



Karen Bass, Mayor
Tiena Johnson Hall General Manager

REQUEST FOR PROPOSALS (RFP)

Accessible Housing Program – Tenant Services Specialist

Release Date	Tuesday, July 22, 2025
RFP Submission Deadline	Tuesday, September 2, 2025 Proposals shall be accepted no later than 5:00 p.m. PDT via electronic submission only.
Submission Address	Email to: lahd.contractsprocurement@lacity.org
Mandatory Proposers' Conference* (Proposers must participate via webinar <u>only</u> , see Section II. G. for details)	Monday, August 11 (2:00 p.m. – 4:00 p.m.) Please register at: https://housing-lacity-org.zoom.us/meeting/register/2QOYY6-PTEG4iiT27GNd6Q <i>*Participation is mandatory for anyone submitting a proposal in response to this RFP, and failure to participate will result in proposer ineligibility, no exceptions. Please plan to participate on time as credit may not be given to late arrivals.</i>
Request for Technical Assistance Deadline	Tuesday, August 19, 2025 Submit by email only to: lahd.contractsprocurement@lacity.org All questions and answers will be made available to all proposers on the Regional Alliance Marketplace for Procurement (RAMP) website at: www.RAMPLA.org
Business Inclusion Program (BIP) and Outreach Deadline	Monday, August 18, 2025 No later than 11:59 p.m.
BIP Summary Sheet Deadline	Wednesday, September 3, 2025 No later than 4:30 p.m. PDT (See Section III. B. 10 for more information regarding BIP)

It is the policy of the City of Los Angeles to provide access to its programs and services for persons with disabilities in accordance with Title II of the Americans with Disabilities Act (ADA) of 1990, as amended. As a covered entity under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities. For more information on the City's business outreach opportunities, visit www.RAMPLA.org

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Business Services Implementation Plan Collaborator Agreements

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Business Inclusion Program and MBE/WBE/SBE/EBE/DVBE/OBE Outreach

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Iran Contracting Act of 2010 Compliance Affidavit

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Required Insurance and Minimum Limits

EXHIBITS:

EXHIBIT A

Temporary Relocation Plan – Project (Project Plan)

EXHIBIT B

Temporary Relocation Tenant Household Questionnaire (Questionnaire)

EXHIBIT C

Temporary Relocation Plan – Household (Household Plan)

I. BACKGROUND

A. ADMINISTRATIVE ENTITY

On behalf of the City of Los Angeles (City), LAHD will serve as the administrative entity for this request for proposals (RFP). LAHD has been authorized to release this RFP pursuant to action(s) approved by the Los Angeles City Council and Mayor (City Council File No. 24-0600).

B. OVERVIEW

In 2016, the City of Los Angeles, California (“City”) entered into a Settlement Agreement with the Independent Living Center of Southern California, Fair Housing Council of San Fernando Valley, and Communities Actively Living Independent and Free (collectively, “Plaintiffs”) (ILC, et al. v. City of Los Angeles, et al., Case No. 12-CV-551 FMO (PJWx) (September 16, 2016), which was amended in 2017, further amended in 2022, and is referred to as the Amended Corrected Settlement Agreement or “ACSA.” The Court appointed a Monitor to oversee compliance with the ACSA. In mid-2019, the City also entered into a Voluntary Compliance Agreement (VCA) with the U.S. Department of Housing and Urban Development (“HUD”). Copies of the ACSA and VCA are available at the following URL: <https://housing.lacity.gov/housing/settlement-agreement-and-voluntary-compliance-agreement>.

Both the ACSA and VCA require the City to provide at least 4,000 accessible units through a combination of —

- Retrofitting existing developments on the Covered Housing List to create accessible units and
- Ensuring that all affordable new construction and rehabilitation projects have no barriers to accessibility and contain the appropriate number and type of accessible units.

Depending on the complexity of the required retrofits, tenant household members with disabilities may be temporarily displaced on a short- or longer-term basis. The temporary relocation period for the initial batch of retrofit projects is estimated to be three to five days and primarily impacts tenants in the mobility accessible units. Other units require less intrusive retrofit so tenants should not be displaced. Future retrofits may require longer periods of temporary relocation and may involve other types of units in the building.

Prior to the accessibility retrofit construction, project owners retain relocation consultants (Owner’s Relocation Consultant (ORC)) to develop temporary relocation plans, find temporary lodging for households being relocated, and carry out the temporary relocation process. The ORCs’ expertise is in implementing federal, state, and local relocation requirements. They often have little experience temporarily relocating people with disabilities.

The purpose of this RFP is to identify and contract with a Tenant Services Specialist to provide assistance to the households of tenants with disabilities when temporary relocation is required due to the accessibility retrofit of their apartments. The City wants to ensure that tenants in these units receive the assistance they need prior to and during the temporary relocation process.

In many of these projects, tenants are formerly homeless, high acuity individuals. While these tenant households have social service case managers who coordinate and/or provide tenant social services, the level of services and support needed during temporary relocation requires the dedicated time, attention and expertise of a specialist in Independent Living Skills. The Tenant Services Specialists (TSS) is needed to ensure that the temporary relocation of households in the units being retrofitted takes place as smoothly as possible and as effectively as the temporary relocation of people without disabilities.

II. RFP SPECIFICATIONS

A. SERVICES SOLICITED

As described above, the City desires to contract with an organization or individuals with demonstrated experience in assessing the unique needs of people with disabilities and formulating tailored action plans designed to enhance their daily living skills, access to community resources, and overall quality of life.

B. SCOPE OF WORK

1. Objectives

The Tenant Services Specialists (TSS) will be a key part of the relocation team. Each team will be composed of the TSS, the Owner's Relocation Consultant, the project's social service case manager(s), and the tenant household whose apartment will be retrofitted. The TSS shall work with other team members to ensure that the needs of tenants with disabilities are addressed before, during, and after relocation. Tenants with disabilities must receive services, supports and accommodations needed to make the relocation process as smooth as possible. The TSS will need to be thoughtful, flexible, and adaptable to deal with the range of issues and personalities that may arise in working in these teams. The TSS's role may differ from team to team, depending upon the expertise of various team members. The TSS's work schedule will need to be flexible enough to respond to the changing needs of individual tenants and provide those tenant(s) with the high level of service coordination needed. As appropriate, ACHP templates will be utilized by the TSS in ascertaining and ensuring that tenant household accessibility needs are met throughout the temporary relocation process.

The TSS will work with team members to:

- Ensure that the disability needs of the tenant are properly evaluated and addressed in the relocation process, including any Reasonable Accommodations, Reasonable Modifications, and Effective Communication (both translation and interpretation as needed) are provided;
- Ensure that interruptions in support services are held to a minimum and needed accommodations/modifications are provided.
- Ensure access to necessary medical care and community supports continue, including appropriate accessible transportation as needed.
- Assess the adequacy of project and tenant household relocation plans;
- At the request of tenants, participate in tenant(s)' conversations with the team members (or other stakeholders).
- Conduct site visits to assess adequacy and accessibility of temporary housing during the period of relocation.

- Ensure that the ORC provides auxiliary aids and services for effective communication as needed, (e.g. sign-language interpreters, language translation/interpreter services and screen-reader accessible documents).
- Have the ability to provide services in multiple languages. Spanish is required since that is the language most often spoken in the affordable and supportive housing projects in the LAHD portfolio.

There are more than 31 languages spoken by residents of Los Angeles. The TSS must have the ability to obtain verbal translation services in the languages spoken by tenants when providing assistance to limited English speakers. In addition to English, the languages most often spoken in Los Angeles are:

- Spanish
 - Korean
 - Armenian
 - Chinese
 - Filipino/Tagalog
 - Farsi (Persian)
 - Russian
 - Vietnamese
 - Japanese
 - Thai
- Assist in identifying resources necessary to implement and support all phases of the relocation process, including informing tenants of their rights under state and federal laws including their rights to reasonable accommodations, reasonable modifications, and effective communication.
 - Assist in training ORC staff in how to work with tenants with disabilities throughout the temporary relocation process.
 - As needed, act as a liaison and advocate for tenant(s) being temporarily relocated throughout the relocation process.
 - Provide information and technical assistance to evaluate and resolve concerns, problems, and issues related to time-sensitive and complex scheduling of events throughout the relocation process.
 - Provide on-call technical assistance, as needed, regarding problem projects and complex relocation issues and guidelines.

2. Services to Be Provided

Before Relocation

The TSS will utilize the Temporary Relocation Tenant Household Questionnaire (**Exhibit B**) to interview each tenant with a disability and their household to identify accessibility needs prior to and during relocation and while returning to permanent housing. Based upon these interviews, the TSS will assist in developing the accessibility component of the Temporary Relocation Plan – Project, or Temporary

Relocation Plan – Household (**Exhibits A & C**). The TSS, ORC, and the tenant's social service case manager will review this Plan with the tenant with disabilities and other household members to ensure that information in the Plan is correct and accurately describes the needs of the tenant household. Whenever possible, the TSS will accompany the tenant with disabilities and other members of their household to look at the potential temporary housing options and provide feedback to the ORC on their acceptability.

During the Temporary Relocation

The ORC is responsible for securing temporary housing, transportation and other arrangements needed by the tenant household and the TSS will provide assistance to the tenant during this process. On the day of transition to the temporary housing, the TSS will assist with any arrangements necessary; meet the tenant(s) at the pre-selected temporary place of residence; and help to ensure that everything is in place and that the tenant(s) have what they need and are comfortable in their new surroundings.

As identified in the Household and/or Project Plans or at any time during the tenant's time in temporary housing, the TSS will conduct follow-up visits with the tenant. The visits will allow the tenant to discuss concerns, issues, and services not foreseen earlier. Consistent with the Household and/or Project Plans, the TSS will assist in addressing any issues created by changes to the established relocation time frame. As needed, they will be present and assist the tenant at the time of the return to their apartment.

Follow-Up Services

The TSS will continue to provide support services to the tenant, as needed, for a period of seven (7) calendar days following return to the tenant's permanent residence.

Meetings

There will be approximately one two-hour meeting each month to discuss tenant accessibility needs, temporary lodging, services needed, and suggestions for program improvement.

3. Work Products to Be Produced

Tenant Services Specialists will serve as a member of the relocation team to provide services needed to ensure that the accessibility needs of tenants with disabilities are met before, during, and after relocation are met. As such, the TSS's work products will include an assessment of the tenant with disabilities accessibility needs during temporary relocation and their participation in the development of tenant household temporary relocation plans (**Exhibits A & C**). As appropriate, other ACHP temporary relocation templates may also be utilized by the TSS.

C. ELIGIBLE PROPOSERS (Threshold Requirements)

Proposals will be accepted only from individuals or organizations that meet the following criteria. **Note: Compliance with the following requirements must be met by the proposal submission deadline listed on the front cover of this RFP.** Proposers must:

1. Be qualified to conduct business in the State of California as evidenced by the organization’s business registration with the California Secretary of State;
2. Be in good standing with the California Secretary of State, if a corporation or limited liability company;
3. Have not been determined to be non-responsive or been debarred by the City pursuant to the Contractor Responsibility Ordinance;
4. Have not been debarred by the federal government, State of California or local government;
5. Tenant Services Specialists and/or organizations must have a minimum of four (4) years’ direct experience assisting individuals with disabilities in achieving greater independence and self-sufficiency;
6. Not have any outstanding debt which has not been repaid or for which a repayment agreement plan has not been implemented, if the proposer has previously contracted with the State of California or the City of Los Angeles.
7. If the proposer has contracted with LAHD, the proposer must not have any outstanding disallowed costs or other liability to the City.

D. SOURCE OF FUNDS

The source of funds for this RFP will be the Accessible Housing Fund, subject to the approval by the Los Angeles City Council and the Mayor.

E. CONTRACT TERM

The initial contract(s) shall commence upon execution of contract(s), for a one-year period with the opportunity to renew for one-year increments for a total of five years, subject to an evaluation of the Tenant Services Specialists performance, the availability of funds, and the Contractor(s)’ continuing compliance with applicable Federal, State, and local government legislation. Multiple contracts may be issued under this RFP.

F. PRELIMINARY SCHEDULE

<u>Event</u>	<u>Date</u>
Request For Proposal Released	Tuesday, July 22, 2025

Mandatory Proposers' Conference
Proposal Submission Deadline

Monday, August 11, 2025
Tuesday, September 2, 2025

G. MANDATORY PROPOSERS' CONFERENCE

A Proposers' Conference, via [Zoom only](#), has been scheduled to answer questions about this RFP. See cover page for Conference date and time. Participation is mandatory for anyone interested in submitting a proposal in response to this RFP, and failure to participate will result in proposer ineligibility. Please plan to participate on time as credit may not be given if a proposer's representative joins the conference late. During this Conference, City staff will review the RFP document and respond to questions regarding requirements of the RFP. City staff will not provide assistance regarding a proposer's individual program design. It is recommended that you have a copy of the RFP available to you during the webinar for easy reference.

The registration and remote participation information is as follows:

1. Please register for the **Accessible Housing Program – Tenant Services Specialist RFP Mandatory Proposers' Conference** at: <https://housing-lacity-org.zoom.us/meeting/register/2QOYY6-PTEG4iiT27GNd6Q>
2. Upon registering, you will receive a confirmation email that provides instructions on how to join. **NOTE:** Please join using the link provided in your confirmation email to ensure participation credit, and do not share your link as it is unique to you and could negatively affect your participation credit.
3. After selecting your unique link, the Zoom program will launch. A passcode is required to join and is provided in your confirmation email. If you do not have, or are unable to download the Zoom program application, you may join via web browser.
4. When attending, please select one of the following audio options:

TO USE YOUR COMPUTER'S AUDIO:
 - After joining a Zoom meeting, you will join with computer audio automatically.
TO USE YOUR TELEPHONE AS AUDIO:
 - After joining a Zoom meeting, you will be prompted to join the audio automatically. If this prompt does not appear or you close out of it, click Join Audio in the meeting controls.
 - Click the Phone Call tab.
 - Follow the instructions for dialing in:
 - In the Country/Region drop-down menu, select the country or region you're calling from.

- Call one of the numbers provided.
 - Enter your meeting ID followed by #.
 - Enter your participant ID followed by #.
 - Enter the passcode, if prompted, followed by #.
5. Interested parties without computer access may participate during the scheduled event via telephone only. Instructions for participating via telephone only are as follows:
- On your phone, dial one of the teleconferencing numbers provided below:
 - +1 669 900 6833 (San Jose)
 - +1 408 638 0968 (San Jose)
 - +1 346 248 7799 (Houston)
 - +1 253 215 8782 (Tacoma)
 - +1 646 876 9923 (New York)
 - +1 301 715 8592 (Washington DC)
 - +1 312 626 6799 (Chicago)
 - Enter the meeting ID number when prompted using your dial pad.
 - Meeting ID number: 831 8884 0563

NOTE: All participants who join via telephone only will need to provide their contact information to LAHD staff at the end of the conference in order to receive participation credit. Instructions will be provided during the conference.

For system compatibility information and user guides, please visit the Zoom Help Center at the following address: <https://support.zoom.us/hc/en-us>.

The City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services, and activities. Please contact the Contracts and Procurement Unit at lahd.contractsprocurement@lacity.org at least seventy-two (72) hours prior to the date of the conference to ensure proper accommodations.

H. TECHNICAL ASSISTANCE

With the exception of the Mandatory Proposers' Conference, all technical assistance questions must be submitted by e-mail to lahd.contractsprocurement@lacity.org. **Please identify the RFP title on the email subject line to ensure prompt attention from the appropriate City staff.** To ensure a fair and consistent distribution of information, all questions will be answered by a Question-and-Answer (Q&A) documents made available on the Regional Alliance Marketplace for Procurement (RAMP) website at: www.RAMPLA.org. No individual answers will be given. The Q&A documents will be updated on a regular basis to ensure the prompt delivery of information.

I. DEADLINE FOR SUBMISSION OF PROPOSALS

Proposals must be submitted electronically to the email address listed on the front cover of this RFP by 5:00 p.m. PDT by the submission deadline date. Proposals submitted via any other alternative method including, but not limited to, file sharing services, will not be accepted or considered.

The cover letter accompanying the proposal must bear a facsimile signature or signatures scanned into .pdf of the person(s) authorized to sign the proposal, and be addressed to:

Contracts and Procurement Unit
Los Angeles Housing Department
1910 W Sunset Blvd., 3rd Floor, Suite 300
Los Angeles, CA 90026

Persons who submit a proposal will receive an email response confirming receipt of their submission. Proposers are encouraged to submit proposals well in advance of the proposal due date and time to ensure that proposals receive a time and date stamp of 5:00 p.m. or earlier.

Timely submission of proposals is the sole responsibility of the proposer. The City reserves the right to determine the timeliness of all submissions. Late proposals will not be reviewed. **ALL PROPOSALS SUBMITTED AFTER 5:00 P.M. PDT ON THE SUBMISSION DEADLINE DATE WILL NOT BE OPENED.**

J. EVALUATION CRITERIA

The Los Angeles Housing Department will review and score each complete and fully responsive proposal. Proposals shall be determined eligible for review and scoring based on the responsiveness and factuality or verifiability of the proposal documentation and information. A minimum score of 70 is required to be considered for funding. The evaluation will be based on the proximity of a proposal's prices to competitive market values and relative to other proposers' pricing, the quality of responses to the RFP, and reasonableness of the proposer's costs relative to other proposers' costs. Proposals shall be evaluated based on the following categories and may include consideration of any or all of the listed factors at the City's sole discretion.

EVALUATION CRITERIA	POINTS
<p><u>Demonstrated Ability</u> Quality and depth of the proposer’s experience and expertise with the disability community and principles of People First and Self-Determination; experience with assessing and identifying the needs for assistance with Activities of Daily Living and the availability of supports to meet those needs; experience in advocating for and providing Reasonable Accommodations, Reasonable Modifications, and Effective Communication (RA/RM/EC); assistive technology, assisted transportation, etc.; ability to communicate effectively orally and in writing with people with a variety of disabilities, including familiarity with CART, ASL, relay services; experience working with social service and other agencies to obtain services and supports to aid PWDs; is knowledgeable about resources for PWD, including providers of assistive technology, accessible transit, personal assistance services, and communication supports. Quality and depth of the proposer’s experience and expertise as it relates to the services for which the contractor is applying and the experience of assigned personnel, including training, education and certifications; references; and other items as outlined in the Proposal Package section of the RFP.</p>	30
<p><u>Demonstrated Capacity</u> Proposer’s capacity to provide the required services including: assigned program staff size, staff job descriptions, ability to have staff on-site/in the field with tenants needing assistance, program staffing capabilities and resumes, major accomplishments, work plan, methodology and procedures, knowledge of applicable regulations, capacity to complete citywide projects within a reasonable amount of time, and other items as outlined in the Scope of Work section of this RFP. Proposer has bilingual staff and/or staff who use ASL and communication devices; and/or the ability to hire or contract for these services. If the proposer or sub-contractor was terminated from a contract in the last five years, was there a reasonable justification for the termination.</p>	25
<p><u>Program Design</u> Proposed approach to providing the required services as outlined in the Scope of Work Section of this RFP.</p>	25
<p><u>Cost Reasonableness</u> The reasonableness and appropriateness of the proposed costs.</p>	20
<p>TOTAL POINTS</p>	100
<p>Local Business Preference See Section III. B. 12 for details</p>	Up to 12 points

The City reserves the right to require a pre-award interview, site inspection and/or telephone conference call with proposers. LAHD reserves the right to select more than one contractor.

The City's decision to award a contract(s) will be based on the stated evaluation criteria. The City reserves the right to modify the City's objectives and requirements at any point during the period prior to submittal deadlines (by RFP addendum), without liability, obligation, or commitment to any party, firm or organization for costs incurred in responding to this RFP, RFP addendums or subsequent modifications of the City's terms and conditions prior to execution of a contract.

Proposals will be evaluated against others proposing to provide the same services and to independent cost estimates. The lowest cost proposer may not be determined to be the best proposer when all the evaluation factors have been considered.

K. PROPOSAL REVIEW PROCESS

The proposal review process shall include the following major activities to ensure that the procurement meets government audit standards:

1. All proposals shall be reviewed to determine that the minimum eligibility requirements are met (See Section II. C). Ineligible proposers will be informed in writing.
2. All eligible proposals shall be reviewed, scored, and ranked.
3. Each eligible proposal shall be reviewed for costs that are reasonable, allowable, necessary, and competitive, as measured by a review of the line-item budget, and its competitive standing as compared to all other proposals.
4. At the City's sole discretion, oral interviews may be held with top-scoring proposers. The results of the oral review may determine the final funding recommendations.
5. Proposers shall be notified in writing about funding recommendations and evaluation results.

L. PROPOSAL APPEAL PROCESS

1. Appeal Rights

The City will notify all proposers of the results of the proposal evaluations and of their right to file an appeal. Proposers may appeal procedural issues only. Such appeals must be based upon specific facts demonstrating that the RFP criteria or process was not followed during the review of proposals. A disagreement or objection to the total points awarded, or differences of opinion about the merits of a proposal, are not grounds for an appeal.

2. Letters of Appeal

Appeals shall be delivered electronically via email to LAHD at lahd.contractsprocurement@lacity.org, no later than within five (5) business days from the date that the notification of the results of the RFP was emailed. Proposers may file an appeal electronically by submitting a written request and identifying the specific reason for the appeal to:

Emilyzen Cervantes, Director of Administrative Services
Los Angeles Housing Department
c/o Contracts and Procurement Unit
RFP Appeal – AcHP Tenant Services Specialist RFP
1910 W Sunset Blvd. 3rd Floor, Suite 300
Los Angeles, CA 90026

Written appeals may not be more than three (3) typewritten pages and shall request an appeals review be granted. Written appeals must include the following information:

- a. The name, address and telephone number of the proposer.
- b. The name/title of RFP to which the organization responded.
- c. Detailed statement of the grounds for appeal.

Written appeals may not include any new or additional information that was not submitted with the original proposal. Only one appeal per proposal will be permitted. All appeals and protests must be submitted within the time limits set forth in the above paragraphs.

3. Review Panel

A panel composed of selected staff will review the appeal for this RFP. The decision of the panel will be LAHD's final recommendation.

M. DISCLAIMER

The City is not responsible for representations made by any of its officers or employees prior to the approval of an agreement by the Los Angeles City Council unless such understanding or representation is included in this RFP or in subsequent written addenda. The City is responsible only for that which is expressly stated in this solicitation document and any authorized written addenda thereto.

III. GENERAL RFP INFORMATION

A. GENERAL PROPOSAL CONDITIONS

1. Costs Incurred by Proposers

All costs of proposal preparation shall be borne by the proposer. The City shall not, in any event, be liable for any pre-contractual expenses incurred by proposers in the preparation and/or submission of the proposals. Proposals shall not include any such expenses as part of the proposed budget.

2. Best Offer

The proposal shall include the proposer's best terms and conditions. Submission of the proposal shall constitute a firm and fixed offer to the City that will remain open and valid for a minimum of ninety (90) days from the submission deadline.

3. Accuracy and Completeness

The proposal must set forth accurate and complete information as required in this RFP. Unclear, incomplete, and/or inaccurate documentation may not be considered. Falsification of any information may result in disqualification.

If the proposer knowingly and willfully submits false performance or other data, the City reserves the right to reject that proposal. If it is determined that a contract was awarded as a result of false performance or other data submitted in response to this RFP, the City reserves the right to terminate the contract.

Unnecessarily elaborate or lengthy proposals or other presentations beyond those needed to give a sufficient, clear response to all the RFP requirements are not desired.

4. Withdrawal of Proposals

Proposals may be withdrawn by written request of the authorized signatory on the proposer's letterhead or by email at any time prior to the submission deadline.

5. General City Reservations

Submission Deadline - The City reserves the right to extend the submission deadline should this be in the interest of the City. Proposers have the right to revise their proposals in the event that the deadline is extended.

Withdrawal of RFP - The City reserves the right to withdraw this RFP at any time without prior notice. The City makes no representation that any contract will be awarded to any proposer responding to the RFP. The City reserves the right to reject any or all submissions.

Reissue of RFP - If an inadequate number of proposals is received or the proposals received are deemed non-responsive, not qualified or not cost effective, the City may at its sole discretion reissue the RFP or execute a sole-source contract with a vendor in accordance with the City Charter.

Changes to Proposals - The City shall review and rate submitted proposals. The proposer may not make any changes or additions after the deadline for receipt of proposals. The City reserves the right to request additional information or documentation, as it deems necessary.

Verification of Proposal Information - The City reserves the right to verify all information in the proposal. If the information cannot be verified, and if the errors are not willful, the City reserves the right to reduce the rating points awarded.

Pre-award Interview - The City reserves the right to require a pre-award interview and/or site inspection.

Minor Defects - The City reserves the right to waive minor defects in the proposal in accordance with the City Charter.

Program Personnel - If the selection of the proposer is based in part on the qualifications of specific key individuals named in the proposal, the City must approve in advance any changes in the key individuals or the percentage of time they spend on the project. The City reserves the right to have the contractor replace any project personnel.

Rejection of Proposals - The City reserves the right to reject any or all proposals, to waive any minor defects in proposals received; to reject unapproved alternate proposal(s); and reserve the right to reject the proposal of any proposer who has previously failed to perform competently in any prior business relationship with the City. The rejection of any or all proposals shall not render the City liable for costs or damages.

6. Contract Negotiations

Proposers approved for funding shall be required to negotiate a contract with the City on an offer/counter-offer basis. The best terms and conditions originally offered in the proposal shall bind the negotiations. The City reserves the right to make a contract award contingent upon the satisfactory completion by the proposer of certain special conditions. The contract offer

of the City may contain additional terms or terms different from those set forth herein.

As part of the negotiation process, the City reserves the right to:

- a. Fund all or portions of a proposer's proposal and/or require that one proposer collaborate with another for the provision of specific services, either prior to execution of an agreement or at any point during the life of the agreement;
- b. Use other sources of funds to fund all or portions of a proposer's proposal;
- c. Require that a funded proposer utilize a facility designated by the City for purposes of implementing its project;
- d. Elect to contract directly with one or more of the identified collaborators; and
- e. Require all collaborators identified in the proposal to become co-signatories to any contract with the City.

7. Standing of Proposer

Regardless of the merits of the proposal submitted, a proposer may not be recommended for funding if it has a history of contract non-compliance with the City or any other funding source, poor past or current contract performance with the City or any other funding source, or current disputed or disallowed costs with the City or any other funding source.

Contractors/Organizations that have been sanctioned because of non-compliance with Single Audit Act requirements for managing grant funds will be eligible to apply; however, they will not be eligible to receive any funding, if awarded under this RFP process, until this sanction is removed.

The City will enter into an agreement only with entities that are in good standing with the California Secretary of State.

8. Proprietary Interests of the City

The City reserves the right to retain all submitted proposals, which shall then become the property of the City and a matter of public record. Any department or agency of the City has the right to use any or all ideas presented in the proposal without any change or limitation. Selection or rejection of a proposal does not affect these rights. All proposals will be considered public documents, subject to review and inspection by the public at the City's discretion, in accordance with the Public Records Act.

Proposers must identify all copyrighted material, trade secrets or other proprietary information claimed to be exempt from disclosure under the California Public Records Act (California Government Code Sections 6250 et seq.) In the event such an exemption is claimed, the proposal must state: “(Name of Proposer) shall indemnify the City and hold it and its officers, employees and agents harmless from any claim or liability and defend any action brought against the City for its refusal to disclose copyrighted material, trade secrets or other proprietary information to any person making a request therefor.” Failure to include such a statement shall constitute a waiver of the proposer’s right to exemption from disclosure.

9. Discount Terms

Proposers agree to offer the City any discount terms that are offered to its best customers for the goods and services to be provided herein, and apply such discount to payments made under this agreement, which meet the discount terms.

B. STATEMENTS REQUIRED WITH PROPOSAL

1. Contractor Responsibility Ordinance (CRO) Questionnaire and CRO Pledge of Compliance

Every Request for Proposal, Request for Bid, Request for Qualifications or other procurement process is subject to the provisions of the Contractor Responsibility Ordinance, Section 10.40 et seq. of Article 14, Chapter 1 of Division 10 of the Los Angeles Administrative Code, unless exempt pursuant to the provisions of the Ordinance.

This Ordinance requires that all proposers/bidders complete and return, with their response, the responsibility questionnaire included in this procurement. Failure to return the completed questionnaire may result in the proposer/bidder being deemed non-responsive.

The Ordinance also requires that if a contract is awarded pursuant to this procurement, that the contractor must update responses to the questionnaire, within thirty calendar days, after any changes to the responses previously provided if such change would affect contractor’s fitness and ability to continue performing the contract.

Pursuant to the Ordinance, by executing a contract with the City, the contractor pledges, under penalty of perjury, to comply with all applicable federal, state and local laws in performance of the contract, including but not limited to laws regarding health and safety, labor and employment, wage and hours, and licensing laws which affect employees. Further, the Ordinance, requires each contractor to: (1) notify the awarding authority

within thirty calendar days after receiving notification that any governmental agency has initiated an investigation which may result in a finding that the contractor is not in compliance with Section 10.40.3 (a) of the Ordinance; and (2) notify the awarding authority within thirty (30) calendar days of all findings by a government agency or court of competent jurisdiction that the contractor has violated Section 10.40.3 (a) of the Ordinance.

All proposers shall submit a completed CRO Questionnaire and Pledge of Compliance signed under penalty of perjury with their proposal. Refer to links below:

<https://bca.lacity.org/Uploads/cro/CRO%20Personal%20Services%20Questionnaire%20FINAL%2001.23.2020.pdf>

and

https://bca.lacity.org/Uploads/cro/CRO_Pledge%20of%20Compliance_Fillable%20%281%29.PDF

If a proposer will have subcontractors in the project, a list of the subcontractors must also be submitted with the proposal.

THIS STATEMENT IS REQUIRED WITH THE PROPOSAL.

2. Municipal Lobbying Ordinance City Ethics Commission (CEC) Form 50

All proposers must submit a completed Bidder Certification CEC Form 50. Please review the following link for more information on the City's Municipal Lobbying Ordinance (Los Angeles Municipal Code Section 48.01 *et seq.*):

<https://ethics.lacity.org/wp-content/uploads/Laws-Lobbying-MLO.pdf>.

(Refer to the link below to access the Bidder Certification CEC Form 50, <https://ethics.lacity.org/pdf/forms/City/CEC50.pdf>).

NOTE: Failure to submit this completed CEC Form 50 will result in the proposer being deemed non-responsive and the proposal will be rejected.

THIS STATEMENT IS REQUIRED WITH THE PROPOSAL.

3. Municipal Campaign Finance Ordinance CEC Form 55

Persons who submit a response to this solicitation (bidders) are subject to City of Los Angeles Charter Section 470(c)(12) and related ordinances, including LAMC Section 49.7.35. As a result, bidders may not make campaign contributions to and or engage in fundraising for certain elected City officials or candidates for elected City office from the time they submit the response until either the contract is approved or, for successful bidders, 12 months after the contract is signed. The bidder's principals and subcontractors performing \$100,000 or more in work on the contract, as well as the principals of those subcontractors, are also subject to the same limitations on campaign contributions and fundraising.

Bidders/proposers must submit CEC Form 55 to the awarding authority at the same time the response is submitted (refer to the following link to access the form <https://ethics.lacity.org/pdf/forms/City/CEC55.pdf>).

The form requires bidders to identify their principals, their subcontractors performing \$100,000 or more in work on the contract, and the principals of those subcontractors. Bidders must also notify their principals and subcontractors in writing of the restrictions and include the notice in contracts with subcontractors. Responses submitted without a completed CEC Form 55 shall be deemed nonresponsive. Bidders who fail to comply with City law may be subject to penalties, termination of contract, and debarment. (See Form 55 Instructions at the following link: <https://ethics.lacity.org/PDF/forms/CEC Form 55 Instructions.pdf>).

Additional information regarding these restrictions and requirements may be obtained from the City Ethics Commission at (213) 978-1960 or ethics.lacity.org.

THIS STATEMENT IS REQUIRED WITH THE PROPOSAL.

4. Equal Benefits Ordinance/First Source Hiring Ordinance Compliance Affidavits

All bidders/proposers are advised that any contract awarded pursuant to this procurement process shall be subject to the applicable provisions of Los Angeles Administrative Code Section 10.8.2.1, Equal Benefits Ordinance and the Los Angeles Administrative Code Sections 10.44 *et seq.*, First Source Hiring Ordinance.

Effective July 1, 2016, the Equal Benefits Ordinance and First Source Hiring Ordinance Compliance affidavits were combined into one web application form available on the City of Los Angeles' Regional Alliance Marketplace for Procurement (RAMP) residing at www.RAMPLA.org. All bidders/proposers shall complete and upload the joint affidavit prior to the award of a City contract, the value of which exceeds \$25,000.

If subject to the ordinances, a contractor will be required to complete the web application form, electronically sign, and submit. If a form was uploaded and verified prior to July 1, 2016, these will continue to be valid until they expire or are deleted (generally three years from upload date). When the form expires, a contractor will be required to complete the new web application form.

Equal Benefits Ordinance

By completing and uploading the Equal Benefits Ordinance (EBO) Compliance Affidavit, your company is certifying compliance with the requirements of said ordinance. If selected as a successful Bidder/Proposer, your EBO Compliance Affidavit will be verified for

completeness by the Office of Contract Compliance (OCC) prior to contract award. The EBO Compliance Affidavit shall be effective for a period of three years from the date it is first uploaded onto the City's RAMP website. A company wishing to seek a waiver of the EBO provisions must submit the EBO Waiver Application with the bid or proposal. The EBO Waiver Application shall be forwarded to OCC for processing. OCC shall notify the awarding department of the determination resulting from the waiver request. Upon contract award, your company may be randomly selected for a compliance audit, at which time your company will be required to demonstrate compliance as indicated in the EBO Compliance Affidavit.

First Source Hiring Ordinance

Prime contractors who are awarded a contract that is subject to the requirements of the First Source Hiring Ordinance (FSHO) must complete and upload the FSHO Compliance Affidavit. Unless otherwise exempt, the FSHO applies to service contracts over \$25,000 and 3 months, and some loan or grant recipients. Awarding departments may seek exemption by submitting a completed FSHO-X Form to the OCC prior to contract execution.

The uploaded forms will be verified by the Bureau of Contract Administration (BCA) only if your company is the successful proposer/bidder selected for contract award.

Upon BCA verification, the Awarding Authority shall award the contract. If in the process of verifying the uploaded forms, BCA finds that the form(s) are incomplete, the awarding department shall be notified and your company will be required to re-upload the form(s). The re-uploading of form(s) will not trigger a new renewal date. The renewal date shall remain as the first time the form(s) were uploaded.

Bidders/proposers shall complete and submit ONLINE, with their proposal, the EBO/FSHO Affidavit, or Request for Waiver, if applicable.

THIS STATEMENT IS REQUIRED WITH THE PROPOSAL ONLINE.
www.RAMPLA.org

5. Disclosure Ordinances Affidavit (Slavery Disclosure Ordinance, Disclosure of Border Wall Contracting Ordinance)

Unless otherwise exempt by the provisions of the Slavery Disclosure Ordinance (SDO) and Disclosure of Border Wall Contracting Ordinance (DBWCO), any contract awarded under this RFP will be subject to the SDO, Section 10.41 of the Los Angeles Administrative Code and the DBWCO, Section 10.50 of the Los Angeles Administrative Code.

You must register on RAMP (www.RAMPLA.org) to access the updated Disclosure Ordinances Affidavit web form. The web form can be found by clicking on the "Profiles" tab. Scroll to the "Company Profile" section and click on "Compliance Documents". The web form should be completed and submitted by the time of RFP submission.

The web form will be verified by the Bureau of Contract Administration (BCA) only if your company is the successful Proposer/Bidder selected for contract award. Proposers/Bidders seeking additional information regarding the requirements of the SDO and DBWCO Disclosure Ordinances may visit the Bureau of Contract Administration's website at <http://bca.lacity.org>.

THIS STATEMENT IS REQUIRED WITH THE PROPOSAL ONLINE.
www.RAMPLA.org

6. Living Wage Ordinance and Service Contractor Worker Retention Ordinance

Unless approved for an exemption, contractors under contracts primarily for the furnishing of services to or for the City and that involve an expenditure or receipt in excess of \$25,000 and a contract term of at least three (3) months, lessees and licensees of City property, and certain recipients of City financial assistance, shall comply with the provisions of Los Angeles Administrative Code Sections 10.37 *et seq.*, Living Wage Ordinance (LWO) and 10.36 *et seq.*, Service Contractor Worker Retention Ordinance (SCWRO). Bidders/Proposers shall refer to **Attachment 2**, "Living Wage Ordinance and Service Contractor Worker Retention Ordinance" for further information regarding the requirements of the Ordinances.

Bidders/proposers who believe that they meet the qualifications for one of the exemptions described in the LWO List of Statutory Exemptions (see **Attachment 3**: LWO Statutory Exemptions) shall apply for an exemption from the Ordinance by submitting with their proposal the LW-10 - Exemption Application which can be accessed at: <https://bca.lacity.org/Uploads/eeo/2021%20LWO%2010%20-%20OCC%20Exemption%20Application.pdf> or by submitting the LW-26 - Small Business Exemption Application which can be accessed at: https://bca.lacity.org/Uploads/lwo/LW26_Small_Business_Exemption_Application_%28English%29.pdf or by submitting the LW-28 – 501(c)3 Nonprofit Exemption Application, which can be accessed at: https://bca.lacity.org/Uploads/lwo/Template_LW%2028%20-%20501c3%20Nonprofit%20Exemption%20Application.pdf or by submitting the LW-29 Non-Coverage Determination Application, which can be accessed at: https://bca.lacity.org/Uploads/lwo/LW29_NonCoverage_Determination_Application.pdf

THESE STATEMENTS ARE REQUIRED WITH THE PROPOSAL, IF APPLICABLE.

7. Proposer Workforce Information/Non-Collusion Affidavit

Proposers shall submit with their proposal a statement indicating their headquarters address, as well as the percentage of their workforce residing in the City of Los Angeles. Proposer shall also submit a completed Workforce Information/Non-Collusion Affidavit. (See **Attachment 4**: Proposer Workforce Information/Non-Collusion Affidavit).

THIS STATEMENT IS REQUIRED WITH THE PROPOSAL.

8. Business Services Implementation Plan Collaborator Agreements

Proposals shall include completed forms from each organization intending to formally collaborate with the proposers (see **Attachment 5**: Collaborator Agreements).

THIS STATEMENT IS REQUIRED WITH THE PROPOSAL.

9. Subcontractors

If a proposer will have subcontractors in the program, a list of the subcontractors must also be submitted with the proposal.

10. Business Inclusion Program

All bidders/proposers shall comply with the City's Business Inclusion Program (BIP) requirements, in identifying sub-contracting opportunities and completing the BIP Outreach process, to Minority Business Enterprises (MBE), Women Business Enterprises (WBE), Small Business Enterprises (SBE), Emerging Business Enterprises (EBE), Disabled Veteran Business Enterprises (DVBE), and Other Business Enterprises (OBE) sub-consultants.

All bidders, including those with existing sub-contractors and those not planning to use sub-contractors, must perform subcontractor outreach online 15 days prior to the RFP due date, per **Attachment 6**: Business Inclusion Program. Additionally, BIP processes, including, but not limited to, the outreach and summary sheet, must be completed on the Regional Alliance Marketplace for Procurement (RAMP) website (www.RAMPLA.org) using the BIP Outreach system. The BIP Outreach system is accessible from the opportunity's RAMP webpage. A walkthrough manual is available for additional support on the RAMP website in its

Support section, and at the following URL: https://www.rampla.org/resource/1658335402000/RAMP_BIP_walkthrough.

Proposers are strongly advised to begin the BIP Outreach processes well in advance of the deadlines listed on the cover page of this RFP in order to avoid technical issues, and to ensure a timely completion. RAMP support is limited and is only available Monday through Friday 7 a.m. – 4 p.m. RAMP support responses may take up to three business days for a response. Late support requests are not a justification for a deadline extension request.

A PROPOSER’S FAILURE TO COMPLETE THE BIP OUTREACH PROCESS, AS SPECIFIED IN ATTACHMENT 6, BY THE REQUIRED DEADLINES WILL RESULT IN A PROPOSAL BEING DEEMED NON-RESPONSIVE.

OUTREACH MUST BE COMPLETED 15 DAYS PRIOR TO RFP DEADLINE.

THE SUMMARY SHEET MUST BE SUBMITTED BY 4:30 P.M. ON THE FIRST CALENDAR DAY FOLLOWING THE DAY OF THE RFP RESPONSE SUBMITTAL DEADLINE.

11. Iran Contracting Act of 2010

In accordance with California Public Contract Code Sections 2200-2208, all bidders/proposers submitting proposals for, entering into, or renewing contracts with the City of Los Angeles for goods and services estimated at \$1,000,000 or more are required to complete, sign and submit the “Iran Contracting Act of 2010 Compliance Affidavit” (see **Attachment 7**: for Affidavit form).

12. Local Business Preference Program

Proposers are advised that any contract awarded pursuant to this procurement process shall be subject to the applicable provisions of the Local Business Preference Program (LBPP), LAMC 10.25 *et seq.* Ordinance Number 188111 (https://clkrep.lacity.org/onlinedocs/2022/22-0863_ord_188111_3-27-24.pdf).

Per the Local Business Preference Program, Awarding Authorities shall grant a six percent Local Business Preference to Local Businesses for contracts involving consideration in excess of \$150,000. A Local Business that is also a City Business shall be awarded an additional 4% preference. Qualifying contractors who participate in the LBPP by also qualifying as a Local Small Business or Local Transitional Employer will receive an

additional 2% preference credit for each additional certification to their proposal in excess of \$150,000. A Local Business that is not eligible for the additional preference, but that identifies a Subcontractor(s) that is certified by the Designated Administrative Agency (DAA) as a Local Small Business or a Local Transitional Employer, shall receive up to a maximum of 2% preference for each additional certification. When applying the Local Business Preference to a Proposal, the Awarding Authority shall apply the preference in the form of additional points to the Proposal's final score such that the score awarded to a Proposal submitted by a Local Business is increased by the applicable percent of the total possible evaluation points. The Awarding Authority shall provide a preference of up to five percent to a Bid or Proposal submitted by a business that does not qualify as a Local Business, but that identifies a Subcontractor that is certified by the DAA as a Local Business, City Business, Local Small Business, or Local Transitional Employer. The maximum preference awarded to a City Business under this article shall not exceed 12%

Local Business Certification Affidavit of Eligibility: All proposers who are claiming eligibility to the Local Business Preference Program criteria shall download and submit the Local Business Preference Program Application/Renewal Form on [RAMP](#).

The rules and procedures for implementing the Local Business Preference Program can be found on the Bureau of Contract Administration website at: https://bca.lacity.gov/Uploads/cca/LBPP%20Rules%20%26%20Procedures-%2020240327_FINAL.pdf

THIS STATEMENT IS REQUIRED WITH THE PROPOSAL, IF PROPOSER IS INTERESTED IN ADDITIONAL LOCAL BUSINESS PREFERENCE POINTS.

C. CONTRACT EXECUTION REQUIREMENTS

If recommended for funding, the proposer shall be required to enter into an agreement with the City of Los Angeles and comply with the requirements listed below. **Failure to comply with these requirements will result in non-execution of the contract.** A copy of the City's Standard Provisions for City Contracts is available for your review through the following link: [https://cao.lacity.gov/risk/STANDARD%20PROVISIONS%20\(R%20Rev.1.25%20\[v.2\]\)_Remediated%20-19-25.pdf](https://cao.lacity.gov/risk/STANDARD%20PROVISIONS%20(R%20Rev.1.25%20[v.2])_Remediated%20-19-25.pdf). The agreement with the selected proposer(s) will be on a to-be-negotiated fee-for-performance basis. **Note:** additional provisions may be required based on the needs of the City and Department.

1. Insurance Certificates

Contractors will be required to maintain insurance at a level to be determined by the City's Risk Manager, with the City named as an additional

insured. Contractors who do not have the required insurance should include the cost of insurance in their bid. Contractors will be required to provide insurance at the time of contract execution (refer to **Attachment 11: Required Insurance and Minimum Limits**, and the following link for Insurance Instructions and Information http://cao.lacity.org/risk/Submitting_proof_of_Insurance.pdf).

2. Secretary of State Documentation

Organizations must be in good standing and authorized to do business in California, as registered contractors with the State of California. Visit the Secretary of State's website for more information at: <https://bizfileonline.sos.ca.gov/>. Note: Proposers must be registered and in good standing with the California Secretary of State by the proposal submission deadline, as stated in Section II., C. Eligible Proposers (Threshold Requirements).

3. Corporate Documents

All contractors who are organized as a corporation or a limited liability company are required to submit a Secretary of State Corporate Number, Unique Entity Identifier, and a Resolution of Executorial Authority with a Signature Specimen (see **Attachment 8: Corporate Documents**).

4. City Business License Number

All contractors are required to submit one copy of their City of Los Angeles Business License, Tax Registration Certificate or Vendor Registration Number. To obtain a Business Tax Registration Certificate, call the Office of Finance at (213) 473-5901 and pay the respective business taxes. The address is: Los Angeles City Office of Finance, Tax and Permit Division, City Hall, 200 N. Spring Street, Room 101, Los Angeles, CA 90012. Visit the Office of Finance's website for more information at: www.finance.lacity.org.

5. Proof of IRS Number (W-9)

All contractors are required to complete and submit Proof of IRS Number (W-9) form. (Refer to link: <http://www.irs.gov/pub/irs-pdf/fw9.pdf> Request for Taxpayer Identification Number (Form W-9).

6. Nonprofit Status Documentation from the Internal Revenue Service (IRS)

Proposers must submit a copy of their notice from the IRS designating the agency as a 501(c)(3) organization or other evidence of its tax exempt status from the IRS, if applicable.

7. Certifications

Contractors shall provide copies of the following documents to the City:

- a. A Certificate Regarding Ineligibility, Suspension and Debarment as required by Executive Order 12549.
- b. Certification and Disclosure Regarding Lobbying (not required for contracts under \$100,000). Contractors shall also file a Disclosure Form, at the end of each calendar quarter during which any event requiring disclosure, or which materially effects the accuracy of the information contained in any previously filed Disclosure Form, occurs
- c. A Certificate Regarding Drug-Free Workplace Requirements, if applicable.

8. Collaboration

The City may, at its discretion, require two or more proposers to collaborate as a condition to contract execution.

9. Non-Discrimination/Equal Employment Practices/Affirmative Action

Effective July 1, 2016 the Non-Discrimination/Equal Employment Practices and Affirmative Action (ND/EEP and AA) provisions were amended to eliminate the need for contractors to complete affidavits on BAVN. By affixing its signature to a contract, the contractor agrees to adhere to the ND/EEP and AA for the duration of the contract. When a contractor signs the contract, they will also be acknowledging their responsibility to comply with both the ND/EEP and AA provisions. The AA provisions will now apply to all construction contracts and all non-construction contracts of \$25,000 or more.

Bidders/proposers seeking additional information regarding the requirements of the City's Non-Discrimination Clause, Equal Employment Practices and Affirmative Action Program may visit the Bureau of Contract Administration's website at:

<https://bca.lacity.org/Uploads/eeo/NDEEOAAP%20Admin%20Code.pdf>

10. Americans with Disabilities Act

Any contract awarded pursuant to this RFP shall:

1. Comply with the Americans with Disabilities Act, as amended, 42 U.S.C. Section 12101 *et seq.*, the Rehabilitation Act of 1973, as

amended, 29 U.S.C. Section 701 *et seq.*, the Fair Housing Act, 42 U.S.C. Section 3601 *et seq.*, and its implementing regulations and any subsequent amendments; and California Government Code Section 11135.

2. Not discriminate in the provision of its programs, services or activities on the basis of disability or on the basis of a person's relationship to, or association with, a person who has a disability.
3. Provide reasonable accommodation upon request to ensure equal access to all of its programs, services and activities.

Contractor represents that it will certify that any construction for housing performed with funds provided through any future contract will be done in accordance with the Uniform Federal Accessibility Standards (UFAS), 24 CFR, Part 40.

Contractor represents that it will certify that its buildings, and facilities used to provide services in accordance with any future contract, are in compliance with the federal and state standards for accessibility as set forth in the 2010 ADA Standards, California Title 24, Chapter 11, or other applicable federal and state law.

Contractor understands that the City is relying upon these certifications and representations as a condition of funding any future contract.

Contractor will require its subcontractors, if any, to include this language in any subcontract.

Contractor must be in compliance with these provisions at the time the contract is executed.

11. Child Support Assignment Orders

Any contract awarded pursuant to this RFP shall be subject to the following:

This contract is subject to Section 10.10 of the Los Angeles Administrative Code, Child Support Assignment Orders Ordinance. Pursuant to this Ordinance, contractor/consultant certifies that it will (1) fully comply with all State and Federal employment reporting requirements applicable to Child Support Assignment Orders; (2) that the principal owner(s) of contractor/consultant are in compliance with any Wage and Earnings Assignment Orders and Notices of Assignment applicable to them personally; (3) fully comply with all lawfully served Wage and Earnings Assignment Orders and Notices of Assignment in accordance with California Family Code Section 5230 *et seq.*; and (4) maintain such compliance throughout the term of this Contract. Pursuant to Section

10.10.b of the Los Angeles Administrative Code, failure of contractor/consultant to comply with all applicable reporting requirements or to implement lawfully served Wage and Earnings Assignment Orders and Notices of Assignment or the failure of any principal owner(s) of contractor/consultant to comply with any Wage and Earnings Assignment Orders and Notices of Assignment applicable to them personally shall constitute a default by the contractor/consultant under the terms of this contract, subjecting this contract to termination where such failure shall continue for more than 90 days after notice of such failure to contractor/consultant by City. Any subcontract entered into by the contractor/consultant relating to this Contract, to the extent allowed hereunder, shall be subject to the provisions of this paragraph and shall incorporate the provisions of the Child Support Assignment Orders Ordinance. Failure of the contractor/consultant to obtain compliance of its subcontractors shall constitute a default by the contractor/consultant under the terms of this contract, subjecting this contract to termination where such failure shall continue for more than 90 days after notice of such failure to contractor/consultant by the City.

Contractor/Consultant shall comply with the Child Support Compliance Act of 1998, California Public Contract Code Section 7110. Contractor/Consultant assures that to the best of its knowledge it is fully complying with the earnings assignment orders of all employees, and is providing the names of all new employees to the New Hire Registry maintained by the Employment Development Department as set forth in subdivision (1) of the Public Contract Code 7110 (see **Attachment 9**: Child Support Obligations).

12. Fair Chance Initiative for Hiring Ordinance

City Contractors and subcontractors with 10 or more employees are prohibited under LAAC Section 10.48 from seeking a job applicant's criminal history information until a job offer is made and from withdrawing a job offer unless the employer performs an assessment of the applicant's criminal history and the duties of the position. Contractors and subcontractors are required to include information regarding this ordinance in all job solicitations and advertisements and to post notices informing job applicants of their rights. Additional information and forms can be found at Department of Public Works, Bureau of Contract Administration at:

<https://bca.lacity.org/fair-chance>

13. Nonresident/Foreign Tax Withholding

The City must generally impose California withholding tax of 7% on payments issued to nonresident vendors, unless otherwise exempted. In cases where a nonresident vendor is of a foreign status, such payments are generally subject to an additional 30% federal withholding tax, unless

otherwise exempted or reduced by an applicable income tax treaty or other legal provision.

Nonresident vendors should submit the applicable Franchise Tax Board’s (FTB) nonresident tax forms to clarify their tax withholding status. Examples of State nonresident tax forms are listed below. State income tax forms can be accessed through the FTB link: <https://www.ftb.ca.gov/forms/index.html>

California Nonresident Income Tax	Form Number	Form Description
	Form 590	Used to indicate that the vendor has submitted a Form 590 and is claiming an exemption from withholding
	Form 587	Used to indicate that the vendor submitted Form 587 and to allocate expected gross payments to amounts subject to withholding.
	Form 588	CA Non-Resident Withholding Waiver Request. Should be accompanied with FTB approval.
	Form 589 C	CA Non-Resident Reduced Withholding Request. Should be accompanied with FTB approval.

Foreign vendors should submit the applicable federal withholding tax forms in addition to the applicable Franchise Tax Board Form(s). Examples of certain federal withholding tax forms are listed below. Federal withholding tax forms can be found using the following link: <https://apps.irs.gov/app/picklist/list/formsInstructions.html>

Federal Nonresident Income Tax	Form Number	Form Description
	8233	Exemption From Withholding for Independent Personal Services (Individuals)
	W-8BEN	Certificate of Foreign Status for U.S Tax (Individuals)
	W-8BEN-E	Certificate of Status of Foreign Status for U.S. Tax (Entities)
	W-8ECI	Certificate of Foreign Person’s Claim of Effectively Connected Income
	W-8EXP	Certificate of Foreign Government or Other Foreign Organization tax exemption
	W-8IMY	Certificate of Foreign Intermediary and tax exemption

14. Mayoral Executive Directive 35: Equitable Access to Contracting Opportunities

Respondents are advised, pursuant to Mayoral Executive Directive 35, if a bidder is selected and awarded a contract, and if the contractor is a for-profit company or corporation, the contractor shall, within 30 days of the effective date of the contract and on an annual basis thereafter (i.e.,

within 30 days of the anniversary of the effective date of the contract), report the following information to City via the Regional Alliance Marketplace for Procurement (“RAMP”) or via another method specified by City: contractor’s and any subcontractor’s annual revenue, number of employees, location, industry, race/ethnicity and gender of majority owner (“contractor/subcontractor Information”). On an annual basis, the contractor shall further request that any subcontractor input or update its business profile, including the contractor/subcontractor information, on RAMP or via another method prescribed by City.

D. CONTRACTOR EVALUATION ORDINANCE

At the end of this contract, the City will conduct an evaluation of the contractor's performance. The City may also conduct evaluations of the contractor's performance during the term of the contract. As required by Section 10.39.2 of the Los Angeles Administrative Code, evaluations will be based on a number of criteria, including the quality of the work product or service performed, the timeliness of performance, financial issues, and the expertise of personnel that the contractor assigns to the contract. A contractor who receives a “Marginal” or “Unsatisfactory” rating will be provided with a copy of the final City evaluation and allowed 14 calendar days to respond. The City will use the final City evaluation, and any response from the contractor, to evaluate proposals and to conduct reference checks when awarding other personal services contracts.

IV. PROPOSAL PACKAGE

A. GENERAL PREPARATION GUIDELINES

If a proposer does not follow these instructions and/or information is omitted or a required attachment is not submitted, the bidder/proposer may be determined to be ineligible and excluded from the review.

1. The proposal must be submitted in the legal name of the firm or corporation and the corporate seal must be embossed on the original proposal. An authorized representative of the proposer organization who has legal authority to bind the organization in contract with the City must sign the proposal. The submitted proposal must include a scanned version of the embossed seal and authorized signature.
2. Proposers must submit an original proposal, sent by email, and must bear a facsimile signature or signatures scanned into .pdf (or signatures in another electronic format designated by City) reflective of the person(s) authorized to sign the proposal.
3. All proposals must be accompanied by a cover letter that should be limited to **one page**. The letter must:
 - Include the title, address, telephone number, and e-mail of the person(s) who will be authorized to represent the proposer and each collaborator. Also include the above contact information for the proposer's contract manager and accounting liaison.
 - State the number of years of direct and/or related experience in administering part or all of the services solicited in this RFP.
 - Be signed by the person(s) authorized to bind the agency to all commitments made in the proposal and, if applicable, be accompanied by a copy of the Board Resolution authorizing the person(s) to submit the proposal. If a Board Resolution cannot be obtained prior to proposal submission, it may be submitted no later than **one (1) calendar week** after the proposal submission deadline.
 - Identify the individual or firm, which prepared or assisted in preparing the proposal. If that individual or firm will not participate in the implementation of the project, describe how the transfer of responsibility will occur to ensure timely implementation.
4. Proposals must be submitted in the English language. Numerical data must be in the English measurement system; costs must be in United States dollars.

6. Narratives must respond to the services requested. Large amounts of marketing materials are neither desired nor required. Narratives must follow these standards:
 - Font type: San serif (Arial or Calibri preferred)
 - Font size – 14 points
 - Margins – At least 1 inch on all sides
 - Line spacing – 1.5-line spacing
 - Prepare in PDF format only
6. Each page of the proposal, including attachments, must be numbered sequentially at the bottom of the page to indicate Page ___ of ___.
7. Please use the indicative mood (will, shall, etc.) in narratives rather than the subjective (would, should, etc.) so that proposals can be easily converted to contract form.
8. The Proposal Checklist lists all narratives, attachments and certifications that must be included in the proposal. In assembling the completed proposal, please insert the attachments and certifications where they are indicated in the Proposal Checklist. The Proposal Checklist will serve as your Table of Contents (See **Attachment 1**).
9. Answers should be as concise as possible while providing all the information requested.
10. In completing the narratives and attachments, including the fee schedule, please include and clearly identify the services to be provided by and the demonstrated ability of subcontractors, if any.

B. NARRATIVES

Narrative 1: Demonstrated Ability (30 points)

Respond to the following questions to describe your qualifications and capability to provide the services solicited. Use concrete language and quantifiable measurements whenever possible.

- a) Describe your organization's experience and expertise in providing assistance to people with disabilities, including but not limited to: knowledge of the principles of People First and Self-Determination; experience with assessing and identifying the needs for assistance with Activities of Daily Living and the availability of supports to meet those needs; experience in advocating for and providing RA/RM/EC; use of assistive technology, assisted transportation, etc.; ability to communicate effectively orally and in writing with people with a variety of disabilities, including familiarity with CART, ASL, relay services; experience working with social service and other agencies to obtain services and supports to aid PWDs; knowledge of

resources for PWD, including providers of assistive technology, accessible transit, personal assistance services, and communication supports.

- b) Describe your organization's experience in resolving disputes between tenants and between tenants and housing providers and/or service providers.
- c) Identify the specific individuals who will be working on this project, including the lead staff member overseeing this project. Include any supporting documentation, including but not limited to, team member resumes, any state and federal certifications, and any other documentation that demonstrates the necessary qualifications. Resumes should include relevant experience and bilingual proficiency. Provide a description of sub-contractors, if any. (Please note that substitution of personnel or subcontractors during the contract will be allowed after notification to LAHD and if the personnel or subcontractor has similar or greater experience than the individual or subcontractor they are replacing. All substitutions are subject to LAHD approval.). Describe these individuals' experience and proficiency in "Effective Communication" when communicating with persons with disabilities, including knowledge of and experience with using electronic communication devices such as, but not limited to, the Internet, TDD/TTY, and the California Relay Service; use of sign language interpreters, Braille, tape recordings, large print, or other similar means of meeting effective communication obligations under federal law and other applicable laws, regulations, and guidance.
- d) Describe your resources and/or networks that may maximize the effectiveness of the tenant services program, if any.

Narrative 2: Demonstrated Capacity (25 points)

Respond to the following questions to explain your organization's capacity to undertake the Scope of Work. Use concrete language and quantifiable measurements whenever possible.

- a) Summarize your organization's qualifications, and the qualifications of any specific individuals currently within the organization, to successfully provide tenant services to persons with disabilities. Please include the organization's experience providing services to people with disabilities and in working with housing providers and social service organizations.
- b) State your philosophy and approach to serving persons with disabilities and your competitive strengths as they relate to this RFP. Discuss your experiences resolving conflicts/disputes involving tenants, providing specific examples and describing the outcome of the situation.
- c) Describe up to three projects or programs managed or created by your organization that indicate an ability to advance the goals of this RFP. Please focus your descriptions on relevant experience, including instances that demonstrate your organization's ability to assess the needs of people with disabilities, work as part of a team, and troubleshoot issues that arise.

- d) Please disclose if your organization, or any partners or subcontractors, have been terminated from a project during the past five years. If so, please provide the reason for the termination, as well as the contact information for someone at the applicable organization or agency.

Narrative 3: Program Design (25 points)

- a) Describe the strategies and procedures your organization intends to utilize to assess the needs of tenants with disabilities prior to, during, and after the temporary relocation process and for providing services that meet those needs. Include a description of how you will work with other partners described in this RFP and how you will resolve disputes as they arise.

Narrative 4: Cost Reasonableness (20 points)

Budget Proposal #1: Provide an accurate and complete budget, with budget narrative, that describes the cost of providing TSS services over a one-year period for the following households who will be temporarily relocated for three days:

- 75 tenants with disabilities who use wheelchairs and their households each consisting of three children ages 4, 8 and 14;
- 15 tenants who are seniors with macular degeneration (or comparable vision disabilities);
- 10 tenants who are Deaf whose households each consist of two teenagers.

Include staffing cost per hour and other direct and indirect costs related to operating a contract based on this budget.

C. DOCUMENTS TO BE COMPLETED

Proposers must complete and submit all of the attachments and certification forms listed. **Do not assume that any document is not applicable.** If the proposer does not follow all the instructions and/or requirements in this RFP, the proposer may be determined to be ineligible and excluded from the review. Use the Proposal Checklist as a guide.

D. PROPOSAL CHECKLIST

The **Proposal Checklist (Attachment 1)** is to serve as the Table of Contents for your proposal and as a guide for all documents, which must be submitted with the RFP. It lists all Narratives, Attachments, and Certifications (if applicable) that must be included as part of the proposal. Indicate in the page number column where the information can be found in your proposal. In assembling the complete proposal, please insert the attachments where they are indicated in the Proposal Checklist.