Proposers that do not comply with laws set forth in San Francisco's Municipal Codes may be unable to enter into a contract with the City. Laws applicable to this Solicitation are set forth below and in Attachment 1, City's Proposed Agreement Terms.

#### **2. Administrative Code Chapter 12X**

Subject to certain exceptions, Proposers are advised that this Solicitation is subject to the requirements of Administrative Code Chapter 12X, which prohibits the City from entering into a contract with a Proposer that (a) has its headquarters in a state that has enacted a law that perpetuates discrimination against LGBT people and/or has enacted a law that prohibits abortion prior to the viability of the fetus, or (b) will perform any or all of the work on the contract in such a state. Chapter 12X requires the City Administrator to maintain a list of such states, defined as "Covered States" under Administrative Code Sections 12X.2 and 12X.12. The list of Covered States is available on the website of the City Administrator (<https://sfgsa.org/chapter-12x-state-ban-list>). Proposers will be required to certify compliance with Chapter 12X as part of their Proposal, unless the City determines that a statutory

exception applies. Refer to Attachment 1, City's Proposed Agreement Terms for additional details related to the application of this Ordinance to a contract awarded pursuant to this Solicitation.

**3. Administrative Code Chapter 12B**

A Proposer selected pursuant to this Solicitation may not, during the term of the Agreement, in any of its operations in San Francisco, on real property owned by San Francisco, or where work is being performed for the City elsewhere in the United States, discriminate in the provision of bereavement leave, family medical leave, health benefits, membership or membership discounts, moving expenses, pension and retirement benefits or travel benefits, as well as any benefits other than the benefits specified above, between employees with domestic partners and employees with spouses, and/or between the domestic partners and spouses of such employees, where the domestic partnership has been registered with a governmental entity pursuant to state or local law authorizing such registration, subject to the conditions set forth in §12B.2(b) of the San Francisco Administrative Code. Refer to Attachment 1, City's Proposed Agreement Terms for additional details related to the application of this Ordinance to a contract awarded pursuant to this Solicitation.

**5. Reserved (Prevailing Wage Ordinance)**

**6. Health Care Accountability Ordinance**

A Proposer selected pursuant to this Solicitation shall comply with the requirements of Chapter 12Q. For each Covered Employee, an awarded Proposer shall provide the appropriate health benefit set forth in Section 12Q.3 of the Health Care Accountability Ordinance (HCAO). If a Proposer selected pursuant to this Solicitation chooses to offer the health plan option, such health plan shall meet the minimum standards set forth by the San Francisco Health Commission. Information about and the text of the Chapter 12Q and the Health Commission's minimum standards are available at <http://sfgov.org/olse/hcao>. Any Subcontract entered into by Proposer shall also be required to comply with the requirements of the HCAO and shall contain contractual obligations substantially the same as those set forth in this section. Refer to Attachment 1, City's Proposed Agreement Terms for additional details related to the application of this Ordinance to a contract awarded pursuant to this Solicitation.

**7. Minimum Compensation Ordinance**

A Proposer selected pursuant to this Solicitation shall comply with Administrative Code Chapter 12P. A Proposer selected pursuant to this Solicitation shall pay covered employees no less than the minimum compensation required by San Francisco Administrative Code Chapter 12P, including a minimum hourly gross compensation, compensated time off, and uncompensated time off. A Proposer selected pursuant to this Solicitation is subject to the enforcement and penalty provisions in Chapter 12P. Information about and the text of the Chapter 12P is available on the web at <http://sfgov.org/olse/mco>. Refer to Attachment 1, City's Proposed Agreement Terms for additional details related to the application of this Ordinance to a contract awarded pursuant to this Solicitation. 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).

**8. First Source Hiring Program**

A Proposer selected pursuant to this Solicitation shall comply with all of the provisions of the First Source Hiring Program, Chapter 83 of the San Francisco Administrative Code that apply to this Agreement and an awarded Proposer is subject to the enforcement and penalty provisions in Chapter 83. Refer to Attachment 1, City's Proposed Agreement Terms for additional details related to the application of this Ordinance to a contract awarded pursuant to this Solicitation.

**9. Reserved (Sweat free Procurement)**

**10. Other Social Policy Provisions**

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

**R. LOCAL BUSINESS ENTERPRISE (LBE) PROGRAM REQUIREMENTS**

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**A. Reserved (Local Business Enterprise Rating Bonus/Bid Discount)**

**B. LBE Subcontracting Requirements**

There shall be no LBE Subcontracting Requirement for any Contract awarded pursuant to this Solicitation.