



REQUEST FOR PROPOSALS

FOR

**FULL SERVICE RE-HOUSING SHELTER
OPERATIONS**

**REQUEST FOR PROPOSALS (RFP)
FOR
FULL SERVICE RE-HOUSING SHELTER OPERATIONS
COUNTY OF SACRAMENTO
DEPARTMENT OF HUMAN ASSISTANCE (DHA)**

INSTRUCTIONS FOR PROPOSERS

Included in this RFP:

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	10. Five or More Employees Statement
	11. Proof of Signature Authority
	12. Financial Statements
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I. INSTRUCTIONS FOR APPLICANTS

Review all sections carefully and follow all instructions in this packet. Submit proposal package in accordance with instructions in this packet to:

Contracts Manager
Sacramento County Department of Human Assistance
1825 Bell Street, Suite 200
Sacramento, CA 95825

**PROPOSALS MUST BE RECEIVED AT THE ABOVE ADDRESS
NO LATER THAN 1:00 P.M., WEDNESDAY, DECEMBER 27, 2017**

<p><u>LATE PROPOSALS WILL NOT BE ACCEPTED</u> <u>POSTMARKS WILL NOT BE ACCEPTED</u> <u>FAX SUBMISSIONS AND E-MAILS WILL NOT BE ACCEPTED</u> <u>DELIVERY TO ANY OTHER OFFICE WILL NOT BE ACCEPTED</u> <u>PROPOSALS THAT ARE NOT SEALED WILL NOT BE ACCEPTED</u></p>

FUNDING CYCLE: February 1, 2018 through June 30, 2018, with the possibility to renew agreements resulting from this RFP on an annual basis through June 30, 2021.

QUALIFIED APPLICANTS: Public agencies, private for profit businesses, private nonprofit agencies

AMOUNT OF FUNDS: The funding amount for these services is \$850,000 in Fiscal Year 2017-18 and is anticipated to be \$1.65 million annually in subsequent funding years.

MANDATORY PROPOSER'S CONFERENCE:

A Mandatory proposer's conference is scheduled for **1:30 pm, Friday, December 15, 2017** at the **Department of Human Assistance, 1825 Bell Street, Suite 200, Sacramento, Room 258.**

Purpose:

The purpose of the conference will be to discuss the requirements and objectives of the RFP and to answer questions and provide needed clarification relating to this RFP for questions submitted in advance as outlined below.

Submission of Questions:

- Proposers are strongly encouraged to submit any questions or requests for clarification in writing before the Proposer's Conference.
- Questions are to be received by Department of Human Assistance no later than **5:00 p.m., Thursday, December 14, 2017.**
- Please e-mail questions to DHA-RFP-Reservations@saccounty.net.

Follow-up to Proposer's Conference

If any question or need for clarification should arise from the Proposer's Conference, and that question cannot be readily answered during the conference, all attendees will receive an e-mail answer or explanation by 5:00 pm, Tuesday, December 19, 2017.

71-J PROVISION:

This contract may be subject to Section 71-J of the County Charter, which allows the County to contract for services that county employees perform for reasons of economy and efficiency if the contract does not cause the displacement of county employees, the county meets and confers with any organization that represents employees who perform the type of services to be contracted, and the 71-J bidding process is followed. If any county employee is scheduled to be laid off, demoted, or involuntarily transferred to a new qualification, the like position in the 71-J contract and the related dollars for that position must first be eliminated.

ANTICIPATED RFP TIMETABLE

DATE	ACTIVITY	CONTACT/ PHONE	LOCATION
Wednesday, December 13, 2017	RFP released	Carrie Dunbar (916) 874-2006 DunbarC@SacCounty.net	DHA Online at: www.DHA.SacCounty.net
Friday, December 15, 2017 1:30PM	MANDATORY Proposer's conference	Reserve by 5:00 p.m. 12/14/2017 at: DHA-RFP-Reservations@SacCounty.net	DHA Conference Room 258 1825 Bell Street, Suite 200, Sacramento, CA 95825
Wednesday, December 27, 2017 1:00 p.m. DEADLINE	Final date and time to submit packet	Carrie Dunbar (916) 874-2006 DunbarC@SacCounty.net	DHA 1825 Bell Street, Suite 200, Sacramento, CA 95825
December 28 – January 3	Evaluation of packets		
Thursday, January 4, 2018 1:00 p.m.	Notice of proposed awards posted in DHA administrative office.		Online at: www.DHA.SacCounty.net
Thursday, January 11, 2018 3:00 p.m. DEADLINE	Final Date to submit written Protest of Awards	Ann Edwards, Director	DHA 1825 Bell Street, Suite 200 Sacramento, CA 95825
Thursday, January 18, 2018	Director's decision on protests	Ann Edwards, Director	DHA 1825 Bell Street, Suite 200 Sacramento, CA 95825
* Tuesday, January 23, 2018	Present recommended awards to the Board of Supervisors	Ann Edwards, Director	Board of Supervisors' Chambers
** Thursday, February 1, 2018	Contract Begins		

* Contingent on resolution of protests

** Contingent on Board approval and execution of contract

To reserve your place at the mandatory proposer's conference please email your company name and the number of people attending to: DHA-RFP-Reservations@saccounty.net by close of business Thursday, December 14, 2017.

**COUNTY OF SACRAMENTO
DEPARTMENT OF HUMAN ASSISTANCE
REQUEST FOR PROPOSALS FOR:**

FULL SERVICE RE-HOUSING SHELTER OPERATIONS

II. OVERVIEW OF THE REQUEST FOR PROPOSALS

A. BACKGROUND

On September 12, 2017, the County Board of Supervisors (Board) approved the final budget for four County Homeless Initiatives, including a new Full Service Re-housing Shelter (FSRS) to be administered by Sacramento County (County) Department of Human Assistance (DHA). The primary objective of this initiative is to increase accessibility to shelter and re-housing services for persons experiencing long-term homeless who have not been successful with traditional approaches. Services will be geared toward permanent housing placement and stability.

On November 14, 2017, the Board approved a shared interim housing approach using scattered site rental housing for FSRS, shifting the approach from a single site shelter but preserving the objectives of the initiative. FSRS is expected to serve 75 individuals at any time and approximately 250 to 300 annually. It is anticipated that 15 homes will accommodate 75 individuals.

The FSRS budget includes funding for shelter operations and re-housing services. For Fiscal Year 2017-18, Sacramento County has allocated a total amount of \$1.325 for FSRS operations and FSRS re-housing based on the mid-fiscal year start. Of this total FSRS budget, \$850,000 is available for Fiscal Year 2017-18. On an annualized basis, DHA anticipates a \$2.65 million total budget, with \$1.65 million allocated for shelter operations.

B. STATEMENT OF NEED

The County of Sacramento Department of Human Assistance (DHA) is seeking applications from qualified agencies interested in operating FSRS, a low barrier interim housing program for persons experiencing long-term homelessness (“FSRS Operations Provider”). The target population will likely be individuals living in encampments or other unsheltered locations and have experienced long-term homelessness. The population may be challenging to engage in traditional emergency shelters and services and have significant barriers to successfully transitioning to permanent housing stability. FSRS program will offer short term sheltering services with an emphasis on quickly re-housing guests in stable permanent housing. Through a scattered site, shared housing approach, the FSRS program will offer flexible, low barrier accommodations for up to 75 guests at a time and will be inclusive of partners, pets and possessions. Persons with varying behavioral health or other issues will be accepted on a “come as you are” basis. The FSRS program operator will provide interim housing, meals, case management, transportation, secure and accessible storage, and will coordinate supportive services. The County is seeking to execute this service model utilizing residential rental properties located and secured by the FSRS Operations Provider.

The County is seeking through a separate RFP a FSRS Re-Housing Provider to provide housing navigation services, limited-term financial assistance, and housing stabilization case management. The FSRS Re-Housing Provider may be the same as the FSRS Operations Provider or will work closely with the provider, if a separate entity. Proposers should review the FSRS Re-Housing Services RFP to more fully understand their role.

DHA expects to work closely and collaboratively with the operations and re-housing providers to support client and program success. DHA anticipates that policies and procedures for both operations and re-housing services will adjust over time based on experience.

C. QUALIFICATIONS, EXPERIENCE AND KNOWLEDGE

Proposers must demonstrate that their staff has the knowledge and experience in all pertinent areas required to provide the services proposed in the manner described and to achieve the expected outcomes. Proposers must have the resources necessary to fulfill the scope of this contract.

This Request for Proposals (RFP) is open to non-profit agencies that will design and implement the interim housing model, including the coordination of supportive services that support transitioning to permanent housing and long-term stability. The successful proposer shall demonstrate the capacity to begin the program within 45 days of award of the contract, although it is anticipated to take several months to reach full capacity. In addition, the successful proposer shall respond in detail to RFP questions and include a fully developed program model.

D. TERM

The RFP is for services commencing with the execution of an awarded contract around February 1, 2018 through June 30, 2018, contingent on provider performance and funding appropriations by the Board of Supervisors. DHA reserves the right to initiate a new RFP at any time during this period if the Department determines it is necessary.

DHA may terminate any contract within thirty days without cause. DHA may terminate for cause immediately upon giving written notice if:

- Contractor materially fails to perform any of the covenants contained in the contract in the time and/or manner specified; or
- DHA is advised that funding is not available.

E. FUNDING

The funding available for these services is \$850,000 in Fiscal Year 2017-18 and is anticipated to be \$1.65 million annually in subsequent funding years.

F. TIMELINE

Request for Qualifications Released	Wednesday, December 13, 2017
Proposer’s Conference	Friday, December 15, 2017
Application Deadline	Wednesday, December 27, 2017
Anticipated Award Notification	Thursday, January 4, 2018
Anticipated Contract Start Date	Thursday, February 1, 2018

Please contact RFP coordinator, Julie Field for accommodation requests such as receiving this application and guidelines in an alternate format: fieldj@saccounty.net. DHA reserves the right to change any dates in the RFP timeline.

G. DEFINITIONS

- **Accessible:** Accessible can be defined as the "ability to access" the functionality, and possible benefit, of some system or entity and is used to describe the degree to which a product, service, or environment is accessible by as many people as possible. While accessibility is often used to describe facilities or amenities to assist people with disabilities, as in "wheelchair accessible", the term can extend to Braille signage, wheelchair ramps, elevators, walkway contours, website design, and so on. Another dimension of accessibility is the ability to access information and services by minimizing the barriers of distance and cost as well as the usability of the interface.

- **Case Management:** A “collaborative process of assessment, planning, facilitation, care coordination, evaluation and advocacy for options and services” to meet individual needs. Case management should be client centered, with the goal of identifying strengths, client directed goals, and support networks. All services should focus on housing or directly support the goal of housing and should reflect the short-term nature of assistance toward housing placement. Case management should facilitate connection to mainstream and community based services, including public benefits and/or entitlements; treatment resources for ongoing recovery and health needs; and other services that may be continued once the client is in permanent housing.
- **Client Centered:** Approaching the care, goals and interventions of a client based on his or her identified need for services.
- **Culturally Competent:** Ability to honor, understand, and respect beliefs, lifestyles, attitudes, and behaviors demonstrated by diverse groups of people, and to diligently act on that understanding. It includes knowledge of one’s own cultural values, and ability to consistently function with members of other cultural groups. Services should be accessible through language, location and delivery style.
- **Low Barrier Practices:** An approach to entry and services where a minimum number of rules are placed on people who wish to enter as a guest or engage in ongoing services. The aim is to have as few barriers as possible to allow more people access to services and to continually engage guests using best practices. This often means that shelter guests are not expected to abstain from using alcohol or other drugs, or from carrying on with street activities while staying on-site, so long as they do not engage in these activities at the FSRS program site and are respectful of other guests and staff. Guests are afforded consumer choice and self-determination for voluntary supportive services. Guests are engaged in services through culturally competent, client-centered services, employing such approaches as harm reduction and trauma informed care.
- **Literally Homeless:** Individual who lacks a fixed, regular, and adequate nighttime residence, meaning:
 - (i) Has a primary nighttime residence that is a public or private place not meant for human habitation;
 - (ii) Is living in a publicly or privately operated shelter designated to provide temporary living arrangements (including congregate shelters, transitional housing, and hotels and motels paid for by charitable organizations or by federal, state and local government programs); or
 - (iii) Is exiting an institution where (s)he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.
- **Interim Housing:** Short-term housing units comprised of private market rate rental homes that provide immediate safety and shelter for persons who are experiencing homelessness and provide a bridge to permanent housing.
- **Housing First:** An approach to ending homelessness that prioritizes providing permanent housing to people experiencing homelessness as quickly as possible, thus ending their homelessness and then providing services as needed to promote housing stability and individual well-being.
- **Harm Reduction:** An approach aimed at reducing the risks and harmful effects associated with substance use and addictive behaviors: for the person, the community and society as a whole, without requiring abstinence. A Harm Reduction approach recognizes that consumers can be at different stages of recovery and that effective interventions should be tailored to each consumer’s stage. In interim housing, harm reduction is intended to prevent a person’s termination from the program based solely on his or her inability to stop using drugs or alcohol or failure to take

prescribed medications. Programs incorporating harm reduction should utilize all interventions possible, to enable the participant to reduce or minimize risky behaviors while at the same time assisting them to move into and become stabilized in permanent housing.

- **Master Leasing:** A housing strategy where a third party secures and controls a lease under which the lessee can sub-lease the property for a period not extending the term of the master lease. This model maximizing available housing stock, promotes shared housing opportunities, and provides a great opportunity to integrate clients into the general community.
- **Permanent Housing:** Community-based housing without a designated length of stay in which formerly homeless persons live as independently as possible. Typically, the tenant incurs all the rights and responsibilities under State landlord-tenant law. Possible permanent housing may be in private market apartments, affordable or subsidized housing, or living with friends or family member.
- **Trauma Informed Care:** A strengths-based framework that is grounded in an understanding of and responsiveness to the impact of trauma, while emphasizing physical, psychological, and emotional safety for providers and survivors. This approach creates opportunities for survivors to rebuild a sense of control and empowerment

H. SERVICE MODEL

The FSRS program will provide interim housing across 15 sites, with 24/7 accommodations for 75 persons, serving approximately 250 to 300 persons over the course of a year. The FSRS program will ensure low barriers to entry and service participation for referred individuals and allow guests to bring along pets, partners, and possessions. Guests will be allowed to enter and leave the FSRS site at reasonable hours in accordance with written rules of the program. Stable exits to permanent housing will be the primary objective and on-site case management will begin immediately to connect FSRS guests to a stable income, public benefits, and community based supportive services (Housing navigation services will also begin immediately).

The FSRS Re-Housing Provider should have a client-centered and culturally competent approach to provide excellent customer service that is sensitive to the challenges of participants with a range of issues face as they move into and maintain permanent housing. The provider network for the FSRS program will communicate, encourage, facilitate, and support the client's progress and activities leading toward housing and stability. The following competencies are to be an integral part of the program design:

- Low Barrier Access and Services
- Housing First
- Harm Reduction
- Trauma Informed Care
- Client Centered

Sacramento County seeks an operator who is skilled in providing humane care that preserves individual dignity. Services shall be inclusive of clients as full partners in their treatment and care. Policies and procedures must ensure client's privacy and rights are protected. Guests shall have the right to religious liberty and the right to present complaints and grievances.

The FSRS Operations Provider will work openly and collaboratively with DHA staff and the FSRS Re-Housing Provider to develop and refine approaches and operations to ensure that participants receive the support they need to locate and secure permanent housing as quickly as possible and to remain stably housed.

I. CRITERIA FOR ELIGIBLE GUESTS

FSRS guests must be Sacramento County residents, 18 years and older, who meet the definition for literal homelessness and are referred by to the FSRS program by the County-designated outreach team (OT), which will include the FSRS Operations Providers as a member. Guests will be comprised of individuals and couples who have significant barriers to accessing existing shelter and re-housing services. In addition, the guest must be living on the street in encampments or other places not meant for human habitation. This population shall include persons with significant behavioral health issues and/or other potential barriers such as pets, partners, and possessions. Homeless adults will be referred based on criteria established by DHA in collaboration with the OT and all referral decisions will be at the discretion of DHA. The FSRS program will not be designed to accept open referrals, client drop-in, or self-referrals. Any individuals referred by entities other than the established OT, or who self-present at the FSRS, will be directed to other resources and given information about shelter alternatives.

J. REQUIRED PROGRAM AND SERVICE COMPONENTS

The FSRS program will offer accessible accommodations and services to individuals and couples experiencing homelessness. Core FSRS service components include:

- ***Program Development:*** Working with DHA and the FSRS Re-Housing Provider, the FSRS Operations Provider will fully develop standardized policies, protocols and procedures that further FSRS objectives, are consistent with RFP parameters, and are subject to DHA approval.
- ***Securing Interim Housing Location:*** It is anticipated that interim housing will be master leased by the FSRS Operations Provider. Housing sites shall be selected with consideration to the accessibility of public transit, amenities, and neighborhood compatibility. Housing sites should be scattered throughout the County to the maximum extent feasible. The operator will maintain a working relationship with the neighborhood to ensure that concerns are addressed and will actively discourage excessive noise or loitering from guests and others who may be near the site. The successful contractor shall assist participants in managing the maintenance and upkeep of the site as well as ensuring adherence to good neighbor standards. County staff shall be informed of any ongoing neighborhood issues.
- ***Intake Services:*** The provider shall conduct intake and assessment activities with FSRS guests, including:
 - Collaboration with DHA and the OT to successfully transition guests from the unsheltered location to the interim housing location;
 - Complete intake process and forms; that may include initial assessment and screening to understand immediate guest needs and to match appropriately to interim housing location and roommates;
 - Obtain appropriate consents and authorizations for customer participation and exchange of information with program partners; including DHA, FSRS Re-Housing Provider; and HMIS; and
 - Enter information into the County designated database and HMIS.
- ***Interim Housing Accommodations:*** Each site will meet local and State health and safety standards. Each site shall include:
 - Safe and clean sleeping accommodations for a total of 75 individuals each night;
 - Provide necessary food and a minimum of one prepared meal daily. These meals should be provided as requested by the guest and not solely offered at set times each day. Meals must be nutritionally adequate in accordance with U.S. Department of Agriculture

- guidelines. Guests shall have access to the food preparation area for other meals and snacks;
 - Provisions for securely storing, refrigerating and retrieving guest medications;
 - Fully furnished accommodations, including community space/awake area;
 - Restrooms, showers and hygiene products;
 - Laundry facilities and supplies available to all guests;
 - Secure and accessible storage space;
 - The ability to receive mail;
 - Access to a public or private telephone to make and receive calls;
 - Policies and procedures, including client responsibilities, to create a site that is pet friendly as well as accommodating to service, support and companion animals.
- **Onsite Staffing:** Each house will be staffed with a qualified and trained live-in house monitor responsible for ensuring:
 - Site safety and security of clients;
 - Maintenance coordination for all areas and general grounds;
 - Promotion of peer support and community building;
 - Timely conflict resolution to assist in problem-solving and skill-building;
 - Facilitating crisis intervention services through appropriately trained staff;
 - Tracking and maintaining general operational records, including critical incidents that include any emergency response related to the site and the clients; and
 - Ensuring good neighbor relations.
- **Case Management:** Case management and supportive services should focus on housing or directly support the goal of housing and should reflect the short-term nature of assistance toward housing placement. Services and their delivery shall be client-centered and each proposer must make case management services available. Best practices such as motivational interviewing and trauma informed care should be utilized to engage all FSRS participants in these services. However, participation is not mandatory. The anticipated case manager ratio will be 15:1. Case management staff should possess relevant education, skills and/or experience to assist participants in assessing their needs and achieving their housing goals. When possible, proposers should provide case management services during varying hours to allow for contact with participants who are receiving services and support outside of the program. Both the FSRS Operation Provider and the FSRS Re-Housing provider will provide case management services, with re-housing case management focused on locating, securing and maintaining permanent housing and shelter case management focused on stabilizing health, income, and general well-being as necessary for permanent housing stability. Proposers must have written case management procedures and forms that include the following:
 - Referral Procedures. Establish referral and follow-up procedures to confirm all referrals made to other services. Documentation of referrals made and referral confirmation must be maintained in participant files.
 - Health and Wellness referrals. Ensure customers are linked to and assisted in accessing medical health, mental health, and any needed alcohol and other drug services. Assist customers with establishing a medical home and maintaining continuity with their medical home.
 - Mainstream Benefits. Establish procedures for screening participants at program entry and intake for eligibility to mainstream benefits. Assist customers with obtaining income and/or establishing benefits. This includes coordinating the completion and submission of applications for public benefits and entitlements (e.g., general assistance, SNAP,

SSI/SSDI, Veteran benefits) health insurance benefits (e.g., Medi-Cal, Medicare, Covered California, etc.), and other sources of financial assistance.

- Education/life skills.
 - Employment Development/Placement Programs. Assessing employment history and goals and assisting participants to engage in services that will prepare the individual to obtain employment. This activity will likely continue in permanent housing.
 - Case conferencing. Establish regularly scheduled care management team meetings; including weekly case conferences with DHA. Ensure that customer cases are discussed with the supervisor and other team members for guidance, support, and additional resources. Maintain system level partnerships and collaboration, and integrate other providers into case conferences as necessary.
 - Progress notes. Case managers must routinely document the content and outcome of case management meetings with participants, and document their progress in achieving the desired outcomes.
 - Follow-up case notes. Case managers shall be available for follow-up consultation and assistance with participants that have successfully achieved housing placement goals when requested by the FSRS Re-Housing Provider for six months following interim housing exit.
- **Transportation:** Transportation shall be provided to the guest through a variety of means. Shuttle service, bus passes and car services such as Uber and Lyft should be utilized to support access to community based services and housing searches. Accommodations must be made for disabled persons who are unable to access general means of transportation.
 - **System Level Partnerships and Collaboration:** Collaborate, coordinate and maintain partnerships with other community agencies in order to enhance and maximize available resources for participants.
 - Work in partnership with the County contracted FSRS Re-Housing Provider along with the participant to coordinate a smooth transition between interim and permanent housing.
 - Establish and maintain effective working relationships with employment programs and education/career centers.
 - Partner with other key stakeholders and establish MOUs as necessary and appropriate.
 - Schedule regular meetings between case managers and external care teams to ensure comprehensive care for each FSRS participant.

In addition to the above core services, the shelter program operator shall provide the following:

- Posted house rules, regulations and procedures of the shelter and disciplinary procedures, subject to DHA approval;
- Posted rights and responsibilities of shelter guests that shall include a grievance procedure for addressing potential violations of their rights, the right to have all records and disclosures maintained to protect confidentiality and privacy;
- Guidance to guests in understanding and adopting qualities of a good tenant such as: fair housing rules and regulations, apartment cleanliness, and problem resolution skills; and
- An environment that requires guests to perform only those duties directly related to daily living activities within the shelter site and neighborhood.

K. EXPECTED OBJECTIVES AND INDICATORS

Contracts awarded under this RFP will be part of the County's efforts to make homelessness brief, rare, and one-time. To this end, program performance will be a key part of this RFP's contracting. Performance measures will include those identified below, as well as other performance measures that may be identified by DHA during contract negotiations or at a later date. DHA will report biannually

on outcomes to the Board of Supervisors. Success toward program objectives and performance metrics will be reliant of efforts of both the FSRS Operations Provider and the FSRS Re-Housing Provider and will be supported by DHA.

- **Objectives:** The FSRS is intended to achieve the following:
 - Increase accessibility to shelter and re-housing services for Sacramento's difficult to serve unsheltered population who are unable to access existing services;
 - Reduce the number of individuals experiencing unsheltered homelessness;
 - Rapidly connect guests with stable housing for long-term stability; and
 - Improve benefit and resource connections and housing retention.
- **Performance Metrics Include:**
 - Numbers served annually, anticipated to total from 250 to 300 individuals.
 - Number of days in FSRS. There will be no predetermined time limit, but guests will be encouraged and supported in moving to permanent housing or other acceptable exits as quickly as possible.
 - Numbers exiting to permanent housing. DHA will work with the FSRS Operations Provider and the FSRS Re-Housing Provider to maximize exits to permanent housing or other acceptable exits, such as transitional housing, when appropriate, and to develop reasonable performance metrics.
 - Increase in stabilized income, including permanent disability income. Shelter services will initiate services related to income stability that will continue in permanent housing, until client exit.
 - Returns to homelessness within 12 months.

L. DESCRIPTION OF KEY QUALIFICATIONS AND STAFFING LEVELS

The FSRS program will maintain an adequate number of qualified and experienced staff to perform the required program service components consistent with the service model and all other requirements of this RFP. Agencies must ensure that FSRS program managers and staff will be provided the necessary training and experience to provide quality services through the term of the contract. At minimum, the Respondent must demonstrate the following organizational capacity:

- At least three (3) years of experience in the last ten (10) years operating an emergency shelter for persons experiencing homelessness;
- On site staff must be trained in emergency evacuations, first aid procedures, CPR procedures and receive ongoing in-service training in counseling and de-escalation skills;
- Knowledge of how to serve the target population addressed in this service model, evidenced by prior or current operation of a successful program serving a similar population and of a similar nature;
- The resources and expertise to assume and meet all administrative and fiscal requirements. This includes the Respondent's fiscal (including financial management systems), technological, management, administrative and staff capabilities;
- Staffing capacity necessary to operate the program in accordance with the program model's timeline, design and outcomes;
- The ability to honor, understand, and respect beliefs, lifestyles, attitudes, and behaviors demonstrated by diverse groups of people, and the ability to function effectively in the midst of cultural differences;
- The ability to address the needs of diverse populations whose models of engagement or cultural standards differ from mainstream practices or who speak another language; and
- Commitment and experience of the agency reflects effective, mutually beneficial relationships with other organizations that are reflective of the populations being served and ongoing staff training on relevant community resources and social service programs.

M. OTHER

The FSRS provider will work closely with DHA staff assigned to the FSRS program to ensure program operations reflect RFP goals. As part of their work assignment, DHA staff will spend time at the FSRS sites, conduct regular meetings—such as case conferencing—with the FSRS leadership, and other duties to be developed. Additionally, DHA will participate as members of the OT, working collaboratively with FRSR staff and other county partners to identify, prioritize and engage FSRS guests.

N. SCORING MATRIX

Scoring Area	Points
Organizational Experience and Capacity	20
Program Design	40
Services Approach	15
Budget	25
Total Points	100

O. CLIENT DATA AND PROGRAM REPORTING REQUIREMENTS

As a condition of funding, the FSRS operator will be required to establish and implement a system of data collection and reporting. The operator will be responsible to input client-level data, program services/activities, unduplicated numbers of individuals assisted and program outcomes in HMIS and in the county’s designated database. Agency staff will regularly maintain and communicate occupancy information to DHA staff to promote informed outreach and site occupancy. Ongoing reports to DHA staff regarding data collection and outcome measures will be a feature of the FSRS scope of work. This may include reports on guest profiles, status, length of occupancy, case management activity, benefits, exits, etc., which will be produced by HMIS or the designated county database.

III. ADMINISTRATIVE RULES AND REQUIREMENTS

A. PROPOSAL SUBMISSION

1. All proposals must be typed and submitted on **standard white paper, 8 1/2 inches by 11 inches in size, DOUBLE SPACED, one-sided, in print no smaller than 11 point font**, with each page clearly and consecutively numbered, starting with the RFP Checklist – Exhibit A – provided in this packet.
2. Staple each copy of the proposal in the upper left corner or secure the proposal with ordinary spiral binding. If proposal packet is too large to staple or spiral bind, secure packet by whatever means possible, but preferably using a method that can be easily taken apart to allow it to be copied. Elaborate artwork and expensive paper and bindings, expensive visual or other presentations are neither necessary nor desired.
3. All proposals must be submitted in the order specified in Section V of this RFP.
4. The proposal must be submitted in the legal entity name of the Proposer or an authorized representative. If the proposal is submitted by a corporation, the proposal must be signed by a corporate officer or a representative authorized by the organization. If such authorization is other than a corporate document, a copy of such authorization must be submitted to the DHA with the proposal. **SIGNATURE FACSIMILE STAMPS WILL NOT BE ACCEPTED.**
5. An original with original signatures in blue ink, and copies as required by the Exhibit A- RFP Checklist of the proposal must be enclosed in a sealed envelope or box bearing the name and address of the Proposer clearly visible, and plainly marked: "**SEALED BID – RFP 2018-010 FULL SERVICE RE-HOUSING SHELTER**". Proposals that are not sealed will not be accepted.
6. If any information contained in the response is considered confidential or proprietary by the Proposer, it must be clearly labeled as such and presented in a sealed envelope within the Proposer's sealed response package. In order to assert the confidentiality of any such information if a Public Records Act is received, the Proposer must request, execute and submit a County-prepared written agreement to defend and indemnify the County for any liability, costs and expenses incurred in asserting such confidentiality as part of the proposal. The agreement is available upon request and must be submitted with the proposal.
7. Additional material submitted with the proposal that has not specifically been requested in this RFP, **WILL NOT** be forwarded to the Review Committee.
8. Proposals must be submitted either by mail or by personal delivery to:
Contracts Manager
Sacramento County Department of Human Assistance
1825 Bell Street, Suite 200
Sacramento, CA 95825

Proposals not received by 1:00 p.m., Wednesday, December 27, 2017, at the above address will be rejected.

Proposals submitted to any other office will not be accepted. It is the responsibility of the Proposer to submit the proposal by the time and date to the address specified above.

Postmarks will not be accepted. Fax submissions will not be accepted.

DHA will reject any proposal not meeting any RFP requirement.

B. RULES GOVERNING RFP COMPETITION

1. **Proposer's Cost for Developing Proposal**
Costs for developing and submitting proposals are the responsibility of the Proposer and shall not be chargeable in any way to the County of Sacramento or DHA.
2. **Addenda and Supplement To RFP**
If revisions or additional data to the RFP become necessary, DHA will provide addenda or supplements.
3. **Property of the County**
All proposals submitted become the property of the County and will not be returned. As part of the review and selection process, the proposals may be reviewed and evaluated by County staff and representatives from other public agencies and/or individuals from the private sector.
4. **Confidentiality**
All proposals shall remain confidential until the evaluation process is completed, proposed awards have been posted, and the Board of Supervisors has awarded the contracts for this service.
5. **False or Misleading Statements**
Proposals which contain false or misleading statements, or which provide reference which do not support an attribute or condition contended by the vendor, may be rejected. If, in the opinion of the County, such information was intended to mislead the County in its evaluation of the proposal and the attribute, condition, or capability is a requirement of the RFP, the bid shall be rejected.
6. **Proposer Responsibility**
The Proposer is expected to be thoroughly familiar with all specifications and requirements of this RFP. Failure or omission to examine any relevant aspect of this RFP will not relieve you, as a Proposer, from any obligation regarding this RFP. By submitting a response, the Proposer is presumed to concur with all terms, conditions, and specifications of this RFP.
7. **Reference Check:**
Submittal of a response authorizes DHA to investigate without limitation the background and current performance of your agency. Input of references regarding your capacity to perform in relation to all aspects of this RFP will be used.
8. **Right of the County**
The County reserves the right to:
 - a. Negotiate changes to proposals.
 - b. Request additional written or oral information from Proposers in order to obtain clarification of their responses.
 - c. Reject any or all responses. Minor irregularities or informalities in any response which are immaterial or inconsequential in nature, and are neither affected by law nor a substantial variance with RFP conditions, may be waived at the County's discretion whenever it is determined to be in the County's best interest.
 - d. Make awards of contracts for all the services offered in a proposal or for any portion thereof.
 - e. Recommend and/or award an amount less than stated in the RFP, if an amount is stated, and negotiate a reduction or increase in service levels commensurate with funds availability.
 - f. Enter into negotiations with the competitor who submitted the next highest-rated proposal, or issue a new RFP, if the competitor, who is selected through this RFP, fails to accept and meet the terms of the standard County contract.

9. Rejection of Proposals

- a. Issuance of this RFP in no way constitutes a commitment by the County to award a contract. The County reserves the right to reject any or all proposals received in response to this RFP, or to cancel this RFP if it is deemed to be in the best interest of the County to do so.
- b. Failure to furnish all information required in this RFP or to follow the required proposal format shall disqualify the proposer, including agencies that would otherwise qualify for the funding. Any exceptions to the scope of work required by this RFP must be justified in the proposal.

10. News Releases

News releases pertaining to this RFP and its award will not be made without prior approval of the County.

C. SELECTION PROCESS AND AWARD CRITERIA

Evaluation of proposals and recommendation for contract(s) award(s) are conducted as follows:

1. The sole purpose of the evaluation process is to determine from among the responses received which one is best suited to meet the County's needs. Any final analysis or weighted point score does not imply that one Proposer is superior to another, but simply that in our judgment that the Proposer that was selected appears to offer the best overall solution for our current and anticipated needs. This RFP will be awarded to the Proposer(s) whose offer provides the greatest value to the County from the standpoint of suitability to purpose, quality, service, previous experience, price, life cycle cost, ability to deliver, or for any other reason deemed to be in the best interest of the County.
2. All proposals shall be reviewed to determine whether they meet the content and format requirement specified in the RFP. Incomplete proposals will not be forwarded to the evaluation committee; they will be rejected prior to review. Rejected proposals will not be returned, but Proposers will be notified in writing that the proposal was rejected in the initial screening process.
3. All proposals meeting the content and format requirements shall then be submitted to an evaluation committee, which shall evaluate the proposals based on specific award criteria. The evaluation committee members will independently rank each proposal, and the separate rankings will be accumulated for an overall ranking of all proposals.
4. Recommended awards will be made for one or more Proposers who are responsive to the requirements of the RFP and have demonstrated knowledge and experience that meet the requirements described.
5. In the event that fewer than three proposals are submitted, the County has the right to make a selection from among the proposals that are submitted, to reissue the RFP in order to obtain sufficient responsible proposals, or to cancel the RFP and either negotiate a sole source contract or elect to provide the services within the department.
6. Proposers may be requested to give oral presentations to the evaluation committee before the final recommendations are made. The oral interview will consist of standard questions asked of each of the Proposers and specific questions regarding the specific proposal.
7. Attempts by Proposer to contact and/or influence members of the Evaluation Committee will result in disqualification of Proposer.

D. NOTICE OF AWARD AND OPPORTUNITY TO PROTEST

1. A list of all proposed awards shall be posted at www.DHA.SacCounty.net for five (5) working days, beginning **Thursday, January 4, 2018, 1:00 p.m.**
2. Any respondent wishing to protest the proposed award must submit a written letter of protest by **3:00 p.m., Thursday, January 11, 2018**. Submit this correspondence to:

Director
Department of Human Assistance
1825 Bell Street, Suite 200
Sacramento, CA 95825

3. Protests shall be limited to the following grounds:
 - Procedural irregularities (for example, one or more Proposer treated differently than other Proposers by allowing them to submit additional information after the deadline).
 - Conflict of interest (for example, a member of the Selection Committee is a member of the Board of any bidder organization).
 - County is proposing to award the contract to a Proposer other than the Proposer judged to be qualified by the evaluation committee.
4. The protest letter must contain a complete statement of the basis for the protest.
5. The protest letter must include the name, title, address, e-mail address and telephone number of the person representing the protesting party.
6. County shall investigate all written protests and a response shall be sent by the Director to the Proposer.
7. **Awards are not final until approved by the Sacramento County Board of Supervisors.**

IV. PROPOSAL CONTENT REQUIREMENTS AND PROPOSER QUALIFICATION REQUIREMENTS

Proposers must prepare a proposal, which includes the items specified below in the order specified below.

A. TABLE OF CONTENTS

Provide a table of contents, which identifies all major sections of the proposal by page number. All exhibits/attachments must also be referenced by page number.

B. RFP CHECKLIST (Exhibit A in this Packet)(Begin Page 1)

C. RFP COVER LETTER

The RFP cover letter is included in this packet as Exhibit B. It must be fully completed and submitted with the proposal. You may type directly on this Exhibit OR you may prepare your own statement cover letter using a typewriter or word processor. If Exhibit B from this packet is not used, it is the Proposer's responsibility to be sure that the format exactly follows Exhibit B and no information is omitted.

D. PROPOSAL NARRATIVE (Includes Program Statement, Narrative, Scope of Services)

Sections to the Proposal Narrative as follows:

Organizational Experience and Capacity (20 Points)

A responsive proposal must include a summary of the respondent's experience and capacity to develop and operate the Full Service Re-Housing Shelter across scattered sites consistent with this RFP. To meet minimum qualifications, you must demonstrate at least three years of experience in the last ten years. At a minimum, include the following:

- Purpose/Mission: Give a brief overview of your organization's history and describe how your proposed program fits within your organization's mission and current program configuration.
- Relevant Experience: Describe your organization's experience in the last ten years in developing and implementing re-housing services for individuals experiencing long term homelessness with complex issues. Include number of years, population served, funding amounts and partners, and numbers served in program. Include description of experience in:
 - Delivering program and service components described in Section J, particularly, program development, housing navigation, housing case management, administering financial assistance, and system level collaboration;
 - Providing re-housing services to persons or families experiencing homelessness with complex issues; and
 - Coordinating with local community services to connect persons or families experiencing homelessness to mainstream support (e.g. mental health treatment).
- Capacity: Describe your organization's ability to operate all program services consistent with the services approach and meet County objectives. Include:
 - Job descriptions and minimum qualifications, for all staff you are requesting funding for through this RFP. NOTE: All staffing requested for funding through this RFP **must** be identified in the budget.
 - Resumes for individuals who will be directly administering the program. For key staff; describe current or planned training to ensure highest quality service to program participants.
 - Client-to-staff ratio for case management;
 - Description of administrative and fiscal capacity and
 - Description of how your organization currently tracks and measures program outcomes and uses data to improve performance. If proposer does not currently track and measure outcome data, describe the organization's plan to track.

Program Design (40 Points)

The proposal must demonstrate an understanding of program requirements and the needs of the target population. There must be a clear link between the services and the target population's advancement towards housing placement and stability as outlined in this RFP. Proposals will be evaluated for responsiveness to RFP requirements, clarity and specificity; feasibility; and strength of the implementation plan.

Your narrative should clearly and concisely describe the proposed program. The description must:

- Specify how the services in the proposal response will meet or exceed the requirements of the County;
- Explain any special resources, procedures or approaches that make the services of Proposer particularly advantageous to the County; and
- Demonstrate the ability to implement this program in a timely manner consistent with the timeframe and start date proposed on this RFP.

In your narrative, address how your organization intends to integrate the following activities into your program model:

- Developing standardized policies, protocols and procedures to successfully implement a new program
- Successfully securing safe, accessible and decent housing across Sacramento County, including how your organization will:
 - Procure homes to be used for these services throughout Sacramento;
 - Ensure your facilities are safe, sanitary and well-maintained;
 - And accommodate pets and personal possession.
- Ensuring neighborhood compatibility and responsiveness, including a brief description of:
 - Your community outreach plan; and
 - How you will handle neighborhood concerns.
- Managing and operating shelter services across all scattered sites, including
 - Assessing client needs
 - Staffing and coordination of in home monitor and case managers
 - Meal preparation and availability.
 - Coordination of transportation services
 - Coordinating service provisions
- Successfully engaging guests in flexible client-centered supportive services that guests need and want in order to find and keep permanent housing; and
- Ensuring staff capacity to provide a supportive and welcoming environment and services.

Services Approach (15 Points)

All FSRS services should directly support the goal of housing. In addition, services should reflect the short-term nature of assistance toward housing placement. Case management should facilitate connection to mainstream and community based services, including public benefits and/or entitlements; treatment resources for ongoing recovery and health needs; and other services that may be continued once the client is in permanent housing.

The provider network for the FSRS program will communicate, encourage, facilitate, and support the client's progress and activities leading toward housing and stability. It is expected that the FSRS provider will be flexible with clients and will collaborate with both DHA and the property-related service provider to continuously improve program approaches and results.

Describe your organization's current experience and specific plan to ensure the following competencies in your program model:

- Cultural Competence
- Client Centered
- Low Barrier Access and Services
- Housing First
- Harm Reduction
- Trauma Informed Care

Budget (25 Points)

Use Exhibit C from this packet to provide information for your proposed budget. Proposers must submit a complete organizational operating budget, as well as a complete budget for the proposed program. Evaluators will evaluate the feasibility, cost effectiveness and accuracy of the budget.

E. INSURANCE REQUIREMENTS (Exhibit D)

The successful proposer(s) shall be required to obtain and maintain insurance according to County requirements, described in Exhibit D of this packet. Proposer must sign the Proposer's Statement Regarding Insurance Coverage located on the last page of Exhibit D. If a proposer currently does not have insurance in the amounts specified in Exhibit D, do not obtain increased coverage before a contract is offered by the County.

After proposals are evaluated and a contractor(s) is selected, the proposed contractor(s) must provide an original current certificate of insurance within five working days of the notification of selection and offer of a contract. The certificate of insurance must provide proof of coverage in compliance with standard County insurance requirements, as specified in Exhibit D of this RFP packet. Failure to conform to insurance requirements within this time period shall constitute grounds for termination of contract negotiations.

F. NONPROFIT STATUS/ARTICLES OF INCORPORATION

Nonprofit organizations must provide documentation of tax-exempt status from either the Internal Revenue Service or the Franchise Tax Board.

A copy of the organization's Articles of Incorporation and an authorization from the governing board allowing submission of the proposal must be included. If an organization is in the process of being incorporated by the California Secretary of State's Office, a proposal may be submitted contingent upon providing proof of the incorporation process, when completed.

Corporations must complete this process prior to the execution of a contract

G. CHILD SUPPORT ORDINANCE (Exhibit E)

Proposers are required to read, complete, sign and date the "County of Sacramento Contractor Certification of Compliance Form for those with Court-Ordered Child, Family and Spousal Support" and complete the "Contractor Identification Form", including the Company Name, Company Address and Completed By sections.

J. NONDISCRIMINATION CLAUSE/STATEMENT OF COMPLIANCE (Exhibit F)

Proposers must read the Statement of Compliance and Nondiscrimination Clause, and sign the form. The Statement of Compliance form must accompany each proposal to comply with Government Code Section 12990 and California Administrative Code, Title II, Division 4, and Chapter 5.

K. DEBARMENT AND SUSPENSION CERTIFICATION (Exhibit G)

Proposers must read and sign the Debarment and Suspension Certification. This certification must accompany each proposal to comply with Code of Federal Regulations, 45 CFR, Part 76.100. County shall verify that Proposer is not listed on the System for Award Management site at: www.sam.gov. Executive Order 12549, 7 CFR Part 3017, 45 CFR Part 76, and 44 CFR Part 17.

L. FIVE OR MORE EMPLOYEES (Exhibit H)

Submitters must read and sign the Five or More Employees Statement (Exhibit H).

M. PROOF OF SIGNATURE AUTHORITY

Proposer must provide documentation that the person who signs this proposal is authorized to negotiate on behalf of this corporation and that the signatures recorded are the true and correct signatures of the designated individuals. Samples of acceptable proof are a Resolution by the Board of Directors or letter of Delegated Authority stating those with signature authority which includes the printed name and signature

N. FINANCIAL STATEMENT AND ACCOUNTING SYSTEM

Submit your latest audited financial report, completed by an independent certified public accountant, for the most recently completed fiscal year. If the audit is of a parent firm, the parent firm shall be party to the contract. Evidence of solvency and acceptable accounting practices is required. Governmental agencies are exempt from this requirement.

Proposers' audited financial statements must be satisfactory, as deemed solely by County, to be considered for contract award.

If an audited financial statement is not available please submit:

- A Federal Income Tax Return for the most recently completed calendar year, or
- An internally prepared annual financial statement for the most recently completed calendar year

O. COST ALLOCATION PLAN

Provide a description of your cost allocation plan. This description should be limited to no more than two pages of narrative and include how your organization allocates administrative or overhead costs over multiple contracts. Sample forms or charts may be included.

Proposer's cost allocation plan must be satisfactory, as deemed solely by County, to be considered for contract award.

P. READ ONLY EXHIBITS

- Good Neighbor Policy
- Charitable Choice

Q. ADDITIONAL INFORMATION

- County Provided Additional Information
- Any additional information that you provide, that has not been explicitly required in the RFP will be rejected and will not be used in the review, scoring or ranking of your proposal. It is the proposer's responsibility to ensure that all pertinent information is contained in the response areas listed above.

V. **EXHIBITS**

Read, complete, sign and return all required documents, including provided Exhibits A-H (Exhibit I is Read Only)

- 1) Table of Contents – provided by applicant
- 2) RFP Checklist – Exhibit A (begin Page 1)
- 3) RFP Cover Letter – Exhibit B
- 4) Budget Forms and Instructions – Exhibit C
- 5) Insurance Requirements – Exhibit D
- 6) Non-Profit Status/Articles of Incorporation – provided by applicant
- 7) Child Support Ordinance/Certificate of Compliance/Contractor Identification Form – Exhibit E
- 8) Nondiscrimination Clause/Statement of Compliance – Exhibit F
- 9) Debarment and Suspension Certification – Exhibit G
- 10) 5 or More Employees Statement – Exhibit H
- 11) Proof of Signature Authority – provided by applicant
- 12) Financial Statement of Accounting System – provided by applicant
- 13) Cost Allocation Plan – provided by applicant
- 14) Read Only Exhibit – Exhibit I
 - Good Neighbor Policy
 - Charitable Choice
- 15) Additional Information

NOTE:

- All RFP requirements and exhibits contained in this packet from this page forward **MUST** be included in your submitted proposal packet.
- Be sure to sign all signature lines in **BLUE** ink.
- The completed proposal is due to DHA no later than:

WEDNESDAY, DECEMBER 27, 2017, No Later Than 1:00 P.M.
1825 Bell Street, Suite 200, Sacramento CA 95825

Exhibit A - RFP CHECKLIST

The following list identifies all **items that must be submitted in your proposal package**. Space for check marks is provided in the left margin for your convenience.

Signatures must be in **BLUE** ink. Your proposal packet must include one (1) original proposal with original signatures and all documents listed below, plus **five** copies of items 1 through 5.

- _____ 1. **Table of Contents** (Must Include page numbers – provided by Applicant)
- _____ 2. **RFP Checklist** Proposer must sign the Checklist (Exhibit A – this page)
- _____ 3. **RFP Cover Letter/Intent to Meet RFP Requirements/Proposers Statements** (Exhibit B in this packet)
- _____ 4. **Proposal Narrative** (Provided by Applicant except for the Services Provided List included in packet)
- _____ 5. **Budget** (Exhibit C in this packet)
- _____ 7. **Insurance Requirements** Applicant must **sign** the Proposers Statement Regarding Insurance Coverage (Exhibit D - "Insurance Requirements" in this packet)
- _____ 8. **Nonprofit Organization Status/Articles of Incorporation** Provided by Applicant – must submit:
 - Evidence of their tax exemption status as defined by the Internal Revenue Service and the Franchise Tax Board, and
 - All corporations must show evidence of incorporation by the California Secretary of State.
- _____ 9. **Child Support Ordinance** Applicant must read the Child Support Ordinance, **complete and sign** the Contractor Certification of Compliance form, and **complete and sign** the Contractor Identification Form (Exhibit E in this packet).
- _____ 10. **Nondiscrimination Clause/Statement of Compliance** Applicant must read the Nondiscrimination Clause and **complete and sign** the Nondiscrimination Statement of Compliance. (Exhibit F in this packet)
- _____ 11. **Debarment and Suspension Certification** Proposers must read, **complete and sign** the Debarment and Suspension Certification (Exhibit G in this packet). County shall verify that Proposer is not listed on the Excluded Parties Listing System (EPLS) at: www.epls.gov. Executive Order 12549, 7 CFR Part 3017, 45 CFR Part 76, and 44 CFR Part 17.
- _____ 12. **Five or More Employees Statement** Applicant must sign (Exhibit H in this packet)
- _____ 13. **Proof of Signature Authority** Provide proof that the person who signs this proposal is authorized to negotiate on behalf of this corporation.
- _____ 14. **Financial Statement** Provided by Applicant (Government agencies are exempt) All proposers must submit an audited financial statement for the most recently completed fiscal year by an independent, certified public accountant. You must show evidence of solvency and adequacy of accounting practices. If an audited financial statement is not available please submit:
 - A Federal Income Tax Return for the most recently completed calendar year; or
 - An internally prepared annual financial statement for the most recently completed calendar year
- _____ 15. **Cost Allocation Plan**

Provide a description of your cost allocation plan. This description should be limited to no more than two pages of narrative and include how your organization allocates administrative or overhead costs over multiple contracts. Sample forms or charts may be included.
- _____ 16. **Good Neighbor and Charitable Choice Policy** Read Only (Exhibit I in the packet)
- _____ 17. **Additional Information** (provided in this packet)

 Signature of Proposer's Authorized Representative

 Date

FULL SERVICE RE-HOUSING SHELTER OPERATIONS

RFP NO. 2018-010

EXHIBIT B

RFP COVER LETTER AND PROPOSER'S STATEMENTS

INTENT TO MEET RFP REQUIREMENTS

TO: COUNTY OF SACRAMENTO
DEPARTMENT OF HUMAN ASSISTANCE
1825 Bell Street, Suite 200
Sacramento, CA 95825

Attention: Contracts Manager

SUBJECT: FULL SERVICE RE-HOUSING SHELTER

TYPE OF BUSINESS/AGENCY: (CHECK ONE)

Public Corporation Private Nonprofit Private for Profit Individual Owner Partnership

Name of Proposer (Legal Entity)

Name, Parent Corporation (if applicable)

Address of Proposer (Street, City, Zip Code)

Proposer's Federal Tax Identification Number

Contact Person (Please Print) (NAME, TITLE, PHONE NUMBER)

Fax Number of Proposer

E-Mail Address of Proposer

Name and title of person(s) authorized to sign for agency, Phone Number, Fax Number and E-Mail address

FULL SERVICE RE-HOUSING SHELTER OPERATIONS

EXHIBIT B

RFP NO. 2018-010

Certification

I certify that all statements in this Exhibit B, Proposers Statements, are true. This certification constitutes a warranty, the falsity of which shall entitle the County to pursue any remedy authorized by law, which shall include the right, at the option of the County, of declaring any contract made as a result hereof to be void. I agree to provide the County with any other information the County determines is necessary for the accurate determination of the agency's qualification to provide services.

I certify that _____ will comply with all requirements specified in the
(agency's name)
RFP which are applicable to the services which we wish to provide. I agree to the right of the County, State, and
Federal government to audit _____
(agency's name)
financial and other records.

Print Name of Proposer or Authorized Agent

Signature of Proposer or Authorized Agent

Date

SIGNATURES MUST BE IN BLUE INK

Proposal responses must include evidence that the person or persons signing the proposal is/are authorized to execute the proposal on behalf of the Proposer.

FULL SERVICE RE-HOUSING SHELTER OPERATIONS
EXHIBIT C
BUDGET FORMS AND INSTRUCTIONS

Name of organization: _____

The budget must be prepared on a cash accounting basis. Complete the forms for a full year.

PERSONNEL EXPENSE FORM

To complete the Personnel Costs form, in:

- **Column 1**, (Positions) insert any positions not already identified on the form,
- **Column (a)**, (Annual Salary), insert the Annual Salary cost for each position at full time,
- **Columns (b) through Column (d)** (Benefits) insert the annual employer paid benefits.
- **Column (e)**, (Total Salary & Benefits) add Columns (a) through Column (d), place the total in Column (e).
- **Column (f)** (FTE) inserts the percentage of time of this position to be worked on this contract.
- **Column (g)** (Total Cost Requested) Multiply Salary & Benefits (Column (e)), times FTE for this contract (Column (f)), equals Column (g).
- Add all the cost of each position and place that total at bottom of the page.

ADMINISTRATION AND OVERHEAD EXPENSE FORM

To complete the Expense form:

- List expense items in the **Column (a)**. Include the total for Personnel on the first line.
- List the cost for each item in **Column (b)**
- State Purpose or Justification for Budget Line Item in **Column (c)**
- Add all of the amounts in **Column (b)**. This will reflect your total program costs.

EXHIBIT C

PERSONNEL COSTS

SALARY AND BENEFITS EXPENSE							
POSITION¹	(A) ANNUAL SALARY	(B) EMPLOYER'S FICA CONTRIBU- TION	(C) EMPLOYER'S RETIREMENT CONTRIBU- TION	(D) EMPLOYER'S INSURANCE CONTRIBU- TION	(E) SALARY & BENEFITS	(F) FTE THIS CON- TRACT	(G) TOTAL COST REQUESTED
							\$
							\$
							\$
							\$
							\$
							\$
							\$
							\$
							\$
							\$
							\$
							\$
							\$
							\$
							\$
TOTAL COSTS PER POSITION							(Box 1) \$

PLACE THE TOTAL FROM BOX 1 ABOVE IN THE FIRST BOX ON THE NEXT PAGE

EXHIBIT C

ADMINISTRATION AND OVERHEAD EXPENSES

(a) PERSONNEL, ADMINISTRATIVE AND OVERHEAD EXPENSE DESCRIPTION List items	(b) TOTAL PROGRAM COST	(c) PURPOSE/JUSTIFICATION
Personnel Costs (Box 1 from previous page)	\$	
Insurance	\$	
Transportation	\$	
Leasing	\$	
Maintenance & Repair	\$	
Utilities	\$	
Furnishings	\$	
Vacancy Reserve	\$	
Administrative Costs	\$	
	\$	
	\$	
	\$	
	\$	
	\$	
TOTAL PROGRAM COSTS	\$	

FULL SERVICE RE-HOUSING SHELTER OPERATIONS
RFP NO. 2018-010
EXHIBIT D
INSURANCE REQUIREMENTS

A sample of the insurance exhibit included in the standard Sacramento County agreement follows this page.

The types of insurance and minimum limits required for any agreement resulting from this RFP are specified in this sample insurance exhibit. A contract negotiated following this RFP will include the attached insurance exhibit.

If agency's current insurance coverage does not conform to the requirements of the attached insurance exhibit, **DO NOT OBTAIN ADDITIONAL INSURANCE UNTIL A CONTRACT IS OFFERED.**

You must complete and sign the Applicant's Statement Regarding Insurance Coverage, on the last page of this Exhibit. If the Applicants Statement Regarding Insurance Coverage is not included in your package, your packet will not be considered by the department.

If your packet is chosen for contract award, and your current insurance does not meet the requirements specified in the attached insurance exhibit, you must provide proof of the required insurance coverage within five working days of the date a formal contract offer is made by the County.

Contact Eric Moscrop Contract Manager, 875-3558, for any further information you may require regarding insurance coverage.

FULL SERVICE RE-HOUSING SHELTER OPERATIONS
RFP NO. 2018-010
EXHIBIT D

COUNTY OF SACRAMENTO
INSURANCE REQUIREMENTS FOR CONTRACTORS

Without limiting CONTRACTOR's indemnification, CONTRACTOR shall procure and maintain for the duration of the Agreement, insurance against claims for injuries to persons or damages to property which may arise from or in connection with the performance of the Agreement by CONTRACTOR, its agents, representatives, or employees. COUNTY shall retain the right at any time to review the coverage, form, and amount of the insurance required hereby. If in the opinion of the County Risk Manager, insurance provisions in these requirements do not provide adequate protection for COUNTY and for members of the public, COUNTY may require CONTRACTOR to obtain insurance sufficient in coverage, form, and amount to provide adequate protection. COUNTY's requirements shall be reasonable, but shall be imposed to assure protection from and against the kind and extent of risks that exist at the time a change in insurance is required.

I. VERIFICATION OF COVERAGE

CONTRACTOR shall furnish COUNTY with certificates evidencing coverage required below. Certificate(s) must clearly state the required types of insurance and the associated limits, including Sexual Molestation and Abuse. **Copies of required endorsements must be attached to the provided certificates.** The County Risk Manager may approve self-insurance programs in lieu of required policies of insurance if, in the opinion of the Risk Manager, the interests of COUNTY and the general public is adequately protected. All certificates, evidences of self-insurance, and additional insured endorsements are to be received and approved by County before performance commences. COUNTY reserves the right to require that CONTRACTOR provide complete copies of any policy of insurance or endorsements offered in compliance with these specifications.

II. MINIMUM SCOPE OF INSURANCE

Coverage shall be at least as broad as:

- A. **General Liability:** Insurance Services Office's Commercial General Liability occurrence coverage form CG 0001. Including, but not limited to Premises/Operations, Products/Completed Operations, Contractual, Sexual Molestation and Abuse, and Personal & Advertising Injury, without additional exclusions or limitations, unless approved by the County Risk Manager.
- B. **Automobile Liability:** Insurance Services Office's Commercial Automobile Liability coverage form CA-0001.

Commercial Automobile Liability: Auto coverage symbol "1" (any auto) for corporate/business-owned vehicles. If there are no owned or leased vehicles, symbols 8 and 9 for non-owned and hired autos shall apply.

Personal Automobile Liability: Personal Lines automobile insurance shall apply if vehicles are individually owned.

- C. **Workers' Compensation:** Statutory requirements of the State of California and Employer's Liability Insurance.
- D. **Professional Liability** or Errors and Omissions Liability insurance, including Sexual Molestation and Abuse coverage (unless included under the CONTRACTOR's General Liability), appropriate to CONTRACTOR's profession.

- E. **Umbrella** or Excess Liability policies are acceptable where the need for higher liability limits is noted in the Minimum Limits of Insurance and shall provide liability coverages that at least follow form over the underlying insurance requirements where necessary for Commercial General Liability, Commercial Automobile Liability, Employers' Liability, and any other liability coverages (other than Professional Liability) designated under the Minimum Scope of Insurance.
- F. **Cyber Liability** including errors and omissions, identity theft, information security, and privacy injury liability. Coverage shall include but is not limited to:
 1. Third party injury or damage (including loss or corruption of data) arising from a negligent act, error or omission or a data breach.
 2. Defense, indemnity and legal costs associated with regulatory breach (including HIPAA), negligence or breach of contract.
 3. Administrative expenses for forensic expenses and legal services.
 4. Crisis management expenses for printing, advertising, mailing of materials and travel costs of crisis management firm, including notification expenses.
 5. Identify event service expenses for identity theft education, assistance, credit file monitoring to mitigate effects of personal identity event, post event services.

III. MINIMUM LIMITS OF INSURANCE

CONTRACTOR shall maintain limits no less than:

- A. General Liability shall be on an Occurrence basis (as opposed to Claims Made basis). Minimum limits and structure shall be:

General Aggregate:	\$2,000,000
Products Comp/Op Aggregate:	\$1,000,000
Personal & Adv. Injury:	\$1,000,000
Each Occurrence:	\$1,000,000
Fire Damage:	\$ 100,000
Sexual Molestation and Abuse	\$250,000/\$1,000,000
	(Per person or occurrence/annual aggregate)

Building Trades Contractors and Contractors engaged in other projects of construction shall have their general liability Aggregate Limit of Insurance endorsed to apply separately to each job site or project, as provided for by Insurance Services Office form CG-2503 Amendment-Aggregate Limits of Insurance (Per Project

- B. Automobile Liability:
 1. Commercial Automobile Liability for Corporate/business-owned vehicles including non-owned and hired, \$1,000,000 Combined Single Limit.
 2. Personal Lines Automobile Liability for Individually owned vehicles, \$250,000 per person, \$500,000 each accident, \$100,000 property damage.
- C. Workers' Compensation: Statutory.
- D. Employer's Liability: \$1,000,000 per accident for bodily injury or disease.
- E. Professional Liability or Errors and Omissions Liability: \$1,000,000 per claim and aggregate, including Sexual Molestation or Abuse (unless coverage provided by Commercial General Liability Policy.) Sexual

Molestation or Abuse may be included under Professional Liability with a sublimit not less than \$250,000 per person or occurrence and \$1,000,000 annual aggregate.

- F. Cyber Liability including Identity Theft, Information Security and Privacy Injury Liability; \$1,000,000 per claim or incident and \$1,000,000 aggregate.

IV. DEDUCTIBLES AND SELF-INSURED RETENTION

Any deductibles or self-insured retention that applies to any insurance required by this Agreement must be declared and approved by COUNTY.

V. CLAIMS MADE PROFESSIONAL LIABILITY INSURANCE

If professional liability coverage is written on a Claims Made form:

- A. The "Retro Date" must be shown, and must be on or before the date of the Agreement or the beginning of Agreement performance by CONTRACTOR.
- B. Insurance must be maintained and evidence of insurance must be provided for at least one (1) year after completion of the Agreement.
- C. If coverage is canceled or non-renewed, and not replaced with another claims made policy form with a "Retro Date" prior to the contract effective date, CONTRACTOR must purchase "extended reporting" coverage for a minimum of one (1) year after completion of the Agreement.

VI. OTHER INSURANCE PROVISIONS

The insurance policies required in this Agreement are to contain, or be endorsed to contain, as applicable, the following provision:

- A. Acceptability of Insurers: Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A-VII. The County Risk Manager may waive or alter this requirement, or accept self-insurance in lieu of any required policy of insurance if, in the opinion of the Risk Manager, the interests of COUNTY and the general public are adequately protected.
- B. Maintenance of Insurance Coverage: The Contractor shall maintain all insurance coverage and limits in place at all times and provide the County with evidence of each policy's renewal ten (10) days in advance of its anniversary date.
- C. Contractor is required by this Agreement to immediately notify County if they receive a communication from their insurance carrier or agent that any required insurance is to be canceled, non-renewed, reduced in scope or limits or otherwise materially changed. Contractor shall provide evidence that such cancelled or non-renewed or otherwise materially changed insurance has been replaced or its cancellation notice withdrawn without any interruption in coverage, scope or limits. Failure to maintain required insurance in force shall be considered a material breach of the Agreement.

VII. COMMERCIAL GENERAL LIABILITY AND/OR COMMERCIAL AUTOMOBILE LIABILITY

- A. Additional Insured Status: COUNTY, its officers, directors, officials, employees, and volunteers are to be endorsed as additional insureds as respects: liability arising out of activities performed by or on behalf of CONTRACTOR; products and completed operations of CONTRACTOR; premises owned, occupied or used by CONTRACTOR; or automobiles owned, leased, hired, or borrowed by CONTRACTOR. The coverage shall contain no endorsed limitations on the scope of protection afforded to COUNTY, its officers, directors, officials, employees, or volunteers.
- B. Primary Insurance: For any claims related to this Agreement, CONTRACTOR's insurance coverage shall be endorsed to be primary insurance as respects: COUNTY, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by COUNTY, its officers, directors, officials, employees, or volunteers shall be excess of CONTRACTOR's insurance and shall not contribute with it.
- C. Severability of Interest: CONTRACTOR's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.
- D. Subcontractors: CONTRACTOR shall be responsible for the acts and omissions of all its subcontractors and additional insured endorsements as provided by CONTRACTOR's subcontractor.

VIII. PROFESSIONAL LIABILITY

Professional Liability Provision: Any professional liability or errors and omissions policy required hereunder shall apply to any claims, losses, liabilities, or damages, demands and actions arising out of or resulting from professional services provided under this Agreement.

IX. WORKERS' COMPENSATION

Workers' Compensation Waiver of Subrogation: The workers' compensation policy required hereunder shall be endorsed to state that the workers' compensation carrier waives its right of subrogation against COUNTY, its officers, directors, officials, employees, agents, or volunteers, which might arise by reason of payment under such policy in connection with performance under this Agreement by CONTRACTOR. Should CONTRACTOR be self-insured for workers' compensation, CONTRACTOR hereby agrees to waive its right of subrogation against COUNTY, its officers, directors, officials, employees, agents, or volunteers.

X. NOTIFICATION OF CLAIM

If any claim for damages is filed with CONTRACTOR or if any lawsuit is instituted against CONTRACTOR, that arise out of or are in any way connected with CONTRACTOR's performance under this Agreement and that in any way, directly or indirectly, contingently or otherwise, affect or might reasonably affect COUNTY, CONTRACTOR shall give prompt and timely notice thereof to COUNTY. Notice shall be prompt and timely if given within thirty (30) days following the date of receipt of a claim or ten (10) days following the date of service of process if a lawsuit.

I.

FULL SERVICE RE-HOUSING SHELTER OPERATIONS
EXHIBIT D
APPLICANT'S STATEMENT REGARDING INSURANCE COVERAGE

The successful applicant shall be required to obtain and maintain insurance according to County requirements, described in this Exhibit. If an applicant currently does not have insurance in the amounts specified this Exhibit, applicant should not obtain increased coverage before a contract is offered by the County.

APPLICANT HEREBY CERTIFIES that Applicant has reviewed and understands the insurance coverage requirements specified in Exhibit C of this packet. Should Applicant be awarded a contract, Applicant further certifies that Applicant can meet the specified requirements for insurance, including insurance coverage of the subcontractors, and agrees to name the County of Sacramento as Additional Insured.

Name of Applicant (Legal Entity)

Signature of Applicant's Authorized Representative

Name & Title of Authorized Representative

Date of Signing

SIGNATURES MUST BE IN BLUE INK

FULL SERVICE RE-HOUSING SHELTER OPERATIONS
EXHIBIT E
CHILD SUPPORT ORDINANCE

Contract Language:

CHILD SUPPORT COMPLIANCE CERTIFICATION:

- A. CONTRACTOR'S failure to comply with state and federal child, family and spousal support reporting requirements regarding a contractor's employees or failure to implement lawfully served wage and earnings assignment orders or notices of assignment relating to child, family and spousal support obligations shall constitute a default under this Agreement.
- B. CONTRACTOR'S failure to cure such default within 90 days of notice by COUNTY shall be ground for termination of this Agreement.
- C. If CONTRACTOR has a Principal Owner, Contractor shall provide Principal Owner information to the COUNTY upon request. Principal Owner is defined for purposes of this agreement as a person who owns an interest of 25% or more in the CONTRACTOR. Information required may include the Principal Owner's name, address, and social security number. Failure to provide requested information about a Principal Owner within 60 days of request shall be deemed a material breach of this contract and may be grounds for termination.

**COUNTY OF SACRAMENTO
CONTRACTOR CERTIFICATION OF COMPLIANCE FORM
FOR THOSE WITH COURT-ORDERED
CHILD, FAMILY AND SPOUSAL SUPPORT**

WHEREAS it is in the best interest of Sacramento County that those entities with whom the County does business, or proposes to do business, demonstrate financial responsibility, integrity and lawfulness, it is inequitable for those entities with whom the County does business to receive County funds while failing to pay court-ordered child, family and spousal support which shifts the support of their dependents onto the public treasury.

Therefore, in order to assist the Sacramento County Department of Child Support Services in its efforts to collect unpaid court-ordered child, family and spousal support orders, the following certification must be provided by all entities with whom the County does business or desire to do business with:

CONTRACTOR hereby certifies that either: (choose one of four)

- (a) the CONTRACTOR is a government or non-profit entity (exempt),
- (b) the CONTRACTOR has no Principal Owners (25% or more) (exempt),
- (c) each Principal Owner (25% or more), does not have any existing child support orders,
- (d) CONTRACTOR'S Principal Owners are currently in substantial compliance with any court-ordered child, family and spousal support order, including orders to provide current residence address, employment information, and whether dependent health insurance coverage is available. If not in compliance, Principal Owner has become current or has arranged a payment schedule with the Department of Child Support Services or the court.

New CONTRACTOR shall certify that each of the following statements is true:

- a. CONTRACTOR has fully complied with all applicable state and federal reporting requirements relating to employment reporting for its employees; and
- b. CONTRACTOR has fully complied with all lawfully served wage and earnings assignment orders and notices of assignment and will continue to maintain compliance.

Note: Failure to comply with state and federal reporting requirements regarding a contractor's employees or failure to implement lawfully served wage and earnings assignment orders or notices of assignment constitutes a default under the contract; and failure to cure the default within 90 days of notice by the County shall be grounds for termination of the contract. Principal owners can contact the Sacramento Department of Child Support Services at (916) 875-7400 or (866) 901-3212, by writing to P. O. Box 269112, Sacramento, 95826-9112, or by E-mailing:

DCSS-BidderCompliance@sacounty.net.

CONTRACTOR

DATE

Signed Name

Printed Name

SIGNATURES MUST BE IN BLUE INK

CONTRACTOR IDENTIFICATION FORM

Contractor is exempt.

If not exempt, CONTRACTOR TO COMPLETE:

Company Name	_____		
Company Address	_____		
Taxpayer ID		Company Telephone Number	_____
1. Do you or anyone else own 25% or more of this Contractor/ Company? (Sole Proprietors answer yes) Yes <input type="checkbox"/> No <input type="checkbox"/>			
2. If so, is dependent health insurance available to/or through Contractor/Company? Yes <input type="checkbox"/> No <input type="checkbox"/>			
If YES to question #1, please complete the following as to each of these individuals:			
Principal Owner Name	_____		
Social Security #	_____	Residence Telephone #	_____
Residence Address	_____		
Principal Owner Name	_____		
Social Security #	_____	Residence Telephone #	_____
Residence Address	_____		
Principal Owner Name	_____		
Social Security #	_____	Residence Telephone #	_____
Residence Address	_____		
Principal Owner Name	_____		
Social Security #	_____	Residence Telephone #	_____
Residence Address	_____		

Completed by: _____ **Date:** _____

DEPARTMENT TO COMPLETE: (Note: This form does not need to be sent to DCSS if exempt but the County Contract Officer may want to keep for their records)

Contract/PO #	Amount Paid/Payable \$	Term
---------------	---------------------------	------

Department Submitting Information: _____
 Department Contact Person: _____
 Telephone Number: _____ E-mail Address: _____

II.

Department to submit form to the Department of Child Support Services, Mail Code 38-001, attention Contractor Match or to FAX # 875-9696

FULL SERVICE RE-HOUSING SHELTER OPERATIONS
EXHIBIT F
NONDISCRIMINATION CLAUSE

- A. CONTRACTOR shall not discriminate against any employee or proposer for employment because of race, ancestry, marital status, color, religious creed, political belief, national origin, ethnic group identification, sex, sexual orientation, age, medical condition, or physical or mental disability. CONTRACTOR shall take affirmative action to provide that proposers are employed and that employees are treated during employment without regard to their race, ancestry, marital status, color, religious creed, political belief, national origin, ethnic group identification, sex, sexual orientation, age, medical condition, or physical or mental disability. Such action shall include but not be limited to the following: employment, promotion, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. CONTRACTOR agrees to post in conspicuous places, available to employees and proposers for employment, notices to be provided by CONTRACTOR setting forth the provisions of this Equal Opportunity Clause.
- B. CONTRACTOR agrees and assures COUNTY that it will comply with Title VI and VII of the Civil Rights Act of 1964 as amended; Section 504 of the Rehabilitation Act of 1973, as amended; the Age Discrimination Act of 1975, as amended; and in particular Section 272.6; Title II of the Americans with Disabilities Act of 1990; California Civil Code Section 51 et seq., as amended, California Government Code Section 12940 (c), (h) (1), (i), and (j); California Government Code, Section 4450; Title 22, California Code of Regulations 98000 - 98413, and other applicable federal and state laws as well as their implementing regulations (including 45 Code of Federal Regulations (CFR) Parts 80, 84, and 91, 7 CFR Part 15 and 28 CFR Part 42), by ensuring that employment practices and the administration of public assistance and social services programs are nondiscriminatory, to the effect that no person shall because of distinctions based on race, ancestry, marital status, color, religious creed, political belief, national origin, ethnic group identification, sex, sexual orientation, age, medical condition, or physical or mental disability be excluded from participation in or be denied the benefits of , or be otherwise subject to discrimination under any program or activity receiving federal or state financial assistance; and hereby gives assurance that it will immediately take any measures necessary to effectuate this Agreement. For the purposes of this Agreement, discrimination based on race, ancestry, marital status, color, religious creed, political belief, national origin, ethnic group identification, sex, sexual orientation, age, medical condition, or physical or mental disability include but are not limited to the following: denying a participant any service or benefit; providing any service or benefit to a participant which is different, or is provided in a different manner or at a different time from that provided to other participants under this Agreement; subjecting a participant to segregation or separate treatment in any matter related to his/her receipt of any services; restricting a participant in any way in the enjoyment of any advantage or privilege enjoyed by others receiving any service or benefit; treating a participant differently from others in determining whether he/she satisfies any admission, enrollment quota, eligibility, membership, or other requirement or condition which individuals must meet in order to be provided any service or benefit; the assignment of times or places for the provision of service on the basis of race, ancestry, marital status, color, religious creed, political belief, national origin, ethnic group identification, sex, sexual orientation, age, medical condition, or physical or mental disability of the participants to be served. For the purposes of this Agreement, facility access for the disabled must comply with the Rehabilitation Act of 1973, Section 504. COUNTY and CONTRACTOR will take affirmative action to insure that intended beneficiaries are provided services without regard to race, ancestry, marital status, color, religious creed, political belief, national origin, ethnic group identification, sex, sexual orientation, age, medical condition, or physical or mental disability

This assurance is given in consideration and for the purpose of obtaining any and all federal and state assistance; and CONTRACTOR hereby gives assurance that administrative methods/procedures which have the effect of subjecting individuals to discrimination or defeating the objectives of the CDSS Manual of Policies and Procedures (MPP) Chapter 21, will be prohibited.

By making this assurance, the CONTRACTOR agrees to compile data, maintain records and submit reports as required, to permit effective enforcement of the aforementioned laws, rules and regulations and permit authorized COUNTY, CDSS and/or federal government personnel, during normal working hours, to review such records, books and accounts as needed to ascertain compliance. If there are any violations of this assurance, COUNTY shall have the right to invoke all remedies available at law or equity, and specifically including fiscal sanctions or other legal remedies in accordance with Welfare and Institutions Code Section 10605, or Government Code Section 11135-11139.5, or any other laws, or the issue may be referred to the appropriate federal agency for further compliance action and enforcement of this assurance.

- C. CONTRACTOR shall provide an atmosphere free of sexual harassment for its employees, clients, volunteers, and employees.
- D. CONTRACTOR shall in all solicitations or advertisements for employees placed by or on behalf of CONTRACTOR, state that all qualified proposers will receive consideration for employment without regard to race, ancestry, marital status, color, religious creed, political belief, national origin, ethnic group identification, sex, sexual orientation, age, medical condition, or physical or mental disability.
- E. CONTRACTOR shall send, to each labor union or representative of workers with which it has a collective bargaining agreement, a notice to be provided by CONTRACTOR, advising the labor union or worker's representative of CONTRACTOR'S commitment under this Equal Opportunity Clause and shall post copies of the notice in conspicuous places available to employees and proposers for employment.
- F. The contractor shall include the nondiscrimination and compliance provisions of this clause in all subcontracts to perform work under the agreement.

FULL SERVICE RE-HOUSING SHELTER OPERATIONS
EXHIBIT F
NONDISCRIMINATION STATEMENT OF COMPLIANCE

_____, hereinafter referred to as
(agency name)

“prospective contractor” hereby certifies, unless specifically exempted, compliance with Government Code Section 12990 and California Administrative Code, Title II, Division 4, Chapter 5 in matters relating to the development, implementation, and maintenance of a nondiscrimination program. Prospective contractor agrees not to unlawfully discriminate against any employee or applications for employment because of race, ancestry, marital status, color, religious creed, political belief, national origin, ethnic group identification, sex, sexual orientation, age, medical condition, or physical or mental disability.

I _____ hereby swear that I am duly authorized to legally bind the prospective
(name of official)

contractor to the above-described certification. I am fully aware that this certification executed on _____ in the
(date)

County of _____ is made under the penalty of perjury under the laws of the state of California.
(County)

Print

Signature

Title

Date

SIGNATURES MUST BE IN BLUE INK

FULL SERVICE RE-HOUSING SHELTER OPERATIONS
EXHIBIT G
CERTIFICATION REGARDING DEBARMENT AND SUSPENSION

CONTRACTOR agrees to comply with 45 CFR Part 76.100 (Code of Federal Regulations), which provides that federal funds may not be used for any contracted services, if CONTRACTOR is debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency.

I (We) certify, to the best of my (our) knowledge and belief, that CONTRACTOR named below and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency;
2. Have not within a 3-year period preceding this proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (federal, state, or local) transaction or contract under a public transaction; violation of federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
3. Are not presently indicted or otherwise criminally or civilly charged by a governmental entity (federal, state, or local) with commission of any of the offenses enumerated in paragraph 2 of this certification; and
4. Have not within a three-year period preceding this application/proposal/agreement had one or more public transactions (federal, state, or local) terminated for cause or default.
5. Shall notify COUNTY within ten days of receipt of notification that CONTRACTOR is subject to any proposed or pending debarment, suspension, indictments or termination of a public transaction.
6. Shall obtain a certification from all its subcontractors funded through this Agreement that subcontractor is not debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any federal department or agency.
7. Hereby agree to terminate immediately, any subcontractor's services that will be/are funded through this Agreement, upon discovery that the subcontractor has become debarred or suspended or is otherwise ineligible or voluntarily excluded from covered transactions by any federal department or agency.

Print Name of Proposer (Legal Entity)

Signature of Proposer's Authorized Representative

Name & Title of Authorized Representative

Date of Signing

SIGNATURES MUST BE IN BLUE INK

FULL SERVICE RE-HOUSING SHELTER OPERATIONS
EXHIBIT H
FIVE OR MORE
EMPLOYEES STATEMENT

Under Federal and State employment tax law, the County must resolve the basic question of whether to treat the service provider as an employee or as an independent contractor. This form was designed to simplify the process of resolving tax status determination as required under the Internal Revenue Service (IRS) rules. Please complete the following employee statement.

Contractor Name: _____

Contract No (s): _____

I certify that I have:

0 - 4 employees

5 or more employees

Date

Print Name

Signature

Title

Tax Identification Number

Phone Number

SIGNATURES MUST BE IN BLUE INK

FULL SERVICE RE-HOUSING SHELTER OPERATIONS
EXHIBIT I
GOOD NEIGHBOR POLICY

THE CONTRACTOR SHALL:

- A. CONTRACTOR shall comply with COUNTY'S Good Neighbor Policy. CONTRACTOR shall establish good neighbor practices for its facilities that include, but are not limited to, the following:
1. Provision of parking adequate for the needs of its employees and service population;
 2. Provision of adequate waiting and visiting areas;
 3. Provision of adequate restroom facilities located inside the facility;
 4. Implementation of litter control services;
 5. Removal of graffiti within seventy-two hours;
 6. Provision for control of loitering and management of crowds;
 7. Maintenance of facility grounds, including landscaping, in a manner that is consistent with the neighborhood in which the facility is located;
 8. Participation in area crime prevention and nuisance abatement efforts; and
 9. Undertake such other good neighbor practices as determined appropriate by COUNTY, based on COUNTY'S individualized assessment of CONTRACTOR'S facility, services and actual impacts on the neighborhood in which such facility is located.
- B. CONTRACTOR shall identify, either by sign or other method as approved by the DIRECTOR, a named representative who shall be responsible for responding to any complaints relating to CONTRACTOR'S compliance with the required good neighbor practices specified in this section. CONTRACTOR shall post the name and telephone number of such contact person on the outside of the facility, unless otherwise advised by DIRECTOR.
- C. CONTRACTOR shall comply with all applicable public nuisance ordinances.
- D. CONTRACTOR shall establish an ongoing relationship with the surrounding businesses, law enforcement and neighborhood groups and shall be an active member of the neighborhood in which CONTRACTOR'S site is located.
- E. If COUNTY finds that CONTRACTOR has failed to comply with the Good Neighbor Policy, COUNTY shall notify CONTRACTOR in writing that corrective action must be taken by CONTRACTOR within the specified time frame. If CONTRACTOR fails to take such corrective action, COUNTY shall take such actions as are necessary to implement the necessary corrective action. COUNTY shall deduct any actual costs incurred by COUNTY when implementing such corrective action from any amounts payable to CONTRACTOR under this Agreement.
- F. CONTRACTOR'S continued non-compliance with the Good Neighbor Policy shall be grounds for termination of this Agreement and may also result in ineligibility for additional or future contracts with COUNTY.

FULL SERVICE RE-HOUSING SHELTER OPERATIONS
EXHIBIT I
CHARITABLE CHOICE

CONTRACTOR certifies that if it identifies as a faith-based religious organization, and receives direct funding from one of the following funding sources:

- Substance abuse prevention and treatment services under the Substance Abuse Prevention and Treatment Block Grant (SAPT);
 - The Projects for Assistance in Transition from Homelessness (PATH) formula grant program;
 - Substance Abuse and Mental Health Services Administration (SAMSHA) discretionary grants; or
 - General Temporary Assistance for Needy Families (TANF), that
1. CONTRACTOR shall adhere to the requirements contained in Title 42, Code of Federal Regulations (CFR) Part 54; or Title 45, Code of Federal Regulations (CFR) Part 260, whichever applies to this Agreement.
 2. CONTRACTOR's services shall be provided in a manner consistent with the Establishment Clause and the Free Exercise Clause of the First Amendment of the United States Constitution.
 3. If CONTRACTOR offers inherently religious activities, they shall be provided separately, in time or location, from the programs or services for which the organization receives funds from Federal, State or local government sources. Participation in religious activities must be voluntary for program beneficiaries (42 CFR Part 54.4) and (45 CFR Part 260(b)(2)).
 4. CONTRACTOR shall not expend any Federal, State or local government funds to support any inherently religious activities such as worship, religious instruction, or proselytization (42 CFR Part 54.5) and (45 CFR Part 260(c)).
 5. CONTRACTOR shall not, in providing program services or engaging in outreach activities under applicable programs, discriminate against a program beneficiary or prospective program beneficiary on the basis of religion, a religious belief, a refusal to hold a religious belief, or a refusal to actively participate in a religious practice (42CFR Part 54.7) and (45 CFR Part 260(f)).
 6. CONTRACTOR shall inform program beneficiaries that they may refuse to participate in any religious activities offered by CONTRACTOR.
 7. CONTRACTOR shall inform program beneficiaries that, if they object to the religious character of the program, they have the right to a referral to an alternate service provider to which they have no objections (42 CFR Part 54.8) and (45 CFR Part 260(g)(1)).
 8. CONTRACTOR shall, within a reasonable time of learning of a beneficiary's objection to the religious character of the program, refer the program beneficiary to an alternate service provider (42 CFR Part 54.8) and (45 CFR Part 260(g)(3)).

If 42 U.S.C. 2000e-1 regarding employment practices is applicable to this Agreement, it shall supersede 42 CFR Part 54.7 to the extent that 42 CFR Part 54.7 conflicts with 42 U.S.C. 2000e-1.

FULL SERVICE RE-HOUSING SHELTER OPERATIONS
ADDITIONAL INFORMATION

CONTRACTOR shall read and comply with all the provisions of this section.

A. 71-J PROVISION:

This contract may be subject to Section 71-J of the County Charter, which allows the County to contract for services that county employees perform for reasons of economy and efficiency if the contract does not cause the displacement of county employees, the county meets and confers with any organization that represents employees who perform the type of services to be contracted, and the 71-J bidding process is followed. If any county employee is scheduled to be laid off, demoted, or involuntarily transferred to a new qualification, the like position in the 71-J contract and the related dollars for that position must first be eliminated.

B. CONFIDENTIALITY

1. Personally Identifiable Information (PII) is information directly obtained in the course of performing an administrative function on behalf of a welfare program, such as determining eligibility, that can be used alone, or in conjunction with any other information, to identify a specific individual. PII includes any information that can be used to search for or identify individuals, or can be used to access their files, such as name, address, social security number, date of birth, driver's license number or identification number. PII may be electronic or on paper.
2. As required by State and Federal laws and regulations, including California Welfare and Institutions Code Section 10850 and Division 19-000 of the State Department of Social Services Manual of Policies and Procedures, Confidentiality, Fraud, Civil Rights and State Hearings, CONTRACTOR is required to safeguard PII and not publish or disclose, use or permit, or cause to be published, disclosed, or used, any PII pertaining to an applicant or recipient for any purpose not directly connected with the administration of public social services. Access to this PII is restricted to only those staff that needs PII to perform their official duties as specified in this contract.
3. CONTRACTOR must use all reasonable measures to prevent non-authorized personnel and visitors from accessing, controlling, or viewing this PII.
4. CONTRACTOR staff is not to access their own public assistance records, nor the records of friends, family, acquaintances, co-workers, or tenants for any reason.
5. CONTRACTOR agrees to inform all of its employees, agents, subcontractors and partners of the above provisions and that knowing and intentional violation of the provisions of said state law is a misdemeanor.

C. SECURITY

1. CONTRACTOR staff for whom CalWIN accounts or other DHA accounts are requested must be 18 years or older and must first comply with the following: pass a California State Department of Justice security clearance, complete the DHA security training, sign the DHA Staff Statement of Confidentiality (DHA form SC63), and sign the DHA security agreement (DHA form SC1170).
2. CONTRACTOR shall ensure that data containing PII is used and stored in an area that is physically safe from access by unauthorized persons during working hours and non-working hours. Such data must not be removed from the premises except for routine business purposes. Such data shall not be left unattended at any time in vehicles or airplanes and in checked baggage on commercial airplanes.

3. CONTRACTOR shall dispose of paper documents containing PII through confidential means, such as cross cut shredding and pulverizing.
4. CONTRACTOR shall ensure that only the minimum amount of PII is downloaded onto systems, electronic equipment, and media, such as computers, laptops, notebooks, hard drives, flash drives, CDs/DVDs, when absolutely necessary for current business purposes.
5. CONTRACTOR shall ensure that all PII is wiped from systems, electronic equipment, and media when the data is no longer legally required.
6. CONTRACTOR shall ensure that all e-mails that include PII that are sent outside of its e-mail environment are sent via an encrypted method using a vendor product that is recognized as an industry leader in meeting the needs for the intended solution
7. CONTRACTOR shall ensure that all computers, laptops, notebooks, and other systems that process and/or store PII have commercial third-party anti-virus software installed and that such software is updated when new anti-virus definitions or software releases are available.
8. CONTRACTOR shall ensure that all electronic equipment and media, such as computers, laptops, notebooks, hard drives, flash drives, CDs/DVDs, that contain PII are encrypted using a vendor product that is recognized as an industry leader in meeting the needs for the intended solution.

D. IN THE EVENT OF PII INCIDENTS

1. Incidents include actual or suspected intrusion, loss or unauthorized use or disclosure of PII.
2. In the event of an incident, CONTRACTOR shall immediately, no later than within 24 hours, notify the COUNTY by telephone call or e-mail. Telephone 916 875-3610 or e-mail DHA-ISO@saccounty.net. CONTRACTOR shall provide a description of the incident, including date, time, and location; numbers of documents, files, and records; names of all participants affected; description of the PII and its source; type of system, equipment, or media affected; description of how the data was physically stored, contained, or packaged; names of persons involved; probable causes; corrective actions taken or planned; if the incident was reported to law enforcement, the law enforcement report number; and any other details about the incident as requested by COUNTY.
3. In the event of an incident, if requested by COUNTY, CONTRACTOR shall immediately, for the purpose of reviewing compromised PII:
 - Allow COUNTY to access and review the content of CONTRACTOR's systems, equipment, and media affected by the incident.
 - Provide to the COUNTY copies of electronic documents and records containing PII that resided on CONTRACTOR's systems, equipment, or media at the time of the incident.
4. If a breach of security has occurred in the CONTRACTOR's use of PII provided by the COUNTY, the CONTRACTOR is responsible for any and all breach notifications and associated costs to the extent the breach of security was caused in whole or part by the negligence, recklessness or intentional error or omission of Contractor. The means and contents of any breach notifications must first be approved by the COUNTY.

E. REPORTING REQUIREMENTS

The contractor will be required to complete monthly reporting documents to capture required DHA and CDSS information. Information required by State and Federal governments changes rapidly, thus requiring changes in reporting during the contract period. The contractor must have in place a comprehensive management information system and system unit to comply with the changing fiscal and performance reports required. The successful applicant will be required to provide timely information on shelter turn away numbers using the procedure and format that will be provided by DHA. The successful applicant will be required to enter full required information into the Homeless Management Information System (HMIS) in the prescribed timeframe as dictated by DHA.

F. INFORMATION SYSTEM COMMUNICATION NEEDED BY CONTRACTOR

Both DHA and Proposer will be exchanging information. Proposals must include computer access to allow for sharing of case information while protecting participant confidentiality.

G. EQUIPMENT OWNERSHIP

County shall have and retain ownership and title to all equipment purchased by Proposer under this Agreement. Proposer shall furnish, and amend as necessary, a list of all equipment purchased under this Agreement together with bills of sale and any other documents as may be necessary to show clear title and reasonableness of the purchase price. The equipment list shall specify the quantity, name, description, purchase price, and date of purchase of all equipment. County shall inventory tag all equipment and shall conduct or require Proposer to conduct an annual physical inventory of the equipment. Proposer shall make all equipment available to County during normal business hours for tagging and inventory. Proposer shall deliver the equipment to County upon termination of this Agreement, unless County instructs otherwise or this Agreement is renewed or extended.

H. CHILDREN'S EDUCATIONS RIGHTS

CONTRACTOR shall ensure parents are informed of their children's educational rights. Upon admission to the program, parents shall be provided a brochure approved by Project Teach providing school district liaison contact information. Provision of this brochure will be documented in the case record. CONTRACTOR shall post in public view Project Teach approved posters detailing the educational rights of homeless children. CONTRACTOR shall participate at least quarterly in the Sacramento County Taskforce For the Education of Homeless Children to ensure collaboration with educational providers and assure consideration of the educational needs of children served in the program.