



# THE LOS ANGELES CONTINUUM OF CARE REQUEST FOR PROPOSALS (RFP)

## Homeless Management Information System

RFP Issued – May 19  
Mandatory Bidders Conference/Webinar – June 3  
Written Questions Due – June 10  
Submission Deadline – July 6, 2pm

## Table of Contents

I. DESCRIPTION OF WORK	3
1. Objective	3
2. Eligible Applicants	3
3. Contract Term	4
4. Scope of Services	4
II. DATES AND DEADLINES	8
1. RFP Timeline	8
2. Mandatory Bidders Conference (Webinar)	8
3. Questions from Proposers	8
III. PROPOSAL CONTENT & SUBMISSION	9
1. Content & Format	9
2. Submission	10
IV. PROPOSAL EVALUATION AND SELECTION	11
1. Overview	11
2. Phase 1: Threshold Review	11
3. Phase 2: Quality Review	12
4. RFP Addenda/Clarifications	13
5. Appeals	13
V. PROPOSAL CONDITIONS AND RESERVATIONS	15
VI. CONTRACT CONDITIONS	19
ATTACHMENT 1	22
ATTACHMENT 2	23

# I. DESCRIPTION OF WORK

## 1. Objective

The Los Angeles Homeless Services Authority (LAHSA) is issuing this Request for Proposals (RFP) to secure web-based Software as a Service (SaaS) for the Los Angeles Continuum of Care's (LA CoC) Homelessness Management Information System (HMIS).

The goal of the LA CoC's HMIS is to help provide effective services and information and to assist LA's homeless (or those at-risk) to achieve housing stability and self-sufficiency. The goal of this RFP is to acquire SaaS that allows us to provide a high quality, user-friendly data collection system that expedites client intake and supports the analysis of quality information that can be used for program improvement, service planning and reporting.

Current Scope of the LA CoC HMIS	
Current Software Provider for CoC HMIS	Adsytech Inc.
FTE HMIS System Admins User Accounts	13
User Accounts Created (1/1/2011 to present)	5,821
Active User Count (at present)	1,913
Active Agency Count (at present)	217
Active Program Count (at present)	576
Active Client Count (at present)	84,015
Service Transaction Count (2015)	1,912,310
Client Entered Count (2015)	79,796
Client Exited Count (2015)	51,177

## 2. Eligible Applicants

All applicants must meet the following minimum requirements:

- a. At least three years of experience implementing SaaS solutions;
- b. At least three years of experience translating federal, state and local grant guidelines and program regulations into software requirements and implementation of software solutions to meet federal, state, and local reporting requirements;
- c. At least three years of experience working with private, nonprofit, and public entities providing services to persons experiencing homelessness;
- d. At least three years of experience data hosting, data storage, data security, network operations, backup, and uptime, as well as redundancy of all systems, for a large jurisdiction with multiple users in multiple agencies;
- e. Demonstrated success in legacy data migration (import and export) and ongoing

data integration (import and export) across multiple software solutions using the XML and CSV schema mandated by HUD;

- f. Demonstrated ability to collect and generate all HUD required Universal and Program Specific Data Elements and Reports;
- g. Meet compliance requirements of current HMIS data standards and regulations regarding privacy and confidentiality.

### 3. Contract Term

The initial term for the contract awarded through this RFP is anticipated to be November 1, 2016 – June 30, 2017. LAHSA reserves the option to renew the contract awarded through this RFP, for up to four (4) additional years, contingent upon satisfactory contractor performance, availability of funds and community need.

### 4. Scope of Services

The selected vendor is required to provide the following, unless otherwise specified as “Desired”:

#### 1. System Features

- a. Client intake and update functionality
  - i. Centralized module independent of program enrollments that records historical changes made to each field and indicates last time intake was updated.
  - ii. Ability to track benefit eligibility and participation. (Desired)
- b. Ability to record and track referral data (type, status, follow up)
- c. Integrated for mobile devices
- d. ID and/or biometric scanning technology based intake (id cards, biometric scanning)
- e. Document and file uploading capability
- f. Ability to create and modify client assessment forms with weighted scoring
- g. Ability to match homeless clients and appropriate housing and service resources based upon assessment responses and housing eligibility requirements
- h. Ability to track real time occupancy and availability of beds and units
- i. Prioritization of clients on Master List/By-Name List, waiting lists, etc.
- j. Ability to prepare Housing Assistance Payment Contracts, unit inspection reports, and payment records. (Desired)

- k. Batch entry functionality (Desired)
- l. Streamlined printing of individual client records (Desired)
- m. Ability to add multiple program entry/exit history (Desired)
- n. Ability to track availability and reservations of beds and units (Desired)
- o. Assessments/history of services provided
  - i. Centralized module maintained in Client Intake that records historical changes made to each field and indicates last time intake was updated. (Desired)
  - ii. Client profile page that provides a summary of programs and services utilized. (Desired)

## **2. Reporting**

- a. Ability to separate reporting by contract for multi-funded projects
- b. Ad hoc reporting functionality that allows users to generate reports at client, program, agency, and system levels.
- c. Ability to export to standard applications (Excel, Word, PDF, etc.)
- d. Ability to create custom SQL scripts and ability to execute the query in real time
- e. Ability to schedule and automate report generation
- f. Protocols for handling report requests that are too burdensome to generate through the user interface (i.e. reports for very high-volume programs, CoC System Performance Measures Report)
- g. Data visualization tools and/or simple integration with third party data visualization systems to maximize the visibility of key performance indicators. (Desired)
- h. Thorough and continually updated report documentation (including data models, data dictionaries) for standard reports that shows data sources from the database and describes purpose and uses of the report. (Highly Desired)

### **3. Customer Service**

#### **3.1 Installation and Customization**

- a. Comprehensive conversion strategy from the existing system including, outlining estimated time needed for conversion and verification of data accuracy.
- b. Ability to migrate data across systems on demand without limits on frequency and volume and in HUD standard CSV and XML format.
- c. Coordinate activities related to the implementation and installation of the HMIS.
- d. Structure for receiving feedback on future software development.
- e. Protocol for receiving, reviewing, and responding to both automated and requested software fixes in agreed upon timeframe.
- f. Participation in the HUD HMIS Vendor Work Group and willingness to make required changes within a certain timeframe

#### **3.2 Training and Support**

- a. Train-the-trainer service to LAHSA staff as part of the installation process.
- b. Provide on-going technical support for the duration of the contract.
- c. Provide after-hours emergency support. (Desired)
- d. Provide training and support materials for user navigation
- e. User Acceptance Test (UAT) procedures and test environment for every upgrade, patch, enhancement, and other system changes
- f. Designated training environment
- g. Integrated ticketing system for users and system administrators
- h. Well-coordinated patch release timing, content, communication, and testing
- i. Ability to receive feedback via user forums (Desired)

#### **4. System Administration**

##### **4.1 Data Hosting and Maintenance**

- a. Provide web-based data hosting, data backup/recovery/storage for the duration of the contract.
- b. APIs/SOAP/XML DataStream procedures exist to create a near real-time link between the live Database and a local copy at LAHSA

##### **4.2 Local Administrator Functions**

- a. Ability to map multiple funder contracts to programs and to track performance outcomes separately
- b. Program, performance target, and contract configuration capability
- c. Data merge/de-duplication capability
- d. Allow for flexible multi-funding project and service customization
- e. Open/close functionality for client and program records
- f. User management for accounts(s) access and password
- g. Ability to partition the view/access of data by user, program, and organization
- h. Ability to create and manage rules for data elements collected, including the ability to hide or mask individual project-specific client data elements
- i. Ability to create and manage custom assessments including conditional and/or jump logic
- j. Ability to re-order data fields and pages
- k. Ability to access a live data warehouse that includes all tables and views that can be queried on demand (Desired)
- l. Ability to communicate via notifications, alerts, messages, and reminders at the system-, organization-, program-, client-, and user-level. (Highly Desired)
- m. Ability to configure user page and data field views (Desired)

## II. DATES AND DEADLINES

### 1. RFP Timeline

2016 HMIS RFP Projected Timeline	
Release of RFP	May 19, 2016
Mandatory Bidders Conference/Webinar	June 3, 2016
Deadline for submitting written questions	June 10, 2016
Proposal Submission Deadline	July 6, 2016
Threshold Review Results and Appeals	August 2016
Quality Review Results and Appeals	September 2016
Funding Recommendations and Appeal Rulings	September 2016
Contract Start Date	November 1, 2016

### 2. Mandatory Bidders Conference (Webinar)

Proposers are required to attend a mandatory Bidders Conference (Webinar) to take place on June 3, 2016 from 10 AM to 12 PM. A link to the webinar is available below.

<https://global.gotomeeting.com/join/373172725>

Please use the following line to dial in using your phone.

(872) 240-3212 - Access Code: 373-172-725

### 3. Questions from Proposers

Proposers are encouraged, but not required to submit any questions in writing at least one day prior to the conference. You may direct your questions regarding this RFP to [fundingopportunities@lahsa.org](mailto:fundingopportunities@lahsa.org) with the subject line, "2016 HMIS RFP – Q&A". Please be sure to include your name and title, the name of the organization you represent and the best telephone number to reach you if a LAHSA representative needs to speak with you for further clarification.

After the Bidders' Conference, questions will be accepted until June 7<sup>th</sup>. LAHSA will post written responses to all received questions on the LAHSA website no later than five business days from the date questions are due.



## III. PROPOSAL CONTENT & SUBMISSION

### 1. Content & Format

All proposals must contain the following information:

#### ***Section 1: Cover Letter (1 page maximum)***

Give a brief introduction to your organization, including but not limited to years of experience in providing software solutions, scope of the software solutions provided, number of employees, and location of headquarters, primary contact person's name, and phone number. The letter must be signed by an authorized signatory.

#### ***Section 2: Organization and Experience (2 pages maximum)***

Please describe the organization's experience in providing human services software. Include descriptions of key staff that will work on this project. Include a list of three references who have used or are currently using your HMIS service.

#### ***Section 3: Scope of Services (20 pages maximum)***

Please describe proposed services as they pertain to the Scope of Services section in this RFP. For all **required** services, please provide a description of how your software provides a solution to this need or could be able to provide a solution pending additional development (include itemized, estimated cost for additional development in Section 3). Provide screenshots as appropriate.

For applicable **desired** services, describe how your software provides a solution to this need or could be able to provide a solution pending additional development.

#### ***Section 4: Planning and Cost (10 pages maximum)***

Provide a project plan that details all activities, resources, estimated times, and all one-time & ongoing costs necessary to successfully implement the project.

#### ***Attachment 1: Proposer Information (1 page)***

Please fill out Attachment 1, which details Proposer Information, Legal Authorized Representative & Fiscal Accountability Agent and the contact person for the RFP.

#### ***Attachment 2: Required Core Documents***

Proposers must submit the most recent versions of Core Documents (See Attachment 2) along with the proposal and prior to the proposal submission deadline. Proposers must also

submit the Certification of Core Documents and the Certification of Litigation and Contract Compliance, which are available online at [www.lahsa.org/files/share\\_reports](http://www.lahsa.org/files/share_reports).

## **2. Submission**

Proposers must submit one (1) original and two (2) copies of the complete proposal. The original must be marked “Original” on the upper right side of the cover and must bear the actual “wet” signatures of the person(s) authorized to sign the proposal. The copy must be numbered on the upper right hand side of the cover to indicate “Copy No. 1”. Proposers must also submit one complete copy in electronic format such as CD, memory stick or external hard drive. The electronic and hard copy shall be identical to the original document in order to be reviewed, including having each “tabbed” document individually saved.

*Prior to submission, please review all copies of your proposal for consistency and proper order.*

### **Formatting Requirements**

1. Proposal responses must comply with the requirements detailed in this document. Proposals that are incomplete, have inadequate number of copies, lack required attachments, or have other content errors or deficiencies will be rejected. Contextual changes and/or additions to the proposal after the deadline will not be accepted.
2. The proposal must be submitted in the legal name of the corporation. Proposals must be signed by authorized representative(s) of the Proposer organization who have legal authority to enter into a contract agreement with LAHSA.
3. Proposals must be submitted in a securely fastened format. Each page of the proposal, including exhibits, must be numbered sequentially at the bottom of the page to indicate “Page \_ of \_”. The proposals must contain tabs marking each required attachment or section of the application. The original should be submitted in a tabbed binder, preferably the smallest size binder that will hold the proposal. The copy should be fastened with a binder clip and should include tabbed dividers. Proposals that are not fastened are not sequentially numbered pages or are not tabbed, may not be accepted.
4. Proposers must also submit one complete copy in electronic format such as CD, memory stick or external hard drive. The electronic and hard copy shall be identical to the original document in order to be reviewed, including having each “tabbed” document individually saved.

Application questions, response format restrictions, supporting document templates and additional guidance can be found in the technical assistance information online at [www.lahsa.org/funding/home](http://www.lahsa.org/funding/home).

## **Proposal Submission**

Proposals submitted in response to this RFP will be due in accordance with the following dates:

All proposal packets must be received by mail or messenger/delivery in the LAHSA office no later than 2:00 PM (Pacific Daylight Time), July 6, 2016. Applications will not be accepted via facsimile. Proposals received after 2:00 PM (Pacific Daylight Time), July 6, 2016, will not be accepted.

Submit proposal packets to:

Attn: Anna Bialik, Funding Manager  
Funding Unit - Programs Department  
Re: 2016 HMIS RFP – Proposal Submission  
Los Angeles Homeless Services Authority  
811 Wilshire Blvd., 6th Floor  
Los Angeles, CA 90017  
[fundingopportunities@lahsa.org](mailto:fundingopportunities@lahsa.org)

Amendments and/or addendums submitted to LAHSA after the proposal deadline will be returned without review. However, LAHSA reserves the right to request clarification of unclear or ambiguous statements made in the proposal.

## **IV. PROPOSAL EVALUATION AND SELECTION**

### **1. Overview**

The Proposal Evaluation Process will take place in two (2) phases:

Phase 1: All proposals received by the submission deadline will be submitted for a Threshold Review by LAHSA staff. Proposals that meet all Threshold Requirements, as outlined in the RFP, will be recommended to move on to Quality Review and will be submitted for the approval of the Programs & Evaluations Committee and posted to the LAHSA website. Proposals that do not meet threshold requirements will not move to the Quality Review phase.

Phase 2: Proposals recommended for Quality Review will be evaluated by a panel of experts, which will be referred to as the “Evaluation Panel” and scored independently based on the criteria outlined in the *Phase 2: Quality Review* section of this RFP.

### **2. Phase 1: Threshold Review**

Proposals will be reviewed for completeness. Proposals that do not include all of the requested documents, demonstrate Proposer’s eligibility, project appropriateness and

demonstrated ability to perform the services to scale, as detailed in the RFP will be rejected at the panel's sole discretion.

### 3. Phase 2: Quality Review

Once a proposal passes Threshold Review, it will move on to Quality Review. Each proposal's content, responsiveness, conciseness, clarity, relevance, and adherence to the instructions in this RFP will be considered when scoring each category. Proposals will be evaluated based on the following criteria:

Scoring Area	Points
User Experience	30
Data Sharing, Import and Export	20
Performance Measurement and Reporting	20
Support & Customer Service	20
Cost Effectiveness/Budget	10
<b>Total Points Possible</b>	<b>100</b>

#### *User Experience*

Software Demonstration: Proposers will be invited to demonstrate their software live with a selected panel of front-end users and system administrators.

Hands-On Experience: The Proposer will set-up a sandbox environment for the user panel and system administrators to experience the software first hand.

User experience be evaluated according to the following criteria:

- Intuitive Design – How easy is it to understand the layout of the software?
- Learning – How quickly can an inexperienced user orient themselves?
- Efficiency – How quickly can an experienced user accomplish tasks?
- Subjective – Overall assessment of the software's suitability to a front-end user's work.

#### *Data Sharing, Import and Export*

The Proposers will be evaluated on the software's ability to export and import data in HUD standard format and integrate data from external CSV/XML sources. The ease of use of export tools, and the general flexibility of their export capability are of critical importance. The panel will also evaluate the Proposer's ability to set different access levels on universal data elements, program specific data elements, and case notes. Submitted timetables and plans for data migration will be assessed on their reasonableness and whether they meet LAHSA's requirements.

### *Performance Measurement and Reporting*

The Proposers will be evaluated based upon the scope and functionality of standard system reports. The Proposers will also be evaluated based upon the ease of use for ad hoc reporting solutions, compatibility for 3<sup>rd</sup> party reporting tools (data visualization software, mapping software, etc.), and overall accessibility of data to meet various CoC needs (local back-ups, direct access, etc.).

### *Support & Customer Service*

The Proposers will be evaluated on their ability to demonstrate timely, effective, and convenient support to the LAHSA HMIS team. This will include help desk availability during operating hours, technical support for system administrators, ability to provide tech support for initial implementation, provisions for ongoing system maintenance, updated software material ability to make ongoing enhancements to comply with standards, as well as, satisfactory response times for fix and patch releases.

### *Cost Effectiveness/Budget*

The panel will evaluate the feasibility, cost-effectiveness, reasonableness, and accuracy of the budget. Proposals will be evaluated on their cost relative to other proposals.

## **4. RFP Addenda/Clarifications**

If it becomes necessary to revise any part of this RFP or provide additional information after the RFP is released a written addendum will be posted on the LAHSA website at [www.lahsa.org](http://www.lahsa.org). It is the responsibility of the Proposer to review any publicly available addendum or information on the LAHSA website prior to submission of the proposal. If a Proposer does not have access to the LAHSA website, they may call (213) 683-3333 and request a printed copy of any addenda via fax or mail. LAHSA is not responsible for information requested within three (3) days of the due date of the proposal under this RFP.

## **5. Appeals**

Proposers under this RFP may only submit process appeals, which are appeals based upon the evaluators' failure to abide by their own established procedures in making funding recommendations. Appeals based on the outcome of the decision-making process will not be accepted. A disagreement with or objection to the points awarded will not be a sufficient basis for an appeal.

### ***Threshold Appeals***

LAHSA will notify all Proposers of the Threshold results and post the results on the LAHSA website.

Any appeal of the Threshold Review results, pursuant to this RFP must be received within two (2) calendar days after notice of written recommendations. The appellant must file a

written statement specifying the grounds for appeal. The appeal shall be limited to two (2) typed pages and must clearly state the grounds on which the appeal is based. All appeals should be on organization letterhead and entitled “2016 HMIS RFP – Threshold Review Results Appeals”. Please do not include cover letters with the appeal. LAHSA shall not be obligated to consider appeals received after the above-specified deadlines.

All Threshold appeals must be in writing and emailed to [fundingopportunities@lahsa.org](mailto:fundingopportunities@lahsa.org) or received at the following address:

Funding Unit- Programs Department  
Re: 2016 HMIS RFP – Threshold Review Results Appeals  
Los Angeles Homeless Services Authority  
811 Wilshire Blvd., 6th Floor  
Los Angeles, CA 90017

### ***Quality Appeals***

After the Quality Review phase of the Proposal Evaluation Process, LAHSA will notify all Proposers of its Quality Review results. Within two (2) business days after notice of staff recommendations, the appellant must file a written statement specifying the grounds for appeal. The appeal shall be limited to two (2) typed pages and must clearly state the grounds on which the appeal is based. All appeals should be on an organization's letterhead and entitled “2016 HMIS RFP –Quality Review Results Appeals”. Please do not include cover letters with the appeal.

Quality appeals will be presented to the Programs and Evaluation Committee of the LAHSA Commission. The Programs and Evaluation Committee will make a recommendation and forward its recommendations to the LAHSA Commission. The LAHSA Commission will make the final decision regarding any and all Quality appeals. In the situation where the Programs and Evaluation Committee is unable to meet, the appeals shall be presented directly to the LAHSA Commission.

All Quality appeals must be emailed to [fundingopportunities@lahsa.org](mailto:fundingopportunities@lahsa.org) or received at the following address:

Chair, Programs and Evaluation Committee  
Re: 2016 HMIS RFP – Quality Review Results Appeals  
Los Angeles Homeless Services Authority  
811 Wilshire Blvd., 6th Floor  
Los Angeles, CA 90017

## V. PROPOSAL CONDITIONS AND RESERVATIONS

- A. All costs of proposal preparation shall be borne by the Proposer organization. LAHSA shall not, in any event, be liable for any pre-contractual expenses incurred by the Proposer in the preparation and/or submission of the proposal. The Proposer shall not include any such expenses as part of the budget in the proposal.
- B. Submission of a proposal shall constitute acknowledgement and acceptance of all terms and conditions contained in the RFP.
- C. Submission of a proposal shall constitute a firm and fixed offer to LAHSA that will remain open and valid for a minimum of 90 days from the application submission deadline. The proposal should always include the Proposer's best terms and conditions.
- D. The proposal must set forth full, accurate, and complete information as required by this RFP. No changes or additions are allowed after the proposal deadline.
- E. LAHSA cannot certify, license or endorse grant writers. Proposers are free to select any grant writer. The responsibility for the performance of the grant writer rests with the Proposer.
- F. Responses to this RFP become the exclusive property of LAHSA. All proposals will be considered public documents, subject to review and inspection by the public at LAHSA's discretion, in accordance with the California Public Records Act and other applicable laws. Exceptions will be those pages in each proposal which are defined by the Proposer as business or trade secrets and are marked as "TRADE SECRET" or "CONFIDENTIAL". LAHSA shall not in any way be liable or responsible for the disclosure of any such records, including, but not limited to, those so marked if the disclosure is deemed to be required by law or by court order. Selection or rejection of a proposal does not affect these rights.
- G. LAHSA reserves the right to communicate in writing with funders or organizations associated with the Proposer to obtain additional clarification of design of program, or Proposer fiscal and programmatic capacities, and to utilize this information in the evaluation process.
- H. LAHSA reserves the right to extend the RFP submission deadline should such action be in the best interest of LAHSA. Proposers may revise and re-submit their proposal in the event the deadline is extended.

- I. LAHSA reserves the sole right to reject any or all proposals received in response to this RFP if it is deemed inappropriate or incomplete, it fails to comply with any instruction contained in this RFP, or is not in the best interest of LAHSA.
- J. LAHSA reserves the right to withdraw this RFP at any time without prior notice. Further, LAHSA makes no representation that any contract will be awarded to any Proposer responding to this RFP. LAHSA reserves the right to reject any or all submissions.
- K. LAHSA reserves the right to negotiate services and costs with Proposers, including revision of program design as necessary to better meet LAHSA, the City of Los Angeles, County of Los Angeles, or HUD requirements.
- L. A Proposer shall not be recommended for funding, regardless of the merits of the proposal submitted, if it has a history of contract non-compliance with LAHSA or any other funding source, a contract suspension, a termination for cause by LAHSA or any other funding source, or outstanding financial obligations with LAHSA that have not been adequately resolved with LAHSA or any other funding source. In the event that the Proposer has any contract(s) with LAHSA suspended or terminated, it shall not be eligible for funding under any RFP released by LAHSA for a period of five (5) years starting from the effective date of suspension or termination.
- M. Willful misstatements of information will result in non-recommendation for funding, regardless of the merits of the proposal submitted.
- N. LAHSA reserves the right to verify information submitted in the proposal. LAHSA reserves the right to request additional data to verify information submitted with the proposal, at its sole discretion. If the information in the proposal cannot be verified and if LAHSA determines the errors are not willful, LAHSA reserves the right to adjust the rating points awarded.
- O. If an insufficient number of qualified proposals are received or if the proposals received are deemed non-responsive or not qualified as determined by LAHSA, LAHSA reserves the right to re-issue an RFP, execute a sole-source contract with a vendor, or otherwise ensure that services are provided by other means in a manner consistent with the program requirements.
- P. The Proposer must be in compliance with applicable civil rights laws and Executive Orders. There must be no outstanding findings of noncompliance with civil rights statutes, Executive Orders, or regulations, unresolved secretarial charge of discrimination issued under the Fair Housing Act, no adjudications of civil rights violations on a civil action or deferral of processing of proposals from the vendor imposed by HUD.



- Q. The Proposer shall be ineligible to receive funding under this RFP if any officer or employee of the Proposer who would be involved in the administration of grant funds has been convicted of a criminal offense related to the administration of funds or any member of its executive management, key staff, or any officers of its Board of Directors is involved in any litigation or other legal matter that compromises the organization's ability to carry out the project as awarded.
- R. LAHSA reserves the right to fund all or a portion of a proposal and/or require that a Proposer collaborate with another in the provision of a specific service if it is in the best interest of LAHSA, the City of Los Angeles, the County of Los Angeles, or HUD.
- S. LAHSA reserves the right to waive minor technical deficiencies or any informality in a submitted proposal.
- T. Proposals may be withdrawn by written request of the authorized signatory on organization letterhead at any time prior to the LAHSA Commission's actions on staff's final recommendation for funding.
- U. If a Proposer declines to implement the project or changes significant project specifications which are deemed relevant to the basis on which the award was granted thereby negating the funding award after the LAHSA Commission approves funding award(s) under a LAHSA competitive process, said organization shall not be eligible to submit an application for any other new project funding for a period of one year from the time of notice.
- V. It is improper for any officer, employee or agent of LAHSA to solicit consideration, in any form, from a Proposer with the implication, suggestion or statement that the Proposer's provision of the consideration may secure more favorable treatment for the Proposer in the award of the contract or that the Proposer's failure to provide such consideration may negatively affect the LAHSA's consideration of the Proposer's submission. A Proposer shall not offer or give, either directly or through an intermediary, consideration, in any form, to an officer, employee or agent of LAHSA for the purpose of securing favorable treatment with respect to the award of the contract. A Proposer shall immediately report any attempt by an officer, employee or agent of LAHSA to solicit such improper consideration. The report shall be made to the Executive Director of LAHSA or to the County Auditor-Controller's Employee Fraud Hotline (800) 544-6861. Failure to report such a solicitation may result in the Proposer's submission being eliminated from consideration. Among other items, such improper consideration may take the form of cash, discounts, service, the provision of travel or entertainment, or tangible gifts.
- W. Upon the request of LAHSA, a Proposer whose bid is under consideration for the award of the contract shall provide LAHSA with written authorization to request a

credit report from a reputable credit agency to gain satisfactory evidence of the Proposer's financial background, stability and condition.

- X. In accordance with Los Angeles County Code, Chapter 2.160 (County Ordinance 93-0031), each person/firm submitting a response to this request for bid/proposal must certify in writing that such Proposer and each County lobbyist and County lobbyist firm, as defined by Los Angeles County Code 2.160.010, retained by the Proposer, is in full compliance with Chapter 2.160 of the Los Angeles County Code.
- Y. Notwithstanding a recommendation of a department, agency, individual, or other, the LAHSA Board of Commissioners retains the right to exercise the final decision concerning the selection of a proposal and the terms of any resultant Agreement, and to determine which proposal best serves the interests of LAHSA. The Board is the ultimate decision-making body and makes the final determinations.
- Z. A bid/proposal, which contains conditions or limitations established by the Proposer, may be deemed irregular (and nonresponsive) and may be rejected by LAHSA, in its sole discretion.
- AA. LAHSA reserves the option to renew contracts awarded through this RFP for up to four (4) additional years, contingent upon but not limited to the following: a) satisfactory contractor performance; b) availability of funds; and c) demonstrated community need.

## VI. CONTRACT CONDITIONS

*Contractors will be required to comply with conditions set forth by LAHSA, the City of Los Angeles, the County of Los Angeles and the U. S. Department of Housing and Urban Development (HUD), hereafter referred to as "Funders". These conditions include, but are not limited to the following:*

- A. The initial recommendation for funding should not be construed as a finding that the proposed program complies with all requirements and conditions for a contract for grants. LAHSA reserves the right to fund all or a portion of a proposal and/or require that a Proposer collaborate with another in the provision of a specific service if it is in the best interest of LAHSA. A funding recommendation or offer to contract may be withdrawn upon failure of reasonable attempts to negotiate an agreement.
- B. Successful Proposers will be required to satisfy LAHSA's and other participating provider or entity's insurance requirements. Additionally, all Proposers must comply with all contractual requirements. Contractors will name LAHSA and the City and/or County of Los Angeles as additional insured on general liability, professional liability (where required), auto liability (owned and non-owned), workers' compensation, and errors and omissions policies (where required).
- C. Contractors shall make available to representatives of Funders, upon reasonable notice, the fiscal records and/or client data records pertaining to the contract.
- D. Contractors shall comply with reasonable requests from Funders concerning promotional activities related to the SaaS.
- E. Contractors acknowledge that, as recipients of Federal funds, they will be required to comply with Federal regulations pertaining to the use of such funds. It will be the Contractor's responsibility to ensure compliance with applicable regulations.
- F. The Contract shall include standard clauses and in some cases, certifications, requiring Contractor's compliance with, but not limited to, the following regulations: non-discrimination, affirmative action, and equal opportunity; separation of church and state; Americans with Disabilities Act (ADA); conflict of interest; restrictions on lobbying; debarment; audits; rights in data; drug-free workplace; lead-based paint and Equal Benefits Ordinance.
- G. Contractors shall maintain any applicable licenses or permits.
- H. Contractors shall participate in information networking, training, and coordination meetings as directed by LAHSA or other grant funding sources.
- I. Contractors shall cooperate with related research and evaluation activities as directed by LAHSA or other grant funding sources.

- J. Contractors will be required to submit a Code of Conduct which will address conflict of interest requirements.
- K. Contractors may not enter into an agreement with a subcontractor under any project funded under this RFP, unless that subcontractor and its qualifications are fully described in the proposal, and the intention to subcontract is explicitly stated in the proposal or the use of the subcontractor has been approved in writing by LAHSA. Contractor shall remain liable for the performance of the subcontractor, and will require subcontractor to adhere to all provisions in the contract between LAHSA and contractor.
- L. When applicable, Contractors will ensure that an annual financial audit is performed in compliance with Title 2 of the Code of Federal Regulations Part 200 (2 C.F.R. 200) Subpart Audit Requirements, if it spends, in aggregate, \$750,000 or more of Federal funds per fiscal year. Contractor shall submit a copy of the audit report to LAHSA within nine months after the end of the contractor's fiscal year.
- M. Each contractor must comply fully with all of the requirements specified in this RFP and committed to in the program proposal, otherwise contractor risks immediate termination of contract.
- N. The responsibility for accuracy rests entirely with the Proposer. If a Proposer knowingly and willfully submits false performance or other data, LAHSA reserves the right to reject that proposal. If it is determined that a contract was awarded as a result of false performance, financial or other data submitted in response to this RFP, LAHSA reserves the right to terminate said contract immediately.
- O. LAHSA reserves the right to extend the duration of the contract as well as to renegotiate the terms of the contract if an extension is granted.
- P. Awards are made subject to receipt of award of funds from Funders by LAHSA. Contractor agrees that if Funders do not provide funds for program, contract will be deemed null and void. LAHSA reserves the right to adjust funding levels based on the availability of funds and the quality of proposals received.
- Q. Contractors are subject to applicable City of Los Angeles and/or County of Los Angeles contracting requirements, which may include but are not limited to:
  - a. Los Angeles County and City Child Support Compliance Program. Contractors shall 1) fully comply with all applicable State and Federal reporting requirements relating to employment reporting for its employees; and 2) comply with all lawfully served Wage and Earnings Assignment Orders and Notice of Assignment and continue to maintain compliance during the term of any contract that may be awarded pursuant to this solicitation. Failure to comply may be cause for termination of a contract or initiation of debarment proceedings against the non-compliant Contractor (County Code Chapter 2.202).

- b. County Contractor Employee Jury Service Ordinance (Los Angeles County Code, Chapter 2.203).
  - c. City of Los Angeles Living Wage and Equal Benefits Ordinances.
  - d. City of Los Angeles Contractor Responsibility Ordinance.
  - e. City of Los Angeles Iran Contracting Act of 2010.
  - f. City of Los Angeles First Source Hiring Ordinance.
- R. The Grant Agreement between LAHSA and its funders may be incorporated by reference into all contracts between LAHSA and the vendor.
- S. Contract agrees that any and all data contained in the HMIS, and training materials developed under the awarded contract shall be owned by and for the exclusive benefit of LAHSA. LAHSA shall be deemed the sole and exclusive owner of all rights, title, and interests therein, including all copyright and proprietary rights relating thereto. Under no circumstances shall data contained in HMIS be used by Contractor without LAHSA's written authorization. In the event that LAHSA authorizes the use of training materials by Contractor, all such materials shall disclose LAHSA's ownership of said material.
- T. The Proposer is hereby notified that, in accordance with LAHSA Rules and Regulations implementing the Contractor Responsibility Ordinance, LAHSA may debar the Proposer from bidding on LAHSA contracts for a period of five (5) years, if the LAHSA Commission finds, in its discretion, that the Proposer does not possess the necessary quality, fitness, or capacity to perform work on LAHSA contracts.
- U. LAHSA reserves the right to terminate contracts awarded under this RFP if the Contractor is unable to commence services within three (3) months of the effective date of the contract. If a contract is terminated under these conditions, LAHSA may award the de-obligated funding to remaining vendors who submitted proposals under the RFP and received fundable scores.

# ATTACHMENT 1

## A. Proposer Information

LEGAL NAME OF LEAD PROPOSER:

EXECUTIVE DIRECTOR:

EXECUTIVE DIRECTOR E-MAIL:

EXECUTIVE BOARD CHAIR:

AGENCY ADDRESS:

CITY:

ZIP:

AGENCY TELEPHONE:

## B. Legal Authorized Representative & Fiscal Accountability Agent (The person(s) authorized to enter & sign contracts, payment requests, checks, and legal documents)

AUTHORIZED REP. / TITLE:

AUTHORIZED REP. TELEPHONE:

AUTHORIZED REP. E-MAIL:

AUTHORIZED FISCAL REP TITLE

AUTHORIZED FISCAL REP PHONE

AUTHORIZED FISCAL REP E-MAIL

## C. Contact Person for RFP (If different from Authorized Rep.)

CONTACT PERSON\*/ TITLE

CONTACT PERSON TELEPHONE:

CONTACT PERSON E-MAIL:

## ATTACHMENT 2

If you have intentionally left an attachment out of the proposal, please submit a document using the following nomenclature: **“Document Name - Intentionally Left Blank”**. Include the explanation of why the attachment is not relevant to your proposal in this document

Required Core Documents
<input type="checkbox"/> Articles of Incorporation, including any amendments, and by-laws
<input type="checkbox"/> Audited financial statements, including if required, OMB A-133 Single Audit (last 2 fiscal years or written explanation as to why no audit was conducted).
<input type="checkbox"/> Conflict of Interest Policy
<input type="checkbox"/> SSL Certification
<input type="checkbox"/> Service Organization Controls (SOC) Report (SSAE 16)
<input type="checkbox"/> Executive Leadership/Senior Management Team (Resumes or Short Biographies)
<input type="checkbox"/> Insurance - Evidence of General Liability and Workers Compensation Insurance (Organization-wide and project specific as applicable)
<input type="checkbox"/> Litigation and/or Contract Compliance Certification (form can be found on the LAHSA website at) <a href="http://www.lahsa.org/filesshare_reports">www.lahsa.org/filesshare_reports</a> )
<input type="checkbox"/> Core Document Certification (form can be found on the LAHSA website at) <a href="http://www.lahsa.org/filesshare_reports">www.lahsa.org/filesshare_reports</a> )

