



**DEPARTMENT OF MENTAL HEALTH**

**REQUEST FOR PROPOSALS**

**FOR**

**PROJECTS FOR ASSISTANCE IN**

**TRANSITION FROM HOMELESSNESS**

**(PATH) PROGRAM**

**Bid No. DMH030414B1**

**March 4, 2014**

**Prepared By**  
**County of Los Angeles**  
**Contracts Development & Administration Division**



COUNTY OF LOS ANGELES – DEPARTMENT OF MENTAL HEALTH

**MENTAL HEALTH SERVICE AREAS**

**C O M M U N I T I E S / C I T I E S**

**SERVICE AREA 1** Lancaster, Palmdale

**SERVICE AREA 2** Agoura Hills, Burbank, Calabasas, Glendale, Hidden Hills, L. A. (Part), La Cañada-Flintridge, San Fernando, Santa Clarita, Westlake Village

**SERVICE AREA 3** Alhambra, Arcadia, Azusa, Baldwin Park, Bradbury, Claremont, Covina, Diamond Bar, Duarte, El Monte, Glendora, Industry, Irwindale, La Puente, La Verne, Monrovia, Monterey Park, Pasadena, Pomona, Rosemead, San Dimas, San Gabriel, San Marino, Sierra Madre, South El Monte, South Pasadena, Temple City, Walnut, West Covina

**SERVICE AREA 4** L.A. (Part), West Hollywood

**SERVICE AREA 5** Beverly Hills, Culver City, L.A. (Part), Malibu, Santa Monica

**SERVICE AREA 6** Compton, L.A. (Part), Lynwood, Paramount

**SERVICE AREA 7** Artesia, Bell, Bell Gardens, Bellflower, Cerritos, Commerce, Cudahy, Downey, Hawaiian Gardens, Huntington Park, L. A. (Part), La Habra Heights, La Mirada, Lakewood, Maywood, Montebello, Norwalk, Pico Rivera, Santa Fe Springs, South Gate, Vernon, Whittier

**SERVICE AREA 8** Avalon, Carson, El Segundo, Gardena, Hawthorne, Hermosa Beach, Inglewood, L. A. (Part), Lawndale, Long Beach, Lomita, Manhattan Beach, Palos Verdes Estates, Rancho Palos Verdes, Redondo Beach, Rolling Hills, Rolling Hills Estates, Signal Hill, Torrance



# COUNTY OF LOS ANGELES DEPARTMENT OF MENTAL HEALTH

## MENTAL HEALTH SERVICE AREAS



The Department of Mental Health divides the County into eight Service Areas.

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## **1.0 INTRODUCTION**

### **1.1 Purpose**

The Los Angeles County Department of Mental Health (DMH) is issuing this Request for Proposals (RFP) to solicit proposals for a Contract with Proposers who can provide Projects for Assistance in Transition from Homelessness (PATH) program services. The Stewart B. McKinney Homeless Assistance Amendments Act of 1990 created the PATH program. The PATH program is administered by the U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration (SAMHSA), Center for Mental Health Services (CMHS), Homeless Programs Branch. The PATH program is a Federal formula grant distributed to each State, the District of Columbia, Puerto Rico, Guam, the Northern Mariana Islands, American Samoa, and Virgin Islands. In California, the State Department of Health Care Services administers the PATH funding and distributes the funds to the participating Counties by formula.

Each year, CMHS issues a Request for Applications (RFA) that the States and territories prepare and submit under the signature of the governor or designees of the State or territory. The RFA includes Intended Use Plans that describe how PATH funding will be used to deliver PATH allowable services and Federal Grant Detailed Program Budgets. DMH submits an RFA to the State annually.

The Federal intent of the PATH program is to provide outreach and engagement and case management to individuals who are literally homeless or at imminent risk for homelessness that are not being served by the mental health system. The primary goals of the PATH program are to assist individuals in accessing mental health services and housing. In accordance with the 1993 Government Performance Results Act, PATH programs are held accountable for performance results including measuring what the program actually accomplished with the funding expended.

#### **Los Angeles County Department of Mental Health's (DMH) PATH Program**

DMH's PATH program target population is individuals 18 and older, who have a Severe Mental Illness (SMI) and are homeless and have high vulnerability as determined by a standardized assessment tool. Individuals with high vulnerability most likely have co-occurring mental health and physical health conditions and/or substance use disorders and other factors that place them at risk, such as, the length of time homeless and age.

The Proposer's PATH program shall be aligned with other homeless services provided by the Proposer in order to meet the required PATH in-kind match defined in Section 1.8 of this RFP and be a source of linkage for on-going mental health services. PATH program staff will be required to participate in local community efforts to end homelessness such as, the regional Coordinated Entry System (CES) outreach teams, use a standardized assessment tool to determine eligibility for the PATH program, and enter information from the assessment tool into the Homeless Management Information System (HMIS) and/or another database as determined by DMH to match these individuals with the most appropriate permanent supportive housing.

PATH program services will be provided by a field-based Multidisciplinary Integrated Team (MIT) that uses the Evidence-Based Practice (EBP), Critical Time Intervention (CTI). CTI provides continuity of care for individuals for about nine (9) months. During this time, CTI will be used to assist these individuals transition from homelessness to housing and from short-term PATH intensive services to longer-term community-based services and supports including intensive field-based mental health services such as those provided by Full Service Partnership (FSP) and Integrated Mobile Health Team (IMHT) programs.

One (1) qualified Proposer in each of the Service Areas (SA) 1, 2, 4, 5, 6 and 8 and one in SAs 3 and 7 combined will be awarded at the end of this RFP process. Proposer may submit a separate proposal for more than one SA. All awards are subject to availability of funding and Board of Supervisors approval.

## **1.2 Overview of Solicitation Document**

This RFP is composed of the following parts:

- PART 1.0: INTRODUCTION:** Specifies the Proposers' minimum requirements, provides information regarding the requirements of the Contract and the solicitation process.
- PART 2.0: PROPOSAL SUBMISSION REQUIREMENTS:** Includes instructions to Proposers on how to prepare and submit their proposal.
- PART 3.0: SELECTION PROCESS AND EVALUATION CRITERIA:** Includes information on how the proposals will be selected and evaluated.

## APPENDICES:

- **A - LEGAL ENTITY AGREEMENT (SAMPLE):** Identifies the terms and conditions in the Contract.
- **B - STATEMENT OF WORK (SOW):** Explains in detail the required services to be performed by the Contract.
- **C - STATEMENT OF WORK EXHIBITS:** Exhibits to the Statement of Work.
- **D - REQUIRED FORMS:** Forms that must be completed and included in the proposal.
- **E - TRANSMITTAL FORM TO REQUEST AN RFP SOLICITATION REQUIREMENTS REVIEW:** Transmittal sent to Department requesting a Solicitation Requirements Review.
- **F - CONTRACTOR EMPLOYEE JURY SERVICE ORDINANCE:** County Code.
- **G - LISTING OF CONTRACTORS DEBARRED IN LOS ANGELES COUNTY:** Contractors who are not allowed to contract with the County for a specific length of time.
- **H - IRS NOTICE 1015:** Provides information on Federal Earned Income Credit.
- **I - SAFELY SURRENDERED BABY LAW:** County program.
- **J - DETERMINATIONS OF CONTRACTOR NON-RESPONSIBILITY AND CONTRACTOR DEBARMENT**
- **K - BACKGROUND AND RESOURCES: CALIFORNIA CHARITIES REGULATION:** An information sheet intended to assist Non-profit agencies with compliance with SB 1262 - the Nonprofit Integrity Act of 2004 and identify available resources.
- **L - REGULATION DEFAULTED PROPERTY TAX REDUCTION PROGRAM ORDINANCE:** County Code.

### **1.3 Glossary of Terms and Acronyms/Definitions**

Specialized terms, roles, groups and departments/agencies referenced throughout this RFP are defined in Appendix C – Exhibit 1 Glossary of Terms and Acronyms.

### **1.4 Minimum Mandatory Requirements**

Interested and qualified Proposers that can demonstrate their ability to successfully provide the required PATH program services outlined in Appendix B, Statement of Work (SOW), of this RFP are invited to submit a proposal provided they meet the minimum mandatory requirements listed below. Any proposal submitted that fails to demonstrate that Proposer meets these minimum mandatory requirements shall be considered non-responsive and the proposal may be rejected at the County's sole discretion.

- 1.4.1 Proposer shall attend the Mandatory Proposers' Conference as set forth in Part 2.0, Proposal Submission Requirements, Sections 2.4 and 2.6 respectively, of this RFP.
- 1.4.2 Proposer shall submit the Mandatory Letter of Intent following instructions indicated in Part 2.0, Proposal Submission Requirements, Sections 2.4 and 2.7, of this RFP.
- 1.4.3 Proposer shall submit three (3) signed letters of reference, including references from contracts or business arrangements that substantiate Proposer's capacity to provide such services as described in the Part 2.0, Proposal Submission Requirements, Section 2.11.7 and Section B.2, of this RFP.
- 1.4.4 Proposer shall be a current Legal Entity (LE) Contractor with DMH. (Please provide a copy of the front page of LE Agreement)
- 1.4.5 Proposer shall have a minimum of 18 months of demonstrated experience in the last three (3) years working with individuals 18 and older that have an SMI and are homeless and who have been identified as the most vulnerable as determined by a standardized tool measuring vulnerability. (Provide a copy of page 2 of the LE Agreement, Terms, or an Amendment to the LE Agreement to verify the years of experience and a copy of Subprogram Schedules to verify the funded program that meets the requirement for DMH contracts. Provide a copy of a contract to verify the above for non-DMH contracts.)

- 1.4.6 Proposer shall currently provide services to the homeless population in the SA for which they are proposing to provide services. (Provide a copy of Fiscal Year 2013-14 Negotiation Package Schedule 6, Page 2 for DMH contracts. Provide a copy of a contract to verify the above for non-DMH contracts.)
- 1.4.7 Proposer shall currently have an intensive field-based program such as a Full Service Partnership (FSP) or Integrated Mobile Health Team (IMHT) program that serves individuals 18 and older who have a SMI and who are homeless.
- Be funded with State or local dollars, and be able to be used to meet the PATH in-kind match requirement defined in Section 1.8, and;
  - Be a source of linkage for PATH clients upon their disenrollment from the program.
- (Provide a copy of page 2 of the FY2013-14 LE Agreement, Terms, or an Amendment to the LE Agreement to verify the years of experience and a copy of Subprogram Schedules to verify the funded program that meets the requirement for DMH contracts. Provide a copy of a contract to verify the above for non-DMH contracts.)
- 1.4.8 Proposer shall have a minimum of three (3) years of demonstrated experience within the last five (5) years providing outreach and engagement to individuals who are street homeless, including those that are living in encampments, abandoned buildings and other outdoor areas. (Provide a copy of page 2 of the LE Agreement, Terms, or an Amendment to the LE Agreement to verify the years of experience and a copy of Subprogram Schedules to verify the funded program that meets the requirement for DMH contracts. Provide a copy of a contract to verify the above for non-DMH contracts.)
- 1.4.9 Proposer shall have a minimum of three (3) years of demonstrated experience within the last five (5) years providing housing services to those that are homeless and have a SMI. (Provide one copy of a housing or rental assistance application that Proposer assisted clients with completing for each of the three years).
- 1.4.10 Proposer shall have a minimum of 18 months of demonstrated experience within the last three (3) years working with individuals with co-occurring mental health, physical health and substance use disorders. (Provide a copy of page 2 of the LE Agreement, Terms, or an Amendment to the LE Agreement to verify the years of experience and a copy of Subprogram Schedules to verify the

funded program that meets the requirement for DMH contracts. Provide a copy of a contract to verify the above for non-DMH contracts.)

- 1.4.11 Proposer shall include a letter from a physical health provider located in close proximity to where Proposer's PATH program services will be provided to verify their commitment to enter into a Memorandum of Understanding (MOU) with Proposer to provide physical health services to the Proposer's PATH clients.
- 1.4.12 Prior to contract award, Proposer shall register in the County's WebVen. The WebVen contains the Proposer's business profile and identifies the goods/services the business provides. Registration can be accomplished online via the Internet by accessing the County's home page at [http://lacounty.info/doing\\_business/main\\_db.htm](http://lacounty.info/doing_business/main_db.htm).
- 1.4.13 Proposer shall not be on the Los Angeles County Debarment List ([http://lacounty.info/doing\\_business/DebarmentList.htm](http://lacounty.info/doing_business/DebarmentList.htm)) or on the Office of Inspector General (OIG) Health and Human Services (HHS) Debarment List ([www.oig.hhs.gov/fraud/exclusions.asp](http://www.oig.hhs.gov/fraud/exclusions.asp)).
- 1.4.14 Proposer shall identify by name, case, and court jurisdiction any pending litigation in which Proposer is involved, or judgments against Proposer in the past five (5) years. Provide a statement describing the size and scope of any pending or threatening litigation against the Proposer or principals of the Proposer.

## **1.5 County Rights & Responsibilities**

The County has the right to amend the RFP by written addendum. The County is responsible only for that which is expressly stated in the solicitation document and any authorized written addenda thereto. Such addendum shall be made available to each person or organization which County records indicate has received this RFP. Should such addendum require additional information not previously requested, failure to address the requirements of such addendum may result in the Proposal not being considered, as determined in the sole discretion of the County. The County is not responsible for and shall not be bound by any representations otherwise made by any individual acting or purporting to act on its behalf.

## **1.6 Contract Term**

The term of the Agreement shall commence in Fiscal Year (FY) 2014-15, following Board of Supervisors' approval, through FY 2016-17. The

Contract term shall be for a period of one (1) year with four (4) optional one-year renewals.

### **1.7 Fee Schedule**

Contractor shall be reimbursed in accordance with the allowed cost described in the Budget Narrative and Justification (Appendix D, Exhibit 10). In no event shall the total reimbursement exceed County's maximum financial obligation specified in the Contract.

### **1.8 Funding**

Seven (7) PATH programs will be funded to provide PATH services in the SAs referenced in Section 1.1, Purpose of this RFP. Each program will receive a total of \$321,181 to provide PATH services beginning in FY 2014-15. The total includes \$71,428 County General Funds (CGF), \$71,428 Federal Financial Participation (FFP) and \$178,325 Federal PATH funding.

DMH receives a PATH allocation from the State each FY that is subject to change annually depending on CMHS' PATH allocation to the State and the State's PATH allocation to DMH.

Agencies that provide PATH program services are required to match one dollar (\$1) of State or local resources for every three dollars (\$3) of Federal PATH funds received. These non-Federal contributions, also known as match funds, may be in cash or in-kind. Each PATH program's match requirement is \$59,422. The in-kind match may only be associated with the costs of any of the following:

- Personnel and consultants that provide services to the PATH program target population.
- Personnel that oversee or provide clerical support to the PATH program.
- PATH program office/outreach supplies.
- PATH program staff mileage/telephones.

PATH funds cannot be used as Medi-Cal match or for administrative overhead costs. PATH **match** funds may only be used for the PATH program services.

### **1.9 Days/Hours of Operation**

Proposer is required to provide PATH program services described in Section C.1 of this RFP. Services shall be provided in person, 52 weeks a year, a minimum of 40 hours a week over six days per week including

evenings/and or early mornings. PATH staff shall be available after regular business hours to speak with landlords and to address client crises and other emergency situations.

#### **1.10 Contact with County Personnel**

All contact regarding this RFP or any matter relating thereto must be in writing and may be mailed, e-mailed, or faxed as follows:

Richard Kushi, Chief  
Contracts Development and Administration Division  
County of Los Angeles – Department of Mental Health  
550 South Vermont Avenue, 5<sup>th</sup> Floor, Room 500  
Los Angeles, CA 90020  
E-mail address: rkushi@dmh.lacounty.gov  
Fax No. (213) 381-7092

If it is discovered that Proposer contacted and received information from any County personnel, other than the person specified above, regarding this solicitation, County, in its sole determination, may disqualify their proposal from further consideration.

#### **1.11 Final Contract Award by the Board of Supervisors**

Notwithstanding a recommendation of a Department, agency, individual, or other, the Board of Supervisors retains the right to exercise its judgment concerning the selection of a proposal and the terms of any resultant agreement, and to determine which proposal best serves the interests of the County. The Board is the ultimate decision making body and makes the final determinations necessary to arrive at a decision to award, or not award, a contract.

#### **1.12 Mandatory Requirement to Register on County's WebVen**

Prior to a contract award, all potential Contractors must register in the County's WebVen. The WebVen contains the Vendor's business profile and identifies the goods/services the business provides. Registration can be accomplished online via the Internet by accessing the County's home page at [http://lacounty.info/doing\\_business/main\\_db.htm](http://lacounty.info/doing_business/main_db.htm).

#### **1.13 County Option to Reject Proposals**

The County may, at its sole discretion, reject any or all proposals submitted in response to this RFP. The County shall not be liable for any costs incurred by the Proposer in connection with the preparation and submission of any proposal. The County reserves the right to waive inconsequential disparities in a submitted proposal.

## **1.14 Protest Policy Review Process**

1.14.1 Under Board Policy No. 5.055 (Services Contract Solicitation Protest), any prospective Proposer may request a review of the requirements under a solicitation for a Board-approved services contract, as described in Section 1.13.3 below. Additionally, any actual Proposer may request a review of a disqualification or of a proposed contract award under such a solicitation, as described respectively in the Sections below. It is the responsibility of the Proposer challenging the decision of a County Department to demonstrate that the Department committed a sufficiently material error in the solicitation process to justify invalidation of a proposed contract award.

1.14.2 Throughout the review process, the County has no obligation to delay or otherwise postpone an award of contract based on a Proposer's protest. In all cases, the County reserves the right to make an award when it is determined to be in the best interest of the County of Los Angeles to do so.

### **1.14.3 Grounds for Review**

Unless state or federal statutes or regulations otherwise provide, the grounds for review of a solicitation for a Board-approved services contract provided for under Board Policy No. 5.055 are limited to the following:

- Review of Solicitation Requirements (Part 2.0, Section 2.5 of the Proposal Submission Requirements Section)
- Review of a Disqualified Proposal (Part 3.0, Section 3.3 of the Selection Process and Evaluation Criteria Section)
- Review of Proposed Contractor Selection (Part 3.0, Section 3.5 of the Selection Process and Evaluation Criteria Section)

## **1.15 Notice to Proposers Regarding the Public Records Act**

1.15.1 Responses to this solicitation shall become the exclusive property of the County. Absent extraordinary circumstances, the recommended proposer's proposal will become a matter of public record when (1) contract negotiations are complete; (2) (Department) receives a letter from the recommended Proposer's authorized officer that the negotiated contract is the firm offer of the recommended Proposer; and (3) (Department) releases a

copy of the recommended Proposer's proposal in response to a Notice of Intent to Request a Proposed Contractor Selection Review under Board Policy No. 5.055.

- 1.15.2 Notwithstanding the above, absent extraordinary circumstances, all proposals will become a matter of public record when the Department's proposer recommendation appears on the Board agenda. Exceptions to disclosure are those parts or portions of all proposals that are justifiably defined as business or trade secrets, and plainly marked by the Proposer as "Trade Secret," "Confidential," or "Proprietary."
- 1.15.3 The County shall not, in any way, be liable or responsible for the disclosure of any such record or any parts thereof, if disclosure is required or permitted under the California Public Records Act or otherwise by law. A blanket statement of confidentiality or the marking of each page of the proposal as confidential shall not be deemed sufficient notice of exception. The Proposers must specifically label only those provisions of their respective proposal which are "Trade Secrets," "Confidential," or "Proprietary" in nature.

## **1.16 Financial Viability**

- 1.16.1 Proposers shall submit a current and prior two (2) years' compiled, reviewed or audited financial statements based on annual operating revenues indicated below. The latest audited financial statements may not be older than 18 months at the time of submission of the RFP.
  - a. Compiled Statement - annual operating revenue averaging up to \$49,999.
  - b. Reviewed Statement - annual operating revenue averaging from \$50,000 - \$499,999.
  - c. Audited Statement - annual operating revenue averaging \$500,000 or more. The opinion of the Certified Public Accountant (CPA) is to be included. If the opinion is qualified in any way, an explanation regarding the nature of the qualification is to be provided.

Do not submit Income Tax Returns to meet these requirements. Financial statements will be kept confidential if so stamped on each page. Form 990 (for Non-Profit), Department of the Treasury, Internal Revenue Service (IRS) *Return of Organization*

*Exempt from Income Tax*, or Form 1120 (for Profit) U. S. Corporation Income Tax Return may be substituted for the CPA prepared financial statements when the latter are not available.

1.16.2 Proposer shall be financially viable as determined by Los Angeles County DMH based on the submission and evaluation of the submitted financial statements. Such financial statements are to include the independent CPA's letter documenting internal control and/or other findings including those from federal single audits, if applicable.

### **1.17 Indemnification and Insurance**

Proposer shall be required to comply with the indemnification provisions contained in the - Appendix A, LE Agreement (Sample), Paragraph 21. Proposer shall procure, maintain, and provide to the County proof of insurance coverage for all the programs of insurance along with associated amounts specified in the Appendix A, LE Agreement (Sample), Paragraph 21.

### **1.18 SPARTA Program**

A County program, known as 'SPARTA' (Service Providers, Artisan and Tradesman Activities) may be able to assist potential Contractors in obtaining affordable liability insurance. The SPARTA Program is administered by the County's insurance broker, Merriwether & Williams. For additional information, Proposers may call Merriwether & Williams toll free at (800) 420-0555 or can access their website directly at [www.2sparta.com](http://www.2sparta.com).

### **1.19 Injury & Illness Prevention Program (IIPP)**

Proposer shall be required to comply with the State of California's California Occupational Safety & Health Administration's regulations. Section 3203 of Title 8 in the California Code of Regulations requires all California employers to have a written, effective Injury and Illness Prevention Program that addresses hazards pertaining to the particular workplace covered by the program.

### **1.20 Background and Security Investigations**

Background and security investigations of Proposer's staff may be required at the discretion of the County as a condition of beginning and continuing work under any resulting Contract. The cost of background checks is the responsibility of the Contractor.

## **1.21 Confidentiality and Independent Contractor Status**

As appropriate, Contractor shall be required to comply with the Confidentiality provision contained in Paragraph 15 and the Independent Contractor Status provision contained in Paragraph 25 in Appendix A, LE Agreement (Sample).

## **1.22 Conflict of Interest**

No County employee whose position in the County enables him/her to influence the selection of a Contractor for this RFP, or any competing RFP, nor any spouse or economic dependent of such employees, shall be employed in any capacity by a Proposer or have any other direct or indirect financial interest in the selection of a Contractor. Proposer shall certify that he/she is aware of and has read Section 2.180.010 of the Los Angeles County Code as stated Exhibit 5 in Appendix D - Required Forms-Certification of No Conflict of Interest.

## **1.23 Determination of Proposer Responsibility**

- 1.23.1 A responsible Proposer is a Proposer who has demonstrated the attribute of trustworthiness, as well as quality, fitness, capacity and experience to satisfactorily perform the contract. It is the County's policy to conduct business only with responsible Proposers.
- 1.23.2 Proposers are hereby notified that, in accordance with Chapter 2.202 of the County Code, the County may determine whether the Proposer is responsible based on a review of the Proposer's performance on any contracts, including but not limited to County contracts. Particular attention will be given to violations of labor laws related to employee compensation and benefits, and evidence of false claims made by the Proposer against public entities. Labor law violations which are the fault of the subcontractors and of which the Proposer had no knowledge shall not be the basis of a determination that the Proposer is not responsible.
- 1.23.3 The County may declare a Proposer to be non-responsible for purposes of this contract if the Board of Supervisors, in its discretion, finds that the Proposer has done any of the following: (1) violated a term of a contract with the County or a nonprofit corporation created by the County; (2) committed an act or omission which negatively reflects on the Proposer's quality, fitness, or capacity to perform a contract with the County, any other public entity, or a nonprofit corporation created by the

County, or engaged in a pattern or practice which negatively reflects on same; (3) committed an act or omission which indicates a lack of business integrity or business honesty; or (4) made or submitted a false claim against the County or any other public entity.

- 1.23.4 If there is evidence that the apparent highest ranked Proposer may not be responsible, the Department shall notify the Proposer in writing of the evidence relating to the Proposer's responsibility, and its intention to recommend to the Board of Supervisors that the Proposer be found not responsible. The Department shall provide the Proposer and/or the Proposer's representative with an opportunity to present evidence as to why the Proposer should be found to be responsible and to rebut evidence which is the basis for the Department's recommendation.
- 1.23.5 If the Proposer presents evidence in rebuttal to the Department, the Department shall evaluate the merits of such evidence, and based on that evaluation, make a recommendation to the Board of Supervisors. The final decision concerning the responsibility of the Proposer shall reside with the Board of Supervisors.
- 1.23.6 These terms shall also apply to proposed subcontractors of Proposers on County contracts.

#### **1.24 Proposer Debarment**

- 1.24.1 The Proposer is hereby notified that, in accordance with Chapter 2.202 of the County Code, the County may debar the Proposer from bidding or proposing on, or being awarded, and/or performing work on other County contracts for a specified period of time, which generally will not exceed five (5) years but may exceed five (5) years or be permanent if warranted by the circumstances, and the County may terminate any or all of the Proposer's existing contracts with County, if the Board of Supervisors finds, in its discretion, that the Proposer has done any of the following: (1) violated a term of a contract with the County or a nonprofit corporation created by the County; (2) committed an act or omission which negatively reflects on the Proposer's quality, fitness, or capacity to perform a contract with the County, any other public entity, or a nonprofit corporation created by the County, or engaged in a pattern or practice which negatively reflects on same; (3) committed an act or offense which indicates a lack of business integrity or business honesty; or (4) made or submitted a false claim against the County or any other public entity.

- 1.24.2 If there is evidence that the apparent highest ranked Proposer may be subject to debarment, the Department shall notify the Proposer in writing of the evidence which is the basis for the proposed debarment, and shall advise the Proposer of the scheduled date for a debarment hearing before the Contractor Hearing Board.
- 1.24.3 The Contractor Hearing Board shall conduct a hearing where evidence on the proposed debarment is presented. The Proposer and/or Proposer's representative shall be given an opportunity to submit evidence at that hearing. After the hearing, the Contractor Hearing Board shall prepare a tentative proposed decision, which shall contain a recommendation regarding whether the Proposer should be debarred, and, if so, the appropriate length of time of the debarment. The Proposer and the Department shall be provided an opportunity to object to the tentative proposed decision prior to its presentation to the Board of Supervisors.
- 1.24.4 After consideration of any objections, or if no objections are received, a record of the hearing, the proposed decision and any other recommendation of the Contractor Hearing Board shall be presented to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.
- 1.24.5 If a Proposer has been debarred for a period longer than five (5) years, that Proposer may, after the debarment has been in effect for at least five (5) years, submit a written request for review of the debarment determination to reduce the period of debarment or terminate the debarment. The County may, in its discretion, reduce the period of debarment or terminate the debarment if it finds that the Proposer has adequately demonstrated one or more of the following: (1) elimination of the grounds for which the debarment was imposed; (2) a bona fide change in ownership or management; (3) material evidence discovered after debarment was imposed; or (4) any other reason that is in the best interests of the County.
- 1.24.6 The Contractor Hearing Board will consider requests for review of a debarment determination only where (1) the Proposer has been debarred for a period longer than five (5) years; (2) the debarment has been in effect for at least five (5) years; and (3) the request is in writing, states one or more of the grounds for reduction of the debarment period or termination of the debarment, and includes supporting documentation. Upon receiving an appropriate request, the Contractor Hearing Board will provide notice of the hearing on the request. At the hearing, the Contractor Hearing

Board shall conduct a hearing where evidence on the proposed reduction of debarment period or termination of debarment is presented. This hearing shall be conducted and the request for review decided by the Contractor Hearing Board pursuant to the same procedures as for a debarment hearing.

- 1.24.7 The Contractor Hearing Board's proposed decision shall contain a recommendation on the request to reduce the period of debarment or terminate the debarment. The Contractor Hearing Board shall present its proposed decision and recommendation to the Board of Supervisors. The Board of Supervisors shall have the right to modify, deny, or adopt the proposed decision and recommendation of the Contractor Hearing Board.
- 1.24.8 These terms shall also apply to proposed subcontractors of Proposers on County contracts.
- 1.24.9 Appendix G provides a link to the County's website where there is a listing of Contractors that are currently on the Debarment List for Los Angeles County.

## **1.25 Proposer's Adherence to County's Child Support Compliance Program**

Proposers 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).

## **1.26 Gratuities**

### **1.26.1 Attempt to Secure Favorable Treatment**

It is improper for any County officer, employee, or agent 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 County'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 a County officer, employee, or agent for the purpose of securing favorable treatment with respect to the award of the Contract.

**1.26.2 Proposer Notification to County**

A Proposer shall immediately report any attempt by a County officer, employee, or agent to solicit such improper consideration. The report shall be made either to the County manager charged with the supervision of the employee or to the County Auditor-Controller's Employee Fraud Hotline at (800) 544-6861. Failure to report such a solicitation may result in the Proposer's submission being eliminated from consideration.

**1.26.3 Form of Improper Consideration**

Among other items, such improper consideration may take the form of cash, discounts, services, the provision of travel or entertainment, or tangible gifts.

**1.27 Notice to Proposers Regarding the County Lobbyist Ordinance**

The Board of Supervisors of the County of Los Angeles has enacted an ordinance regulating the activities of persons who lobby County officials. This ordinance, referred to as the "Lobbyist Ordinance", defines a County Lobbyist and imposes certain registration requirements upon individuals meeting the definition. The complete text of the ordinance can be found in County Code Chapter 2.160. In effect, each person, corporation or other entity that seeks a County permit, license, franchise, or contract must certify compliance with the ordinance. As part of this solicitation process, it will be the responsibility of each Proposer to review the ordinance independently as the text of said ordinance is not contained within this RFP. Thereafter, each person, corporation, or other entity submitting a response to this solicitation, must certify that each County Lobbyist, as defined by Los Angeles County Code Section 2.160.010, retained by the Proposer is in full compliance with Chapter 2.160 of the Los Angeles County Code and each such County Lobbyist is not on the Executive Office's List of Terminated Registered Lobbyists by completing and submitting the Familiarity with the County Lobbyist Ordinance Certification, as set forth in Appendix D - Required Forms Exhibit 6 as part of their proposal.

**1.28 Federal Earned Income Credit**

The Contractor shall notify its employees, and shall require each subcontractor to notify its employees, that they may be eligible for the Federal Earned Income Credit under the federal income tax laws. Such notice shall be provided in accordance with the requirements set forth in Internal Revenue Service Notice No. 1015 (Appendix H).

### **1.29 Consideration of GAIN/GROW Participants for Employment**

As a threshold requirement for consideration for contract award, Proposers shall demonstrate a proven record of hiring participants in the County's Department of Public Social Services Greater Avenues for Independence (GAIN) or General Relief Opportunity for Work (GROW) Programs or shall attest to a willingness to consider GAIN/GROW participants for any future employment openings if they meet the minimum qualifications for that opening. Additionally, Proposers shall attest to a willingness to provide employed GAIN/GROW participants access to the Proposers' employee mentoring program, if available, to assist these individuals in obtaining permanent employment and/or promotional opportunities. Proposers who are unable to meet this requirement shall not be considered for contract award. Proposers shall complete and return the form, Attestation of Willingness to Consider GAIN/GROW Participants, as set forth in Appendix D - Required Forms Exhibit 8, along with their proposal.

### **1.30 County's Quality Assurance Plan**

After contract award, the County or its agent will evaluate the Contractor's performance under the contract no less than on an annual basis. Such evaluation will include assessing Contractor's compliance with all terms in the Contract and performance standards identified in the SOW, Appendix B. Contractor's deficiencies which the County determines are severe or continuing and that may place performance of the agreement in jeopardy if not corrected will be reported to the County's Board of Supervisors. The report will include improvement/corrective action measures taken by the County and Contractor. If improvement does not occur consistent with the corrective action measures, the County may terminate the Contract or impose other penalties as specified in the Contract.

### **1.31 Recycled Bond Paper**

Proposer shall be required to comply with the County's policy on recycled bond paper as specified in Appendix A, LE Agreement (Sample), Paragraph 52.

### **1.32 Safely Surrendered Baby Law**

The Contractor shall notify and provide to its employees, and shall require each subcontractor to notify and provide to its employees, a fact sheet regarding the Safely Surrendered Baby Law, its implementation in Los Angeles County, and where and how to safely surrender a baby. The fact sheet is set forth in Appendix I of this solicitation document and is also available on the Internet at [www.babysafela.org](http://www.babysafela.org) for printing purposes.

### 1.33 Jury Service Program

The prospective contract is subject to the requirements of the County's Contractor Employee Jury Service Ordinance ("Jury Service Program") (Los Angeles County Code, Chapter 2.203). Prospective Contractors should carefully read Appendix F, the Contractor Employee Jury Service Ordinance, and the pertinent jury service provisions of Appendix A – LE Agreement (Sample), Paragraph 57, both of which are incorporated by reference into and made a part of this RFP. The Jury Service Program applies to both Contractors and their Subcontractors.

Proposals that fail to comply with the requirements of the Jury Service Program will be considered non-responsive and excluded from further consideration.

- 1.33.1 The Jury Service Program requires Contractors and their Subcontractors to have and adhere to a written policy that provides that its employees shall receive from the Contractor, on an annual basis, no less than five (5) days of regular pay for actual jury service. The policy may provide that employees deposit any fees received for such jury service with the Contractor or that the Contractor deduct from the employee's regular pay the fees received for jury service. For purposes of the Jury Service Program, "employee" means any California resident who is a full-time employee of a Contractor and "full-time" means 40 hours or more worked per week, or a lesser number of hours if: 1) the lesser number is a recognized industry standard as determined by the County, or 2) the Contractor has a long-standing practice that defines the lesser number of hours as full-time. Therefore, the Jury Service Program applies to all of a Contractor's full-time California employees, even those not working specifically on the County project. Full-time employees providing short-term, temporary services of 90 days or less within a 12-month period are not considered full-time for purposes of the Jury Service Program.
- 1.33.2 There are two ways in which a Contractor might not be subject to the Jury Service Program. The first is if the Contractor does not fall within the Jury Service Program's definition of "Contractor". The Jury Service Program defines "Contractor" to mean a person, partnership, corporation or other entity which has a contract with the County or a Subcontract with a County Contractor and has received or will receive an aggregate sum of \$50,000 or more in any 12-month period under one or more County contracts or subcontracts. The second is if the Contractor meets one of the two exceptions to the Jury Service Program. The first exception

concerns small businesses and applies to Contractors that have 1) ten or fewer employees; and, 2) annual gross revenues in the preceding twelve months which, if added to the annual amount of this Contract is less than \$500,000, and, 3) is not an “affiliate or subsidiary of a business dominant in its field of operation”. The second exception applies to Contractors that possess a collective bargaining agreement that expressly supersedes the provisions of the Jury Service Program. The Contractor is subject to any provision of the Jury Service Program not expressly superseded by the collective bargaining agreement.

1.33.3 If a Contractor does not fall within the Jury Service Program’s definition of “Contractor” or if it meets any of the exceptions to the Jury Service Program, then the Contractor must so indicate in the Certification Form and Application for Exception, Exhibit 9 in Appendix D - Required Forms, and include with its submission all necessary documentation to support the claim such as tax returns or a collective bargaining agreement, if applicable. Upon reviewing the Contractor’s application, the County will determine, in its sole discretion, whether the Contractor falls within the definition of Contractor or meets any of the exceptions to the Jury Service Program. The County’s decision will be final.

**1.34 Notification to County of Pending Acquisitions/Mergers by Proposing Company**

The Proposer shall notify the County of any pending acquisitions/mergers of their company. This information shall be provided by the Proposer on Required Forms Appendix D, Exhibit 1 – Proposer’s Organization Questionnaire/Affidavit. Failure of the Proposer to provide this information may eliminate its proposal from any further consideration.

**1.35 Business Associate Agreement Under the Health Insurance Portability and Accountability Act of 1996 (“HIPAA”)**

Contractor shall be required to comply with the Administrative Simplification requirements of the federal Health Insurance Portability and Accountability Act of 1996 (HIPAA) as in effect and as may be amended, as contained in Appendix A, LE Agreement (Sample), Paragraph 55.

**1.36 Proposer’s Charitable Contributions Compliance**

1.36.1 California’s “Supervision of Trustees and Fundraisers for Charitable Purposes Act” regulates receiving and raising charitable contributions. Among other requirements, those

subject to the Charitable Purposes Act must register. The 2004 Nonprofit Integrity Act (SB 1262, Chapter 919) increased Charitable Purposes Act requirements. Prospective Contractors shall read carefully the Background and Resources: California Charities Regulation, Appendix K. New rules cover California public benefit corporations, unincorporated associations, and trustee entities and may include similar foreign corporations doing business or holding property in California. Key Nonprofit Integrity Act requirements affect executive compensation, fund-raising practices and documentation. Charities with over \$2 million of revenues (excluding funds that must be accounted for to a governmental entity) have new audit requirements.

1.36.2 All prospective contractors must determine if they receive or raise charitable contributions which subject them to the Charitable Purposes Act and complete the Charitable Contributions Certification, Exhibit 11 as set forth in Appendix D - Required Forms. A completed Exhibit 11 is a required part of any agreement with the County.

1.36.3 In Exhibit 11, prospective contractors certify either that:

- they have determined that they do not now receive or raise charitable contributions regulated under the California Charitable Purposes Act, (including the Nonprofit Integrity Act) but will comply if they become subject to coverage of those laws during the term of a County agreement,

– OR –

- they are currently complying with their obligations under the Charitable Purposes Act, attaching a copy of their most recent filing with the Registry of Charitable Trusts.

1.36.4 Prospective County contractors that do not complete Exhibit 11 as part of the solicitation process may, in the County's sole discretion, be disqualified from contract award. A County contractor that fails to comply with its obligations under the Charitable Purposes Act is subject to either contract termination or debarment proceedings or both. (County Code Chapter 2.202).

### **1.37 Defaulted Property Tax Reduction Program**

The prospective contract is subject to the requirements of the County's defaulted Property Tax Reduction Program ("Defaulted Tax Program")

(Los Angeles County Code, Chapter 2.206). Prospective Contractors should carefully read the Defaulted Tax Program Ordinance, Appendix L, and the pertinent provision of the LE Agreement (Sample)-Appendix A, Paragraph 64, which is incorporated by reference into and made a part of this solicitation. The Defaulted Tax Program applies to both Contractors and their Subcontractors.

Proposers shall be required to certify that they are in full compliance with the provisions of the Defaulted Tax Program and shall maintain compliance during the term of any contract that may be awarded pursuant to this solicitation or shall certify that they are exempt from the Defaulted Tax Program by completing Certification of Compliance with the County's Defaulted Property Tax Reduction Program, Exhibit 12 in Appendix D - Required Forms. Failure to maintain compliance, or to timely cure defects, may be cause for termination of a contract or initiation of debarment proceedings against the non-compliant contractor (Los Angeles County Code, Chapter 2.202).

Proposals that fail to comply with the certification requirements of the Defaulted Tax Program will be considered non-responsive and excluded from further consideration.

**1.38 Time Off for Voting**

The Contractor shall notify its employees, and shall require each subcontractor to notify and provide to its employees, information regarding the time off for voting law (Elections Code Section 14000). Not less than 10 days before every statewide election, every Contractor and subcontractors shall keep posted conspicuously at the place of work, if practicable, or elsewhere where it can be seen as employees come or go to their place of work, a notice setting forth the provisions of Section 14000.

**2.0 PROPOSAL SUBMISSION REQUIREMENTS**

**2.1 County Rights and Responsibilities**

- 2.1.1 The County is not responsible for representations made by any of its officers or employees prior to the execution of the Contract, unless such understanding or representation is included in this RFP or any written addenda to this RFP.
- 2.1.2 The County has the right to amend the RFP by written addendum. The County is responsible only for that which is expressly stated in the solicitation document and any authorized written addenda thereto. Such addendum shall be made available to each person or organization which County's records indicate has received this

RFP. Should such addendum require additional information not previously requested, failure to address the requirements of such addendum may result in the Proposal Package not being considered, as determined in the sole discretion of the County. The County is not responsible for and shall not be bound by any representations otherwise made by any individual acting or purporting to act on its behalf.

**2.2 Department Options to Reject Proposal Packages**

The Director of DMH, at his sole discretion, may reject any or all Proposal Packages submitted in response to this solicitation. DMH shall not be liable for any cost incurred by a Proposer in connection with preparation and submittal of any Proposal Package.

**2.3 Truth and Accuracy of Representations**

False, misleading, incomplete, or deceptively unresponsive statements in connection with a Proposal Package shall be sufficient cause for rejection of the Proposal Package. The evaluation and determination in this area shall be at the Director's sole judgment and his judgment shall be final.

**2.4 RFP Timetable**

The following timeline represents DMH's best estimate of the schedule that shall be followed. DMH reserves the right, at its sole discretion, to adjust this schedule as it deems necessary.

Release of RFP .....	<b>March 4 , 2014</b>
Deadline to Submit the Transmittal form to Request a RFP Solicitation Requirements Review (Appendix E) .....	<b>March 18, 2014</b>
Mandatory Proposers' Conference .....	<b>March 25, 2014</b>
Mandatory Letter of Intent.....	<b>April 3, 2014</b>

**Deadline for Proposal Package Submission  
at or before 12:00 P.M., P.S.T.  
Tuesday, April 8, 2014  
No Exceptions**

**2.5 Solicitation Requirements Review**

Any person or entity may seek a Solicitation Requirements Review by submitting Appendix E - Transmittal Form to Request a Solicitation Requirements Review to the Department conducting the solicitation as described in this Section. A request for a Solicitation Requirements

Review may be denied, in the Department's sole discretion, if the request does not satisfy all of the following criteria:

- a. The request for a Solicitation Requirements Review is made within ten (10) business days of the issuance of the solicitation document;
- b. The request for a Solicitation Requirements Review includes documentation, which demonstrates the underlying ability of the person or entity to submit a proposal.
- c. The request for a Solicitation Requirements Review itemizes in appropriate detail, each matter contested and factual reasons for the requested review; and
- d. The request for a Solicitation Requirements Review asserts either that:
  1. Application of the minimum requirements, evaluation criteria and/or business requirements unfairly disadvantages the person or entity; or,
  2. Due to unclear instructions, the process may result in the County not receiving the best possible responses from prospective Proposers.

The Solicitation Requirements Review shall be completed and the Department's determination shall be provided to the requesting person or entity, in writing, within a reasonable time prior to the proposal due date.

## **2.6 Mandatory Proposers' Conference**

A mandatory Proposers' Conference will be held to discuss the RFP. County staff will respond to questions from potential Proposers. All potential Proposers must attend this Conference. Participation in the Proposers' Conference shall be mandatory for any Proposer submitting a Proposal. The Mandatory Proposers' Conference will be held:

**Tuesday, March 25, 2014**  
**9:00 a.m. (Registration)**  
**9:30 a.m. to 12:00 p.m.**  
**Los Angeles County Department of Mental Health**  
**550 S. Vermont Ave., 2nd Floor**  
**Los Angeles, CA 90020**

**\*\*Please bring your copy of the RFP to the Proposers' Conference.**

## **2.7 Mandatory Letter of Intent**

**2.7.1** Proposers shall submit a Mandatory Letter of Intent on agency's letterhead with original signature in order to be qualified to submit a proposal for this RFP. An original hard copy of the Mandatory Letter of Intent must be delivered to and received by DMH, Contracts Development and Administration Division, 5<sup>th</sup> floor (as specified below) at or before 12:00 p.m. (P.S.T.) on Thursday, April 3, 2014, which is seven (7) days (excluding holidays) after the Proposers' Conference. The Mandatory Letter of Intent does not obligate an agency to submit a Proposal. The Mandatory Letter of Intent must be addressed to:

County of Los Angeles – Department of Mental Health  
Contracts Development and Administration Division  
550 South Vermont Avenue, 5<sup>th</sup> Floor Room 500  
Los Angeles, CA 90020

**Please note: No facsimile (fax) or electronic mail (e-mail) copy will be accepted.**

**2.7.2 Proposer shall complete the Mandatory Letter of Intent, which must include the following information:**

1. Name of Agency
2. Address of Agency
3. Name(s) of Proposed Subcontractor(s), if applicable
4. Service(s) to be provided
5. Contact Person

## **2.8 Proposers' Questions**

**2.8.1** Proposers may verbally ask questions at the Proposers' Conference on **Tuesday, March 25, 2014**, during the question and answer session. All questions will be answered during the Proposers' Conference or responded to in writing after the Proposers' Conference. A recording of the Proposers' Conference that includes the question and answer session and the written responses, if any, will be mailed to all Proposers that attend the Proposers' Conference.

**2.8.2** When asking questions, please specify the RFP section number, paragraph number, page number and quote the passage that prompted the question. This will ensure that the passage can be quickly found in the RFP.

**2.8.3** Questions may address, among other things, concerns that the application of minimum requirements, evaluation criteria and/or business requirements would unfairly disadvantage Proposers or, due to unclear instructions, may result in the County not receiving the best possible responses from Proposer.

**2.8.4** Questions, either written or oral, about the RFP or its SOW, will not be accepted prior to or after the Proposers' Conference.

## **2.9 Submission of Proposal Package**

**2.9.1** The Proposer's Proposal Package and any related information shall consist of the following items:

- One (1) original Proposal
- Eight (8) Proposal copies
- One (1) Compact Disc shall include all of the files and related information pertaining to Proposer's Proposal Package.

Proposal Package must be typewritten, double spaced, securely bound, identified by the RFP title, and submitted in a sealed package, plainly marked in the upper left hand corner with the name and address of Proposer, addressed to:

**County of Los Angeles – Department of Mental Health  
Contracts Development and Administration Division (CDAD)  
550 South Vermont Avenue, 5<sup>th</sup> Floor Room 500  
Los Angeles, CA 90020**

**2.9.2** It is the sole responsibility of each Proposer to assure that its Proposal Package is delivered to the address shown above before the submission deadline. Proposers shall bear all risks associated with the use of mail or other delivery service. No facsimile (fax) or electronic mail (e-mail) of the Proposer's Package will be accepted. **The deadline for submitting the Proposal Package is:**

**Tuesday, April 8, 2014 at or before 12:00 P.M., P.S.T**

**2.9.3** Any Proposal Package received after the submission deadline shall be returned, unopened to the sender and shall not be evaluated.

**2.9.4** Until the Proposal Package submission deadline, the Proposal Package may be withdrawn or errors in Proposal Packages may

be corrected. The Proposal Package may be withdrawn by submitting a request in writing to withdraw the Proposal Package. The Proposal Package may be corrected by submitting a request in writing to withdraw the Proposal Package accompanied by the corrected Proposal Package. Corrections will not be accepted once the deadline for submission of Proposal Packages has passed. Requests to withdraw the Proposal should be addressed to:

County of Los Angeles – Department of Mental Health  
Contracts Development and Administration Division  
550 South Vermont Avenue, 5<sup>th</sup> Floor Room 500  
Los Angeles, CA 90020

## **2.10 Preparation of the Proposal**

### **2.10.1 Formatting Requirements**

#### Objective of Proposal Package Submission

The objective of the Proposal Package submission is for DMH to ascertain the Proposer's ability to provide or exceed the required service level.

#### Proposal Package Submission Format

All Proposal Packages must be submitted in the prescribed format. Any Proposal Package that deviates from this format may be rejected without review at the County's sole discretion. In preparing the written Proposal Package, the Proposer shall ensure the following:

##### 2.10.1.1 Font

- The font size must be an Arial or Univers typeface, and a font size of 12 points and in black ink. No other font size or smaller point size may be used in the Proposal Narrative.
- Type density, including characters and spaces, must be no more than 15 characters per inch.
- Print must be clear and legible.
- Black ink that can be clearly copied must be used.

#### 2.10.1.2 Page Margins

- Pages must be standard size (8 ½" x 11") sheets of paper.
- Margins are at least one inch each (left, right, top, and bottom).

#### 2.10.1.3 Page Numbering

- The Proposal must be single-sided and double-spaced.
- Pages must be numbered consecutively from beginning to end so that information can be located easily during review of the RFP proposal. Do not use suffixes (e.g., 5a, 5b).
- Appendices shall be labeled and separated from the Proposal Narrative and Budget sections, and the pages shall be numbered to continue the sequence.
- Do not include unnumbered pages.
- The cover page shall be page 1, the transmittal letter page 2, minimum mandatory requirements page 4, etc. See sequence format below in Section 2.11 Proposal Format.

#### 2.10.1.4 Tables, charts, figures, graphs, diagrams, and footnotes, if on a separate page, that page shall be numbered to continue the sequence.

- Type size in charts, tables, graphs, and footnotes will not be considered in determining compliance with font size.
- A smaller type size may be used, but it must be in black ink, readily legible, and follow the font typeface requirement.

#### 2.10.1.5 Binding

- Proposals shall be bound in standard, locking 3-ring notebooks. D-Ring notebooks are not acceptable.

- All parts of the Proposal, including the Proposal Narrative, Budget, and all other required forms shall fit in one binder.
- Odd-sized and oversized attachments such as posters will not be copied or sent to reviewers. Do not include videotapes, audiotapes, or other electronic format.

2.10.1.6 The Executive Summary shall be completed and included in the Proposal Package, Section A.

2.10.1.7 Transmittal letter shall be included in the Proposal Package.

2.10.1.8 The Proposal Package **may not be longer than (39) pages**. (applicable to Sections A, B, C, D, E, F, and I only)

2.10.1.9 In preparing the written Proposal Package, the Proposer shall do so in its own words and not copy the language in the RFP. The Proposer shall ensure that the Proposal Package responds completely and thoroughly to all requirements set forth in this RFP. The objective of the Proposal Package submission is for the County to ascertain the Proposer's ability to meet or exceed the required service level. In addition, specific information is requested from all Proposers to ensure that the Proposal Packages can be fairly compared and evaluated in a standard manner.

2.10.1.10 Proposer must respond to this RFP in accordance with the specifications for content and sequence set forth in the Proposal Package Format herein below. Failure to adhere to these specifications may be cause for rejection of the Proposal Package. No correction or re-submission shall be accepted after the Proposal Package deadline.

2.10.1.11 Only information that is contained in the written Proposal Package will be evaluated. The County reserves the right to waive any irregularity in a submitted Proposal Package.

**Questions, either written or oral, about the RFP and its SOW, will not be accepted prior to or after the Proposers' Conference.**

## **2.11 Proposal Format**

The content and sequence of the proposal must be as follows:

- Cover Page
- Transmittal Letter
- Minimum Mandatory Requirements
- Table of Contents
- Executive Summary (Section A)
- Proposer's Qualifications (Section B)
- Proposer's Approach to Service Delivery (Section C)
- Staffing (Section D)
- Community and Client Involvement (Section E)
- Quality Management, Client Satisfaction Surveys, Program Monitoring, Policies and Procedures and Data Collection Plans (Section F)
- Budget Narrative and Justification (Section G)
- Financial Viability based on Audited Financial Statements (Section H)
- Green Initiatives (Section I)
- Terms and Conditions in LE Agreement (Sample), and Requirements of the SOW Acceptance of / or Exceptions to (Section J)
- Proposal Required Forms (Section K)

### **2.11.1 Cover Page**

The cover page shall, at a minimum, identify the document as a Proposal Package stating the exact name of the RFP, Proposal Package submission date, and the Proposer's name.

### **2.11.2 Transmittal Letter**

The transmittal letter must be on the Proposer's stationery, transmitting the Proposal Package. The transmittal letter must include the Proposer's name, address, telephone, and facsimile numbers of the person or persons to be used for contact and who will be authorized to represent the Proposer. The transmittal letter must bear the signature of the person authorized to sign on behalf of the Proposer and to bind the applicant in a Contract.

### **2.11.3 Minimum Mandatory Requirements (MMR)**

Proposer must demonstrate they meet the minimum mandatory requirements described in Part 1.0 Section 1.4 of this RFP in a concise manner.

#### **2.11.4 Proposer's Organization Questionnaire/Affidavit and Required Support Documentation**

The Proposer shall complete, sign, and date the Proposer's Organization Questionnaire/Affidavit Exhibit 1 in Appendix D – Required Forms. **The person signing the form must be authorized to sign on behalf of the Proposer and to bind the applicant in a Contract.**

Taking into account the structure of the Proposer's organization, Proposer shall determine which of the below referenced supporting documents the County requires. If the Proposer's organization does not fit into one of these categories, upon receipt of the Proposal or at some later time, the County may, in its discretion, request additional documentation regarding the Proposer's business organization and authority of individuals to sign Contracts.

If the below referenced documents are not available at the time of Proposal submission, Proposers must request the appropriate documents from the California Secretary of State and provide a statement on the status of the request.

##### **Required Support Documents:**

Corporations or Limited Liability Company (LLC):

The Proposer must submit the following documentation with the Proposal:

- 1) A copy of a "Certificate of Good Standing" with the State of California incorporation/organization.
- 2) A conformed copy of the most recent "Statement of Information" as filed with the California Secretary of State listing corporate officers or members and managers.

##### **Limited Partnership:**

The Proposer must submit a conformed copy of the Certificate of Limited Partnership or Application for Registration of Foreign Limited Partnership as filed with the California Secretary of State, and any amendments.

#### **2.11.5 Table of Contents**

List all material included in the Proposal. Include a clear definition of the material, identified by sequential page numbers and by section reference numbers.

### **2.11.6 Executive Summary (Section A) (limit 2 pages)**

Proposer must provide a description of the following:

- A.1 Proposer must provide a description of their qualifications, experience, staffing, and approach to meet the primary objectives as described in the RFP and in Appendix B, SOW.
- A.2 Proposer must describe their Mission Statement and how it relates to this RFP.
- A.3 Proposer must clearly describe an overview of current services offered.
- A.4 Proposer must submit an Organizational Chart, with a description of the organizational structure to include the role of its management and Board of Directors.

### **2.11.7 Proposer's Qualifications (Section B) (limit 5 pages)**

Proposer must demonstrate that the Proposer's organization has the experience and financial capability to perform the required services. The following sections must be included:

#### **B.1 Proposer's Background and Experience (Section B.1)**

Proposer must provide a summary of relevant background information based on the requirements described in Part 1.0, Section 1.4 Minimum Mandatory Requirement(s) of this RFP, to validate the ability of the Proposer to perform the required services as a corporation or other entity as referenced in the Appendix B, SOW.

- B.1.1 Proposer shall describe a minimum of 18 months within the last three (3) years of working with individuals 18 and older that have an SMI and are homeless and who have been identified as the most vulnerable as determined by a standardized tool measuring vulnerability.
- B.1.2 Proposer shall describe the SA(s) where Proposer currently provides service(s) to the homeless population.
- B.1.3 Proposer shall describe Proposer's current intensive field-based program that:

- serves individuals 18 and older who have a SMI and who are homeless.
- can be used to meet the PATH in-kind match requirement as referred in Section 1.8 of this RFP.
- shall be a source of linkage for PATH clients upon disenrollment from the PATH program.

B.1.4 Proposer shall describe a minimum of three (3) years within the past five (5) years of providing outreach and engagement to individuals who are street homeless, including those that are living in encampments, abandoned buildings and other outdoor areas.

B.1.5 Proposer shall describe a minimum of three (3) years within the past five (5) years of providing housing services to those that are homeless and have a SMI.

B.1.6 Proposer shall describe a minimum of 18 months within the past three (3) years of working with individuals with co-occurring mental health, physical health and substance use disorders.

## **B.2 Proposer's References (Section B.2)**

Proposer shall complete Appendix D, Exhibit 2 Prospective Contractor References and also submit three (3) signed letters of reference, including references from contracts or business arrangements where the required or substantially similar scope of services were provided that substantiate Proposer's ability to provide PATH program services. If Proposer has any such contracts or business arrangements with other County departments, these departments must be included in these references.

DMH shall not be listed as a reference. References are not limited to those who have/had an actual contract with the Proposer. Other non-contract business arrangements may be reported but must be explained in a manner satisfactory to the County. DMH shall contact and verify the references to assess a Proposer's performance history. It is the Proposer's sole responsibility to ensure that the firm's name and point of contact's name, title, and phone number for each reference is accurate. The same references may be listed on both forms - Exhibits 2 and 3 in Appendix D, Required Forms.

County may disqualify a Proposer if:

1. References fail to substantiate Proposer's description of the services provided; or
2. References fail to support that Proposer has a continuing pattern of providing capable, productive and skilled personnel; or
3. The Department is unable to reach the point of contact with reasonable effort. It is the Proposer's responsibility to inform the point of contact of normal working hours.

The Proposer shall complete and include Exhibits 2, 3, and 4 in Appendix D, Required Forms.

1. Prospective Contractor References, Exhibit 2  
Proposer must provide three (3) references where the same or similar scope of services was provided. If Proposer has any such contracts or business arrangements with other County departments, these departments must be included in these references.
2. Prospective Contractor List of Contracts, Exhibit 3.  
The listing must include all Public Entities contracts for the last three (3) years. Use additional sheets if necessary.
3. Prospective Contractor List of Terminated Contracts, Exhibit 4. Listing must include contracts terminated within the past three (3) years with a reason for termination.

**2.11.8 Proposer's Approach to Service Delivery (Section C) (limit 20 pages)**

Proposer shall describe the approach the Proposer will use for service delivery as referenced in Appendix B SOW, Section 3.0 Services to be Provided, Section 4.0 Evidenced-Based Practices Used to Provide Services, Section 5.0 Disenrollment From The PATH Program, Section 6.0 Service Delivery Sites, Section 7.0 Service Days/Hours, and Section 8.0 Daily Operations.

## **C.1 Services to Be Provided**

C.1.1 Proposer shall describe in separate paragraphs how each of the following PATH program services will be provided:

C.1.1.1 Outreach and Engagement that includes:

- Informing individuals who are homeless about PATH program services.
- Establishing trusting relationships through an intensive, sustained and consistent process. Through these relationships, the goal is to engage PATH eligible individuals by helping them understand how PATH services can assist them with transitioning from homelessness to having a home and for the client to agree to enroll in the PATH program to receive on-going services.

C.1.1.2 Assessments that include:

- Standardized assessment of vulnerability as determined by DMH.
- PATH program Eligibility and Needs Assessment.
- DMH Adult Initial Assessment.
- Critical Time Intervention Assessment.

C.1.1.3 Housing services that include:

- Participating in other local community efforts to end homelessness such the CES to identify and locate permanent supportive housing.
- Assisting clients with obtaining any documents needed to apply for housing.
- Assisting clients with completing housing applications and accompanying clients to meetings with property managers and/or housing authorities.
- Assisting clients with submitting housing applications.
- Tracking the status of housing applications and providing any necessary advocacy.
- Assisting clients with accessing funding for security deposits and one-time rental payments to prevent eviction, if necessary.
- Assisting clients with accessing furniture

and other household goods.

- Assisting clients with moving into housing using CTI to provide the ongoing supports and advocacy to ensure clients retain their housing.

C.1.1.4 PATH specific case management that includes:

Assisting clients with referrals and confirming attainment of the referrals to one or more of the following based on client need/desire:

- Community mental health services.
- Substance abuse/use treatment.
- Primary health services.
- Income assistance/benefits establishment.
- Job training.
- Educational services.
- Employment services.

Assisting a client with a referral includes assisting with **all** of the following:

- Obtaining the application/intake packet **and**
- Obtaining any supporting documents needed **and**
- Completing the application/intake packet **and**
- Filing the application/intake packet.

C.1.1.5 Transportation that includes:

- Transporting clients to services to which they have been referred.
- Accompanying clients on public transportation to ensure the assistance needed to attain services.

C.1.1.6 Medication support that includes:

- Prescribing, administering and dispensing psychiatric medications.
- Monitoring the client's use of psychiatric medication.
- Providing medication education.

C.1.1.7 Crisis intervention that includes:

- Assessing acute psychiatric and other emergency situations.
- Initiating hospitalization.

C.1.1.8 Individual therapy/counseling that includes:

- Using short-term solution and trauma focused interventions to assist clients to manage symptoms, understand problematic behaviors, and to develop and use more adaptive behaviors.

C.1.1.9 Life skills training that includes:

- Using habilitation interventions to assist clients to gain, restore, improve or maintain daily independent living including money management, social/leisure and personal hygiene skills.

C.1.1.10 Substance abuse treatment that includes:

- Using interventions that assist clients to reduce the harm and risks associated with using substances.
- Providing referrals to residential and detoxification programs.
- Providing referrals to self-help groups and other community supports.

## **C.2 Evidence-Based Practices (EBPs) Used to Provide Services**

C. 2.1 Proposer must describe in a separate paragraph how PATH staff will use each of the following EBPs to provide services:

C.2.1.1 CTI that provides short-term intensive services for about nine (9) months to assist individuals' transition from homelessness to housing. The goals of CTI are to help individuals stabilize in housing and to link them to community-based services and supports including longer term mental health services and a medical home.

C.2.1.2 Motivational Interviewing that is goal-directed and client-centered and elicits behavioral change by helping individuals to explore and resolve ambivalence.

C.2.1.3 Housing First that assists individuals attain the housing of their choice without any

prerequisites/conditions for psychiatric treatment or sobriety. Individuals do not have to demonstrate “housing readiness” as evidenced by sobriety, psychiatric treatment compliance and/or living successfully in transitional housing prior to being housed.

C.2.1.4 Harm Reduction that uses specific strategies that are non-judgmental and focus on the prevention of harm and risks associated with a behavior rather than on requiring adherence to a particular treatment plan. Individuals are allowed to make their own choices and are not treated adversely on the choices made.

### **C.3 Disenrollment From The PATH Program**

C.3.1 Proposer shall describe how clients will be assessed to determine if they can be disenrolled from their PATH program and how clients who continue to need intensive services will be linked to their FSP, IMHT or other intensive field-based program.

C.3.2 Proposer shall describe how clients will be assessed to determine if they no longer need intensive services when they are disenrolled from their PATH program and how they will be linked to another one of their field-based mental health programs that meets the clients' assessed needs.

### **C.4 Service Delivery Sites**

C.4.1 Proposer shall describe the SA, Supervisorial District (SD), communities and places in the communities where outreach and engagement and other field-based services will be provided.

C.4.2 Proposer shall describe the SA and SD from which the administrative functions of the Proposer's PATH program will be performed.

### **C.5 Service Days/Hours**

C.5.1 Proposer shall describe how they will provide the PATH services described in Section C.1 of this RFP: in person, 52 weeks a year, a minimum of 40 hours a

week over six days, including evenings and/or early mornings.

C.5.2 Proposer shall describe how PATH staff will be available after regular business hours to speak with landlords and to address client crisis and other situations.

## **C.6 Daily Operations**

C. 6.1 Proposer shall describe how the PATH field-based MIT will adhere to an operational schedule that includes a team meeting a minimum of three times a week, how the consulting psychiatrist/psychiatric physician assistant/psychiatric nurse practitioner will participate in the meeting at least once a week and how the mental health, physical health, case management, housing and substance use treatment needs of each individual receiving outreach and engagement and on-going PATH services will be discussed.

C.6.2 Proposer shall describe how PATH staff will communicate with each other throughout the day to ensure the service needs of each client are met.

### **2.11.9 Staffing (Section D) (limit 1 page)**

Proposer shall provide a multidisciplinary staffing plan to ensure that staff will provide quality PATH services and meet the staffing requirements as stated in Appendix B, SOW, Section 9.0, Staffing.

#### **D.1 The Proposer's staffing, at a minimum, must be as follows:**

D.1.1 A full time licensed mental health professional whose scope of practice includes making a Diagnostic Statistical Manual V diagnosis and who has a minimum of one (1) year experience providing services to individuals who have a mental illness and who are homeless. The licensed mental health professional should be trained in motivational interviewing and harm reduction treatment modalities.

- D.1.2 A full time certified substance abuse counselor with a minimum of six (6) months of experience providing services to individuals who have a mental illness and experience using motivational interviewing and harm reduction treatment modalities.
- D.1.3 A full time case manager with a Bachelor's degree and experience providing mental health services for a minimum of two (2) years and experience providing services to individuals who have a mental illness and are homeless.
- D.1.4 A full time peer advocate with lived mental health experience.
- D.1.5 A part time consulting psychiatrist/psychiatric physician's assistant/psychiatric nurse practitioner.
- D.1.6 A part time Registered Nurse (RN). The design of the PATH program is predicated on a proposed in-kind RN by the County pending appropriation of funding for this purpose.

## **D.2 Staff Supervision**

Proposer shall describe the plan for ongoing staff supervision.

## **D.3 Staff Training**

Proposer shall describe the plan to provide PATH program specific staff training prior to their delivering PATH program services and the plan for ongoing staff training.

### **2.11.10 Community and Client Involvement (Section E) (limit 3 page)**

Proposer shall describe the how they will be involved in community meetings to end homelessness and how clients will be involved in the agency to meet the intent of Appendix B SOW, Section 11.0, Community and Client Involvement.

E.1 Proposer shall describe how they will participate in their local Continuum of Care meetings and other local planning meetings to end homelessness.

E.2 Proposer shall describe how they will participate in other

local community homeless outreach teams such as CES teams.

E.3 Proposer shall describe how they will involve PATH clients who have received or who are currently receiving PATH program services in one of the following ways:

- As a participant in the agency's planning, implementation and evaluation of PATH funded services.
- As a member of the agency's governing or formal advisory board(s).
- As an employee.

**2.11.11 Quality Management, Client Satisfaction Surveys, Program Monitoring, Policies and Procedures and Data Collection Plans (Section F) (limit 7 pages)**

Proposer shall describe their steps to establish and utilize a comprehensive written Quality Management Program and Plan, to administer and use Client Satisfaction Surveys for quality improvement, to monitor the program, to use the policies and procedures to address the program requirements and to establish and maintain the Data Collection plan as referenced in Appendix B, SOW Section 15.0 Quality Management, Client Satisfaction Surveys, Program Monitoring and Data Collection Plans.

**F.1 Quality Management**

F.1.1 Proposer shall describe how the delivery of PATH program services will be monitored, the frequency of monitoring, and the titles/levels and qualifications of personnel that will perform the monitoring functions.

F.1.2 Proposer shall describe the processes that will be used to ensure the PATH program services meet requirements for timeliness, accuracy, completeness, consistency, and conformity as defined in Appendix B, SOW.

F.1.3 Proposer shall describe the processes to be used to ensure that staff rendering services under the contract will have the necessary prerequisites.

F.1.4 Proposer shall describe the processes to be used to identify and prevent deficiencies in the quality of service before the level of performance becomes unacceptable.

F.1.5 Proposer shall describe any corrective action that will be taken, if needed, including a commitment to provide to the County, upon request, a record of all investigations, the corrective action taken, the time the problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action.

F.1.6 Proposer shall describe how services will be provided in the event of a strike or other labor action of the agency's employees.

## **F.2 Client Satisfaction Surveys**

Proposer shall describe how PATH client satisfaction surveys will be administered and how the information obtained from the survey will be used to improve the quality of the PATH services provided.

## **F.3 Program Monitoring**

F.3.1 Proposer shall describe how the information obtained from the PATH program self-assessment will be used to improve the quality of the PATH services provided.

F.3.2 Proposer shall describe how the program will monitor the use of CTI to fidelity and how the information will be used to improve the adherence to fidelity if applicable.

## **F.4 Policies and Procedures**

Proposer shall describe how the PATH program specific policies and procedures will be used to address the PATH program requirements.

## **F.5 Data Collection**

F.5.1 Proposer shall describe the specific measures and data analysis methods that are currently in place and/or those to be developed to ensure the collection and reporting of the required data as described in the Appendix B, SOW, Section 13, Data Collection and Reporting Requirements.

F.5.2 Proposer shall describe how the data will be used to ensure a consistently high level of services throughout the term of the contract and demonstrate outcomes inclusive of the guidelines set forth by DMH and the State.

F.5.3 Proposer shall describe how data accuracy problems will be managed and resolved including a description of current data collection, data entry, data analysis, data reporting and/or other data accuracy problems and actions already taken.

**2.11.12 Budget Narrative and Justification (Section G) (N/A to page limit)**

Proposer shall use the Budget Instructions to complete Appendix D, Exhibit 10.1.

**2.11.13 Financial Viability based on Audited Financial Statements (Section H) (N/A to page limit)**

Proposer shall provide a current and prior two (2) years compiled, reviewed or audited financial statements. The latest audited financial statement may not be older than 18 months at the time of submission of the RFP.

**2.11.14 Green Initiatives (Section I) (limit 1 page)**

Proposer shall describe a plan to use reasonable efforts to initiate “green” practices for environmental and energy conservation benefits.

**2.11.15 Terms and Conditions in PATH Program Services Agreement (Sample), and Requirements of the SOW: Acceptance of / or Exceptions to (Section J) (N/A to page limit)**

A. It is the duty of every Proposer to thoroughly review Appendix A, LE Agreement (Sample), and Appendix B, SOW to ensure compliance with all terms, conditions and requirements. It is the County’s expectation that in submitting a proposal, the Proposer will accept, as stated, the County’s terms and conditions in the LE Agreement (Sample) and the County’s requirements in the SOW. However, the Proposer is provided the opportunity to take exceptions to the County’s terms, conditions, and requirements.

- B. Section I of Proposer's response shall include:
1. A statement offering the Proposer's acceptance of or exceptions to all terms and conditions listed in Appendix A, LE Agreement (Sample).
  2. A statement offering the Proposer's acceptance of or exceptions to all requirements listed in Appendix B, SOW; and
  3. For each exception, the Proposer shall provide:
    - An explanation of the reason(s) for the exception;
    - The proposed alternative language; and
    - A description of the impact, if any, to the Proposer's price.
- C. Indicate all exceptions to the Appendix A, LE Agreement (Sample), and/or the Appendix B, SOW, by providing a 'red-lined' version of the language in question. The County relies on this procedure and any Proposer who fails to make timely exceptions as required herein, may be barred, at the County's sole discretion, from later making such exceptions.

The County reserves the right to determine if Proposer's exceptions are material enough to deem the proposal non-responsive and not subject to further evaluation.

The County reserves the right to make changes to the Appendix A, LE Agreement (Sample), and its appendices and exhibits at its sole discretion.

#### **2.11.16 Proposal Required Forms (Section K)**

Include the following forms as provided in Appendix D, Required Forms. Complete all forms, and sign and date where applicable.

- Exhibit 1 - Proposer's Organization Questionnaire/Affidavit
- Exhibit 2 - Prospective Contractor References
- Exhibit 3 - Prospective Contractor List of Contracts
- Exhibit 4 - Prospective Contractor List of Terminated Contracts
- Exhibit 5 - Certification of No Conflict of Interest
- Exhibit 6 - Familiarity with the County Lobbyist Ordinance Certification
- Exhibit 7 - Proposer's EEO Certification

- Exhibit 8 - Attestation of Willingness to Consider GAIN/GROW Participants
- Exhibit 9 - Contractor Employee Jury Service Program - Certification Form and Application for Exception
- Exhibit 10 - Budget Narrative and Justification
- Exhibit 11 - Charitable Contributions Certification
- Exhibit 12 - Certification of Compliance with the County's Defaulted Property Tax Reduction Program

### **3.0 SELECTION PROCESS AND EVALUATION CRITERIA**

#### **3.1 Selection Process**

The County reserves the sole right to judge the contents of the proposals submitted pursuant to this RFP and to review, evaluate, and select the successful proposal(s). The selection process will begin with receipt of the proposal on **Tuesday, April 8, 2014**.

Evaluation of the proposals will be made by an Evaluation Committee selected by the Department using The Informed Averaging method (Board of Supervisors Policy No. 5.054). The Committee will evaluate the proposals and will use the evaluation approach described herein to select the most qualified prospective Contractor.

All proposals will be evaluated based on the criteria listed below. All proposals will be scored and ranked in numerical sequence from high to low. The Evaluation Committee may utilize the services of appropriate experts to assist in this evaluation.

After a prospective Contractor has been selected, the County and the prospective Contractor will negotiate a Contract for submission to the Board of Supervisors for its consideration and possible approval. If a satisfactory Contract cannot be negotiated, the County may, at its sole discretion, begin contract negotiations with the next qualified Proposer who submitted a proposal, as determined by the County.

The recommendation to award a Contract will not bind the Board of Supervisors to award a Contract to the prospective Contractor. The County retains the right to select a Proposal other than the Proposal receiving the highest number of points if County determines, in its sole discretion, another Proposal is the most overall qualified, cost-effective, responsive, responsible, and in the best interests of the County.

#### **3.2 Adherence to Minimum Mandatory Requirements (Pass/Fail)**

County shall review the Proposer's Organization Questionnaire/Affidavit - Exhibit 1 of Appendix D, Required Forms, and determine if the Proposer

meets the minimum mandatory requirements as outlined in Part 1.0, Section 1.4 of this RFP. Failure of the Proposer to comply with the minimum mandatory requirements may eliminate its proposal from any further consideration.

### **3.3 Disqualification Review**

A proposal may be disqualified from consideration because DMH determined it was non-responsive at any time during the review/evaluation process. If DMH determines that a proposal is disqualified due to non-responsiveness, DMH shall notify the Proposer in writing.

Upon receipt of the written determination of non-responsiveness, the Proposer may submit a written request for a Disqualification Review within the timeframe specified in the written determination.

A request for a Disqualification Review may, in DMH's sole discretion, be denied if the request does not satisfy all of the following criteria:

- a. The person or entity requesting a Disqualification Review is a Proposer;
- b. The request for a Disqualification Review is submitted timely (i.e., by the date and time specified in the written determination); and
- c. The request for a Disqualification Review asserts that the Department's determination of disqualification due to non-responsiveness was erroneous (e.g. factual errors, etc.) and provides factual support on each ground asserted as well as copies of all documents and other material that support the assertions.

The Disqualification Review shall be completed and the determination shall be provided to the requesting Proposer, in writing, prior to the conclusion of the evaluation process.

### **3.4 Proposal Evaluation and Criteria (10,000 points, 100%)**

The total number of points that can be earned is 10,000. Any reviews conducted during the evaluation of the proposal may result in a point reduction.

#### **3.4.1 Executive Summary (200 points, 2%)**

The Proposer will be evaluated on its description of Proposer's Executive Summary based on information provided in Section A of the proposal. (Referenced in Section 2.11.6 of this RFP)

### **3.4.2 Proposer's Qualifications (900 points, 9%)**

1. Proposer will be evaluated on their experience and capacity as a corporation or other entity to perform the required PATH program services based on information provided in Section B.1 of the proposal. (Referenced in Section 2.11.7 of this RFP)
2. Proposer will be evaluated on the verification of references provided in Section B.2 of the RFP. In addition to the references provided, a review will include the County's Contract Database and Contractor Alert Reporting Database, if applicable, reflecting past performance history on County or other contracts. This review may result in point deductions up to 100% of the total points awarded in this evaluation category. Additionally, a review of terminated contracts will be conducted which may result in point deductions. (Referenced in Section 2.11.7 of this RFP)

### **3.4.3 Proposer's Approach to Service Delivery (4100 points, 41%)**

Proposer will be evaluated on its description of the approach to provide services, the use of EBPs, disenrollment from the PATH, program, Service Delivery Sites, Service Days/Hours and Daily Operations based on information provided in Section C of the proposal. (Referenced in Section 2.11.8 of this RFP)

### **3.4.4 Staffing (500 points, 5%)**

Proposer will be evaluated on its description of the processes for identifying, training and managing staff to provide PATH services based upon information in Section D of the proposal. (Referenced in Section 2.11.9 of this RFP)

### **3.4.5 Community and Client Involvement (600 points, 6%)**

Proposer will be evaluated on its description of how they will participate in their local Continuum of Care meetings and other community meetings to end homelessness and how they will involve PATH clients in their agency based on the information provided in Section E of the proposal. (Referenced in Section 2.11.10 of this RFP)

**3.4.6 Quality Management, Client Satisfaction Surveys, Program Monitoring, Policies and Procedures and Data Collection Plans (1500 points, 15%)**

Proposer will be evaluated on its description of how they will establish and maintain a Quality Management Plan, how they will administer and use the client satisfaction survey information to improve the quality of the PATH services provided if applicable, how the information from the PATH program self-assessment will be used to improve the quality of PATH services provided if applicable, how the information from the CTI fidelity monitoring will be used to improve the adherence to fidelity if applicable, how the PATH Policies and Procedures will be used to address the program requirements, and how the Data Collection plan will be established and maintained based on the information provided in Section F of the proposal. (Referenced in Section 2.11.11 of this RFP)

**3.4.7 Budget Narrative and Justification (1000 points, 10%)**

Proposer will be evaluated on the information provided in the completed budget narrative and justification (Appendix D, Exhibit 10) based upon the minimum expectations noted in Section G of the proposal, including analysis of the formula/calculation for each item budget amount in the Budget. (Referenced in Section 2.11.12 of this RFP)

**3.4.8 Financial Viability based on Audited Financial Statements (1000 points, 10%)**

Proposer's Financial Statement, in accordance with Section H, Financial Viability of this proposal, will be evaluated by DMH staff according to the following four (4) criteria (referenced in Section 2.11.13 of this RFP):

1. Quick Ratio;
2. Current Ratio;
3. Expense to Income Ratio; and
4. Tangible Net Assets.

An overall rating will be given: Pass (no weak rating) or Fail (includes one (1) weak rating).

**3.4.9 Green Initiatives (200 points, 2%)**

Proposer will be evaluated on the description of the plan to

comply with the green requirements as indicated in Section 2.11.14 of this RFP. Proposer shall demonstrate in Section I of the proposal its implementation of Executive order 13423 “Strengthening Federal Environmental, Energy and Transportation Management” by utilizing environmentally preferable products and services and its compliance with Natural Resources Defense Council’s Green Business Guides

**3.4.10 Exceptions to Terms and Conditions of LE Agreement (Sample) and/or Requirements of the SOW**

Proposer will be required to demonstrate their willingness to accept the Terms and Conditions outlined in Appendix A, LE Agreement (Sample), and Appendix B, SOW and Section I of the proposal. The County may deduct rating points or disqualify the proposal in its entirety if the exceptions are material enough to deem the proposal non-responsive. (Referenced in Section 2.11.15 of this RFP)

Proposers are further notified that the County may, in its sole determination, disqualify any Proposer with whom the County cannot satisfactorily negotiate a Contract.

**3.4.11 Scoring Criteria**

Proposals will be scored using the criteria below. The maximum scored points for this RFP is 10,000.

Scoring Category	Maximum Points	
	Maximum Points	% of Points
<b>A. Executive Summary (2 pages)</b>	200	2%
<b>B. Proposer Qualifications (5 pages)</b>	900	9%
<ul style="list-style-type: none"> <li>• Background and Experience – 600 Points</li> <li>• Proposer's References – 300 Points</li> </ul>		
<b>C. Approach to Service Delivery (20 pages)</b>	4100	41%
<b>D. Staffing (1 page)</b>	500	5%
<b>E. Community and Client Involvement (3 page)</b>	600	6%
<b>F. Quality Management, Client Satisfaction Surveys, Program Monitoring, Policies and Procedures and Data Collection Plans (7 pages)</b>	1500	15%
<b>G. Budget Schedule (N/A to page limit)</b>	1000	10%
<b>H. Financial Viability based on Audited Financial Statements (N/A to page limit)</b>	1000	10%
<b>I. Green Initiatives (1 page)</b>	200	2%
<b>TOTAL</b>	<b>10,000</b>	<b>100%</b>

### 3.5 Department's Proposed Contractor Selection Review

#### 3.5.1 Departmental Debriefing Process

Upon completion of the evaluation, the Department shall notify the remaining Proposers in writing that the Department is entering negotiations with another Proposer. Upon receipt of the letter, any non-selected Proposer may submit a written request for a Debriefing within the timeframe specified in the letter. A request for a Debriefing may, in the Department's sole discretion, be denied if the request is not received within the specified timeframe.

The purpose of the Debriefing is to compare the requesting Proposer's response to the solicitation document with the evaluation document. The requesting Proposer shall be debriefed only on its response. Because contract negotiations are not yet complete, responses from other Proposers shall not be discussed, although the Department may inform the requesting Proposer of its relative ranking.

During or following the Debriefing, the Department will instruct the requesting Proposer of the manner and timeframe in which the requesting Proposer must notify the Department of its intent to request a Proposed Contractor Selection Review (see Section 3.5.2 below), if the requesting Proposer is not satisfied with the results of the Debriefing.

### **3.5.2 Proposed Contractor Selection Review**

Any Proposer that has timely submitted a notice of its intent to request a Proposed Contractor Selection Review as described in this Section may submit a written request for a Proposed Contractor Selection Review, in the manner and timeframe as shall be specified by the Department.

A request for a Proposed Contractor Selection Review may, in the Department's sole discretion, be denied if the request does not satisfy all of the following criteria:

1. The person or entity requesting a Proposed Contractor Selection Review is a Proposer;
2. The request for a Proposed Contractor Selection Review is submitted timely (i.e., by the date and time specified by the Department);
3. The person or entity requesting a Proposed Contractor Selection Review asserts in appropriate detail with factual reasons one or more of the following grounds for review:
  - a. The Department materially failed to follow procedures specified in its solicitation document. This includes:
    - i. Failure to correctly apply the standards for reviewing the proposal format requirements.
    - ii. Failure to correctly apply the standards, and/or follow the prescribed methods, for evaluating the proposals as specified in the solicitation document.
    - iii. Use of evaluation criteria that were different from the evaluation criteria disclosed in the solicitation document.
  - b. The Department made identifiable mathematical or other errors in evaluating proposals, resulting in the Proposer receiving an incorrect score and not being

selected as the recommended contractor.

- c. A member of the Evaluation Committee demonstrated bias in the conduct of the evaluation.
  - d. Another basis for review as provided by state or federal law; and
4. The request for a Proposed Contractor Selection Review sets forth sufficient detail to demonstrate that, but for the Department's alleged failure, the Proposer would have been the lowest cost, responsive and responsible bid or the highest-scored proposal, as the case may be.

Upon completing the Proposed Contractor Selection Review, the Department representative shall issue a written decision to the Proposer within a reasonable time following receipt of the request for a Proposed Contractor Selection Review, and always before the date the contract award recommendation is to be heard by the Board. The written decision shall additionally instruct the Proposer of the manner and timeframe for requesting a review by a County Independent Review. (see Section 3.6 below)

### **3.6 County Independent Review Process**

Any Proposer that is not satisfied with the results of the Proposed Contractor Selection Review may submit a written request for a County Independent Review in the manner and timeframe specified by the Department in the Department's written decision regarding the Proposed Contractor Selection Review.

A request for County Independent Review may, in the County's sole discretion, be denied if the request does not satisfy all of the following criteria:

1. The person or entity requesting a County Independent Review is a Proposer;
2. The request for a County Independent Review is submitted timely (i.e., by the date and time specified by the Department); and
3. The person or entity requesting review by a County Independent Review has limited the request to items raised in the Proposed Contractor Selection Review and new items that (a) arise from the Department's written decision and (b) are one of the appropriate

grounds for requesting a Proposed Contractor Selection Review as listed in Section 3.5.2 above.

Upon completion of the County Independent Review, ISD will forward the report to the Department, which will provide a copy to the Proposer.