

City and County of San Francisco
Human Services Agency

Request for Proposals 1075 for: Disability Community
Cultural Center
(Reissue of RFP 1019)



Request for Proposals Issued:	October 12, 2022
Pre-Proposal Conference:	October 31, 2022 at 11:00 am
Deadline to Submit Proposals:	November 23, 2022 by 3:00 pm

*This RFP and attached PDF have passed Acrobat Accessibility Check. Pre-proposal conference will be held via Zoom and will be automated captioned. To obtain a disability-related accommodation or to obtain meeting materials in alternative format, please contact Candace Gray at Candace.Gray@sfgov.org. Providing at least 72 hours' notice will help to ensure availability.

Table of contents

I.	Introduction and Solicitation Schedule	1
II.	Scope of Work	6
III.	Submission Requirements	10
IV.	Proposal Evaluation Criteria	14
V.	Pre-Proposal Conference and Contract Award	16
VI.	Terms and Conditions for Receipt of Proposals	17
VII.	City's Social Policy Requirements	21
VIII.	Contract Requirements	23
IX.	Protest Procedures	26
X.	Standard Forms	27
XI.	RFP Cover Page	29
XII.	Page Number Form	30
XIII.	Budget Forms and Instructions	32

Attachments

Attachment 1:	For non-profit proposer: Professional Services Grant template (Form G-100)
Attachment 2:	For for-profit proposer: Professional Services Contract template (Form P-600)
Attachment 3:	Budget Forms
Attachment 4:	San Francisco Disability Community Cultural Center: Final Report (May 2019) by Longmore Institute: https://www.sfhsa.org/file/10046
Attachment 5:	San Francisco Human Services Agency, Department of Disability and Aging Services Policy Memoranda (Updated: March 2, 2022): https://www.sfhsa.org/sites/default/files/Policy_DAS%20Memoranda_Marc h 2022.pdf
Attachment 6:	Letter of Intent

I. INTRODUCTION AND SOLICITATION SCHEDULE

A. Introduction

1. General

The San Francisco Human Services Agency (SF-HSA) announces its intent to seek proposals from organizations or individuals interested in contracting to develop and manage a Disability Community Cultural Center (DCCC) at The Kelsey Civic Center. The DCCC will be located at the future space at 165 Grove Street, in the City and County of San Francisco. The DCCC will provide virtual and in-person community service programming, educational, artistic, and social networking opportunities focused on serving individuals with disabilities and their allies who live or work in the City. The DCCC will bring diverse people with disabilities together to access resources, advance social justice, and foster disability culture, community and pride.

Applicants eligible to apply for this grant include individual, non-profit community providers, for-profit providers, and partnerships and/or collectives of individuals or organizations who have an identified lead. Collaboration that creates a greater impact in service delivery through the sharing of skills, knowledge, and resources is encouraged. Applicants must clearly identify roles of all partnerships named in the proposal as well as identifying who will hold financial responsibility. For collectives and partnerships, include a Memorandum of Understanding (MOU) and Letter of Intent (LOI).

2. Background

The Department of Disability and Aging Services (DAS) coordinates services for older adults, veterans, people with disabilities, and their families to maximize safety, health, and independence.

In 2018-2019, DAS contracted with the Paul K. Longmore Institute on Disability to assess the need for a community cultural center and to determine what the Disability communities would like to see in such a center. This center will be dedicated to people with disabilities who live and work in San Francisco.

The Longmore Institute's eleven-month development project "San Francisco Disability Community Cultural Center: Final Report (May 2019)" is attached as an appendix to this RFP and can also be located at: <https://www.sfhsa.org/file/10046>. It is highly recommended that applicants read and incorporate the findings and guidance included in the report.

In the process and evaluation of their research, The Longmore Institute verified that people with disabilities in San Francisco experience discrimination, social isolation, lack of access, and other forms of ableism. They do not have a dedicated place in the community where they can restore themselves, feel safe, or connect with each other. In addition, a majority of people with and without disabilities still do not yet recognize Disability identity, culture and community nor is it publicly honored and celebrated.

The purpose of the DCCC is to provide a dedicated, welcoming place for people with disabilities to gather, access information and resources, and enrich their cultural identities individually and collectively. With information and input gathered through the community engagement process, mission, vision, and values statements were created to guide the creation of the DCCC.

3. Physical Space

The Kelsey Civic Center (240 Van Ness Avenue) will be the future home of an 8-story 100% affordable residential development. The residential affordable housing community is a partnership between The Kelsey and Mercy Housing California. The DCCC will be located on the ground floor retail space of The Kelsey Civic Center, with an entrance on Grove Street - directly across from San Francisco City Hall.

The available space for the DCCC is 1,876 square feet which includes 1,426 square feet of interior space and 450 square feet of outdoor space. The outdoor space includes a portion of an interior courtyard which will be shared with The Kelsey Civic Center residents, staff and guests. The DCCC includes the opportunity for a sidewalk-facing window located at Grove Street.

4. Mission, Vision, Values, and Guiding Principles of the Disability Community Cultural Center

Through the work of the Longmore Institute, HSA/DAS staff, and community stakeholders, the following mission, vision, values, and guiding principles were developed. They are to be used to guide the development and establishment of the Disability Community Cultural Center.

Mission Statement:

By providing educational, artistic and social networking opportunities, the San Francisco Disability Community and Cultural Center brings diverse people with disabilities together to access resources, advance social justice, and foster Disability culture, community and pride.

Vision Statement:

Envision a city with a strong sense of Disability culture and identity, where the people with disabilities who live, work, and visit actively engage in the services and supports available to them, fully participate in civic life, and feel valued and proud of who they are.

Values Statements:

The DCCC will be guided and informed by the belief of and commitment to the following values:

- Community – Belief in building connections within and among Disability communities and with the public because no community should exist in isolation from others.

- Leadership – Hold the leadership, expertise, and wisdom of people with disabilities at the core of everything the DCCC does which honors the spirit of “Nothing About Us Without Us.”
- Collective Access – Welcome the insights and participation of people with all types of disabilities, and embrace interdependence in the pursuit of access. Respect and honor diverse experiences and share responsibility for creating access.
- Social Justice – Strive to create a community and world in which all people with and without disabilities are treated with dignity and respect. Recognize that justice for people with disabilities is tied to the liberation of all people.
- Intersectionality – Acknowledge and value people with disabilities who live at the intersections of multiple axes of oppression. Recognize that there is no singular idea of disability. Allow people to bring their full selves, with all identities and perspectives welcomed.
- Joy – Pleasure, laughter, creativity, and innovation are central aspects of Disability culture and the lived experience.

Guiding Principles:

- Creating a space for diverse people with disabilities to come together.
- Advancing social and Disability justice.
- Celebrating Disability culture, community, and pride.
- Providing information about and access to disability programs and services.

5. Selection Overview

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

B. Anticipated Term

A contract awarded pursuant to this Solicitation shall have a tentative term of four and a half (4.5) years from January 1, 2023 to June 30, 2027, subject to annual availability of funds, annual satisfactory contractor performance, and need. SF-HSA reserves the right to enter into contracts of a shorter duration.

C. Anticipated Not to Exceed Amount

The estimated funding for this RFP is approximately \$2,900,000 for the 4.5 years, which may increase or decrease depending on funding availability. The source of funding for these services is state and local funds. Funding for this RFP includes California Department of Aging (CDA) funds. Contractors will be required to follow CDA rules and regulations referenced in Section VIII.F. Payment for all services provided in accordance with provisions under this contract shall

be contingent upon the availability of funds. The City shall not guarantee any minimum amount of funding for these services.

D. Solicitation Schedule

The anticipated schedule for this Solicitation is set forth below. These dates are tentative and subject to change.

Proposal Phase	Tentative Date
Request for Proposals Issued	October 12, 2022
Pre-Proposal Conference	October 31, 2022 at 11:00 am
Deadline for Written Questions	November 3, 2022 by 3:00 pm
Deadline to Submit Letter of Intent	November 7, 2022 by 3:00 pm
Deadline to Submit Proposals	November 23, 2022 by 3:00 pm
Tentative Evaluation of Proposals	December 14, 2022
Tentative Notice of Contract Award	December 21, 2022

E. Limitation of Communications During Solicitation

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

F. Definitions

Ableism	The dominant practices and attitudes in society that devalue and oppress persons with disabilities. These practices and attitudes are reinforced by structures of power that privilege non-disabled people at the expense of people with disabilities. Ableism is perpetuated internally, interpersonally, culturally and systematically.
CA GetCare	A web-based application that provides specific functionalities for contracted agencies to use to perform consumer intake/assessment/enrollment, record service objectives, run reports, etc.
City	City and County of San Francisco, a municipal corporation
Disability	A condition or combination of conditions that is attributable to a mental, cognitive, physical impairment, and/or sensory impairments, that results in substantial functional limitations in

	one (1) or more of the following areas of major life activity: a) Self-care: activities of daily living (ADL), and instrumental activities of daily living (IADL); b) Capacity for independent living and self-direction; c) Cognitive functioning, and emotional adjustment. In addition to defining disability as it relates to individual impairments, disability is also defined as a political, social and cultural identity. Some people with disabilities relate to their disability as a political identity and others do not. But all disabled people and those who are assumed to be disabled experience ableism.
Disability Communities	The population of people with disabilities is comprised of various sub-communities of people with specific disability types. Because these sub-communities are so diverse, we refer to them collectively in the plural and avoid suggesting there is a uniform “disability community.”
Disability Community Cultural Center (DCCC)	A place where people with disabilities and allies can meet for social, recreational, cultural, educational and artistic activities and events located at the ground floor commercial space of The Kelsey Civic Center.
Disability Justice	Disability justice is a political understanding of disability and ableism that goes beyond securing rights for individual disabled people, toward achieving collective justice for all. Initiated by disabled people of color and white trans people, this framework affirms the whole person, with particular attention to the impact of intersecting identities. It calls for systemic change so that basic needs are understood in relationships of interdependence and cooperation rather than competition and individual striving.
SF-HSA	Human Services Agency of the City and County of San Francisco
Information and Referral	To provide a consumer with current information on opportunities and services available to them within their communities.
Intersecting Identities	Because injustice comes from multiple sources of oppression, each person’s unique combination of disability and race, class, gender identity, sexual orientation, religion, and other identity markers creates the circumstances of their life, including their visibility and access to power. People who are members of multiple marginalized communities are often referred to as having intersecting identities.
SOGI	Sexual Orientation and Gender Identity; Ordinance No. 159-16 amended the San Francisco Administrative Code to require City departments and contractors that provide health care and social services to seek to collect and analyze data concerning the sexual

	orientation and gender identity of the clients they serve (Chapter 104, Sections 104.1 through 104.9).
--	--

G. Intended Population

Primary: People with disabilities who live or work in San Francisco, especially people with disabilities with intersecting marginalized identities, including but not limited to Black, Indigenous, Latinx, Asian, Pacific Islander, Mixed race and other disabled people of color.

Secondary: Networks of people with disabilities, including caregivers, family members, service professionals, and allies.

Tertiary: Members of the public – to both educate them about disability, and to ensure that people with disabilities are fully included into society.

II. SCOPE OF WORK

The Scope of Work is to be used as a general guide and is not intended to be a complete list of all work necessary to complete the project. Contractors should use this description when designing their proposed programs. However, contractors may suggest modifications and/or additions that will, in their estimation, make the program more feasible or effective. The description below outlines the key program elements and services the selected vendor(s) will provide.

A. Description of Services

The services to be delivered under this grant will be accomplished in three phases – a Planning Phase, a Virtual Phase and a Brick and Mortar Phase. Each phase listed below includes a tentative timeline. Proposals should include proposed timelines for each phase, either incorporating the stated timeline or an alternative timeline with justification. All timelines are subject to change.

1. Planning Phase: January 2023 – July 2023

The Planning Phase is the preparation for both the Virtual and Brick and Mortar Phases. It includes multiple components: program development, virtual planning, physical preparation, and marketing and outreach plans.

- Program Development: The Grantee will use the report from the Longmore Institute as an initial guide for program planning in addition to other types of services they wish to offer. Program development must also include methodology for how the programming will be evaluated by users and identify ways that future programming will be redesigned based on community/user feedback.
- Virtual Planning: The Grantee will identify and finalize the cost of the technology and equipment needs for the virtual DCCC. This will provide the foundation for the infrastructure that is needed to launch and run the Virtual Phase.
- Physical/Brick & Mortar Preparation: The Grantee will work with key stakeholders to ensure the space is accessible and welcoming for people with disabilities. This

includes collaborating with HSA Facilities on the overall design and tenant improvements of the space to ensure program goals are met. HSA Facilities will be responsible for tenant improvements with input from grantee.

- **Marketing and Outreach:** The Grantee will identify key components, stakeholders and timeline for a marketing and outreach plan to ensure the Disability community is aware of the DCCC. The marketing and outreach plan must account for the diverse populations represented in the community.

The Planning Phase will culminate in a project plan and timeline for both the Virtual and Brick and Mortar Phases and will include the roll-out of specific marketing and outreach activities. A program development plan will be finalized as part of the Planning Phase. The finalized plan will be submitted to the Department of Disability and Aging Services for review and approval in order to complete the Planning Phase.

2. Virtual Phase: August 2023 – January 2024

Digital technology is a key feature of the DCCC and allows for greater accessibility. As such, the virtual launch will include programming via a digital platform to Disability communities. While the Virtual Phase is the initial roll-out of the DCCC, virtual programming will be ongoing even after the Brick and Mortar Phase opens.

Respondents shall include a proposed list and mock schedule of virtual program offerings. Proposed virtual activities should include consideration of each of the following:

- Opportunities for creative and cultural expression and relationship building.
 - Educational offerings including Disability history, culture, and cross-disability issues.
 - Advocacy training on how to obtain services and how to advance social justice and disability issues.
 - Social activities designed to foster engagement and networking among DCCC guests.
- Centralized information, resources, and referrals, and a selection of direct 1:1 services. Examples include information and referral to relevant resources and services and one-time or limited term assistance with tasks such as completion of applications.
- Development of a peer steering committee designed to provide ongoing feedback for the development and evolution of services and community engagement.

In addition to the virtual items listed above, the virtual phase will also include the finalization of technology, equipment, and furniture needs for the brick and mortar DCCC.

3. Brick and Mortar Phase: February 2024 tentative based on construction timing

The Brick and Mortar Phase is the final phase of the roll-out of programming and includes the physical opening, and ongoing physical operation of the DCCC.

The Grantee, in collaboration with DAS, will provide consultation for the tenant improvements for the DCCC. It is currently anticipated that the DCCC will open in early 2025 for the Brick and Mortar Phase.

In the fully operational Brick and Mortar Phase, the DCCC will:

- Provide a safe and accessible place in San Francisco where people with disabilities are connected to one another and feel a sense of belonging. Maintain regular business hours with staffing on-site for organized and drop-in services.
- Development of leadership opportunities for Disability community members through employment, volunteering, and/or serving on an advisory board.
- Provide opportunities for creative and cultural expression and relationship building including:
 - Education about Disability history, culture, and communities, with a specific emphasis on people with disabilities with intersecting identities in order to help cultivate a sociopolitical consciousness and a better understanding of diverse Disability communities and parallel justice movements of marginalized communities.
 - Social activities designed to foster engagement and networking among DCCC guests.
 - Advocacy training and education on how to obtain services and resources as well as how to advance social and Disability justice.
 - Cultural events to highlight the contributions of Disability communities.
 - Continuation of virtual programming to maximize accessibility and engagement in DCCC services and resources.
- Provide centralized information, resources, and referrals, and a selection of direct services in a virtual as well as highly visible space that draws in individuals not already connected to services. Examples could be, but are not limited to, resources and services related to Disability identity, access, and community living.
- Continuation of peer steering committee designed to provide ongoing feedback for the development and evolution of services and community engagement

B. Deliverables and Objectives

Respondents should state in measurable, quantifiable terms the service and outcome objectives they will achieve in providing these services. The major purpose of objectives is to measure quantity, quality, and impact of services. In measuring these areas, a balance should be created between the value of the information and the time/effort required to collect the information. The objectives stated in the proposal may be incorporated as part of the program's evaluation plan. The objectives should be specified in the proposals to match the services to be provided.

1. Planning Phase Deliverables

By July 2023, the DCCC will have project plans and timelines for both the Virtual and Brick and Mortar Phases which includes the roll-out of specific marketing and outreach activities, and a finalized program development plan approved by the Department of Disability and Aging Services. Key deliverables are:

- A list of technology and equipment needs for the physical DCCC

- A list of technology and equipment needs for the virtual DCCC
- Project plan and timeline for the physical DCCC
- Project plan and timeline for the virtual DCCC
- A marketing and outreach plan
- A HSA approved program development plan

2. Services Objectives

As part of the proposal, the respondent will be required to develop specific service objectives which are both descriptive in nature and measureable. The service objectives should include the targeted quantities of the proposed program.

The objectives listed below are likely to be included in any final contract and should be used in proposals. Respondents may state additional or alternative service objectives but should include a description of the new objective and why it is relevant to measuring program delivery and impact. A definition of all activities should be included.

- Number and types of outreach activities
- Number and types of trainings provided
- Number and types of educational activities
- Number and types of community cultural events
- Number and types of information and referral services provided
- Number of volunteer hours
- Development of a peer advisory committee; developed during planning phase and ongoing for term of contract.

3. Outcomes Objectives

Outcome objectives demonstrate and measure the impact, outcomes, or results of services. As part of the proposal, the respondent should propose specific outcome objectives to be measured during the contract term, demonstrating program outcomes.

At a minimum, the DCCC will meet the following outcomes:

- _____ % of DCCC visitors feel welcome and experience a sense of belonging.
- _____ % of DCCC visitors with disabilities are better able to access information and services related to disability.
- _____ % of DCCC visitors have a more positive perception about Disability culture and communities.
- _____ % of DCCC visitors feels more confident and enabled to advocate for social and Disability justice.
- _____ % of DCCC visitors, inclusive of all disabilities, found the center design is accessible for entry and use.

As part of the proposal, describe what will be used to track and measure program effectiveness in achieving the outcomes listed.

Respondent may include additional service and outcome objectives as well as how they will be tracked and measured.

C. Reporting Requirements

1. The Contractor will enter consumers' data into the CA GetCare – Community Services module.
2. The Contractor will enter into the CA GetCare Service Unit section all the units of service by the 5th working day of the month for the preceding month.
3. Monthly, quarterly, and annual reports must be entered into the Contracts Administration, Reporting, and Billing Online (CARBON) system as required by DAS and Contracts Department staff.
4. Contractor will submit response rates and aggregated data from the annual participant survey to OCP staff by March 15th of each grant year.
5. Contractor shall submit Community Services Block Grant (CSBG) time study to HSA/DAS for the months of February, May, August and November. The time study is due on the 10th day following the time study month.
6. Contractor shall issue a Fiscal Closeout Report at the end of the fiscal year. The report is due to HSA no later than July 31st of each grant year. This report must be submitted to the CARBON system.
7. Contractor shall develop and deliver ad hoc reports as requested by HSA/DAS/OCP.
8. Contractor shall develop and deliver a bi-annual summary report of SOGI data collected as requested by DAS/HSA. The due dates for submitting the summary reports are January 10th (for July 1 – December 31 data) and July 10th (for January 1 – June 30 data).

III. SUBMISSION REQUIREMENTS

A. Time and Place for Submission of Proposals

Proposers shall submit one (1) electronic pdf copy of the proposal to Candace.Gray@sfgov.org and HSARFP@sfgov.org. Electronic file title should include RFP number, agency name, number of files submitted i.e. 1 of 4. Proposals must be received by 3:00 pm on November 23, 2022. Late submissions will not be considered. Supplemental documents or revisions after the deadline will not be accepted.

Department staff will confirm receipt of all respondent submissions within one (1) working day after the deadline for receipt noted above.

B. Format

Proposals must be created using a word processing software (e.g. Microsoft Word or Excel), text should be unjustified (i.e., with a ragged-right margin) using a 12 point serif font (e.g.-Times New Roman, and not Arial), and page margins should be at least 1" on all sides (excluding headers and footers).

C. Content

Organizations interested in responding to this RFP must submit the following information, in the order specified below. All proposals for funding must be developed using the format below. This is necessary so that all proposals can receive fair and equal evaluation. Proposals not following the required format will not be considered for funding. Information must be at a level of detail that enables effective evaluation and comparison between proposals by the Proposal Evaluation Panel. The respondent must ensure that the proposal addresses the Selection Criteria.

1. Table of Contents

Each proposal package should contain a complete table of contents showing page numbers. All pages in the package must be numbered consecutively, and major sections must be indexed.

2. RFP Cover Page – (use form provided in Section XI)

Submit the cover page signed by a person authorized to obligate the organization to perform the commitments contained in the proposal. Submission of this document will constitute a representation by the organization that the organization is willing and able to perform the commitments contained in the proposal.

3. Minimum Qualifications – up to 3 pages

All agencies submitting proposals for funding must provide a Minimum Qualifications Narrative describing in detail how the proposing agency meets each of the Minimum Qualifications. Any proposals failing to demonstrate these qualifications will be considered non-responsive and will not be eligible for proposal review or award of contract. (refer to Section IV, Item A)

4. Contracts (both public and private) – up to 2 pages

Agencies should submit a statement listing relevant contracts with a description of the services which have been completed during the last three (3) years. The statement must also list any failure or refusal to complete a contract, including details and dates. Include any unresolved and/or outstanding findings from any program or fiscal/compliance visits done by the City. If no outstanding issues, provide a statement that your agency is in full compliance with program and fiscal monitoring. Provide disclosure of any litigation including respondent, subcontracts, or any principal officers thereof in connection with any contract or grant.

5. Program Approach – up to 10 pages

Description of your agency's specific program approach to deliver the services proposed in this RFP and how it addresses the needs of the intended populations. In addition, please address the following:

- a) Propose the approach you will use to uphold the elements identified in the DCCC mission and vision statements and how you will show commitment to the values statement of community, leadership, collective access, social justice, intersectionality, and joy. What methods or activities will you use? What are the baseline elements and activities for the Virtual Phase and the Brick and Mortar Phase? Describe how you will measure the success of these elements and activities.

- b) Provide a description of how you would approach the Planning Phase of the DCCC. What are key elements that must be included? Please include any relevant experience you might have in this type of planning. Who are the key stakeholders and partners involved with each component of the preparation? How and when do you include them? How would you include other disability-led entities and leaders in the preparation? Identify a timeline for the Planning Phase including key milestones. Include the main tasks to be accomplished during this phase. How are they prioritized?
- c) Describe your approach to the Virtual Phase. For example, what kinds of cultural activities would you promote as priority? Describe how you will ensure all virtual activities are accessible.
- d) How would you transition to a hybrid model once the brick and mortar DCCC is fully open to the public? How will you provide both a virtual and physical community center? What does your final product look like? How will you commit to collective access?
- e) Provide examples of the types of activities, and/or services, and/or resources you would use to achieve the recommended service outcomes. Include your reasons for what you choose. Are there other service outcomes you would like to achieve? If so, please include them along with your reasons and implementation examples.
- f) Explain how you will ensure the outcome objectives are achieved? How will the outcomes be measured? Describe the tools and/or methods you will use to measure effectiveness.
- g) Provide a description of how you would envision the physical space layout, this can include programming ideas for the courtyard patio space and space beyond the walls of the DCCC into the public realm of Civic Center.
- h) Describe your outreach and community involvement strategy. For example, what mechanisms would you use to draw members of the public to the DCCC? How do you diversify your outreach to include disability communities especially those with intersecting identities? How would you reach individuals in the City who are not already connected to City programs and services (e.g. members of the public without disabilities who are new to Disability as culture or people who have just become disabled)?
- i) Explain how you will create and promote cross-disability access and ensure cross- disability collaboration (especially in reference to the DCCC value of collective access).
- j) Describe the proposed model for DCCC participants to offer input regarding program design, service delivery and program operations.
- k) Describe methods for data collection, documentation, and reporting on service and outcome objectives.
- l) For proposals submitted by collectives and partnerships, please include Memorandum of Understanding (MOU) and Letter of Intent (LOI).

- m) Identify any subcontractors and describe their responsibilities in the delivery of services.

6. Organizational Capacity – up to 5 pages (not including resumes/job descriptions)

Description of your agency's ability to deliver the services proposed in this RFP. In addition, please address the following:

- a) Describe how your entity's mission, purpose, and goals are aligned with the priorities set forth in this RFP. Explain your history of competently providing programming and services to people with disabilities and the intended populations identified, including experience in successfully providing the type of programming and/or services described in the RFP and experience and demonstrated ability to implement new programming and/or services.
- b) Identify the skills and experience you bring to this endeavor. What makes you the best candidate to develop and operate the Disability Community Cultural Center?
- c) Explain your capacity to serve people with disabilities including but not limited to physical, sensory, chronic illness, learning, intellectual and developmental and mental health / psychiatric disabilities.
- d) Describe your organizational structure and how people with disabilities are already or will be a part of the leadership in the development of services.
- e) Staffing Plan – Describe organizational structure and staffing patterns needed to provide the proposed services including program supervision and management. Attach job descriptions and resume of key program staff and clearly identify which staff position they occupy and provide written assurance that the key individuals listed and identified will be performing the work and will not be substituted with other personnel or reassigned to another project without the City's prior approval. Clearly identify whether services will be performed by existing staff or by proposed staff.
- f) Discuss the capacity of staff to provide culturally and linguistically appropriate programming. Describe staff and volunteer training that will help to deliver and/or enhance the programming and/or services.
- g) Description of staff training plans to ensure services are provided in an efficient manner and service and outcome objectives are being achieved.
- h) Letters of reference (minimum of two required). Letters must be on agency letterhead and include, at minimum, the name, title, telephone number and e-mail address of the individual providing the reference. References from HSA staff and/or clients of services are not permitted.

7. Fiscal Capacity (Budget) – up to 4 pages (excluding justification, cost allocation plan and audited financial statement)

Provide a total budget that includes three sub-budgets for each phase of the project (e.g., Planning Phase, Virtual Phase and Brick and Mortar Phase). Include all applicable line items for each sub-budget including clearly identified staffing costs, operational costs, and technical costs. Also provide a summary page that shows the total budget.

Please refer to the instructions outlined in Section XIII and use only HSA approved budget forms. Provide Cost Allocation Plan and current audited financial statements.

The SF Human Services Agency intends to award this contract to respondents that it considers will provide the best overall program services at a reasonable pricing structure. The SF Human Services Agency reserves the right to accept other than the lowest priced offer and to reject any proposals that are not responsive to this request.

- a) For the Planning: Respondents must submit a detailed and accurate budget for the deliverables your agency is proposing to deliver in this proposal, including hourly rates, hours and other identified expenses.
- b) For the Virtual Program, and the Brick and Mortar Program: Using the budget forms, please provide your best estimate of the direct expenses for all proposed costs to be supported through this contract, including technology, equipment, and furniture. Respondents must also provide a budget narrative that clearly explains the basis for each expense listed on the budget forms.

Discuss planned leveraging of other resources (i.e., fund raising, in-kind contributions, etc.), if any, to support the program approach proposed. Identify external resources committed to this program, including in-kind resources designated solely for this program. Assign a dollar value for all external resources.

8. Completed Page Number Form (refer to Section XII)

IV. PROPOSAL EVALUATION CRITERIA

A. Minimum Qualifications (Pass/Fail)

Each Proposal will be reviewed for initial determination on whether Proposer meets the MQs referenced in this section. This screening is a pass or fail determination and a Proposal that fails to meet the Minimum Qualifications will not be eligible for further consideration in the evaluation process.

MQ #	Description
MQ1	Proposer has 3 years of experience operating programs specifically for people with disabilities as described in the RFP.
MQ2	Must be willing and able to comply with the City contracting requirements set forth in Section VIII of this RFP.
MQ3	Current certified vendor or the ability to become a certified vendor with the City and County of San Francisco within ten (10) days of notice of award.
MQ4	For collectives and partnerships proposals, proposer includes Memorandum of Understanding (MOU) and Letter of Intent (LOI).

Proposals should clearly demonstrate that the qualifications are met. Insufficient or incomplete information may result in a proposal being considered non-responsive and may not be eligible for award of the contract.

Please note: Agencies submitting proposals that have previously been contracted by the City and County of San Francisco and/ or Federal agencies to provide goods and/or services must successfully demonstrate compliance with performance/monitoring requirements specified in previous grants/contracts (corrective actions) in order to be considered responsive to this RFP. **Documented failure to correct performance/monitoring deficiencies identified in past City and County grants/contracts may result in Agency disqualification to participate in this RFP.** A letter self-verifying compliance is acceptable.

B. Selection Criteria

The proposals will be evaluated by a selection committee comprised of parties with expertise in the service areas identified in this RFP. The City intends to evaluate the proposals generally in accordance with the criteria itemized below.

TOTAL POSSIBLE POINTS: 100

PROGRAM APPROACH (45 POINTS)

1. The proposal clearly outlines how the programming will meet and measure the success of the elements identified in the mission, vision, and values statements which includes the commitment to community, leadership, collective access, social justice, intersectionality, and joy. The proposal also identifies how DCCC participants are able to offer input regarding program design, service delivery and program operations. (15 points)
2. There is a well-defined approach to the Planning Phase. Key stakeholders, including disability-led organizations and leaders, and their roles in the process, are identified as part of the planning process. The approach is comprehensive and has identified the main tasks to be accomplished as well as a timeline and a plan for the transition to a hybrid model. Proposal supports cross-disability access and collaboration in planning, outreach and implementation. There is also a plan for the physical space layout. (8 points)
3. Programming for both the Virtual and Brick and Mortar Phases meets all the Service and Outcome Objectives with clear indicators of how program outcomes will be measured. (12 points)
4. There is identified outreach to include disability communities, especially those with intersecting identities, that includes those not currently involved in services. The plan will include ways the community can offer input regarding program design, service delivery and program operations. (5 points)
5. The proposal identifies the methods, tools and processes to be used to measure the program effectiveness and outcome objectives which includes incorporating participant feedback on program design and services and a means for program adjustment. (5 points)

ORGANIZATIONAL CAPACITY (30 POINTS)

1. The organization's mission, purpose, and goals are aligned with the priorities set forth in this RFP. Respondent has a well-established history of competently providing services and programming for people with disabilities and the intended populations identified in the respondent's proposal. (8 points)

2. Respondent has skills and experience in successfully providing the type of programming and/or services described in the RFP and experience and demonstrated ability to implement new programming and/or services. (7 points)
3. Respondent demonstrates its capacity to convene and serve people with different types of disabilities, including but not limited to physical, mental health, sensory, and intellectual and developmental disabilities. (5 points)
4. Respondent's organization or entity includes people with disabilities in leadership positions or is led or co-led by people with disabilities. (5 points)
5. Staff and volunteer positions, duties, and hours are appropriate and adequate to deliver, manage, and administer the proposed program. A copy of an organization chart is provided with program staff and, if applicable, volunteers clearly identified. For partnerships and/or collectives, respondent must show roles of various parties and how program will be managed. Copy of job descriptions and/or resumes of the dedicated FTE(s) and key positions are provided. The skills and experience of identified staff support the respondent's expressed ability to successfully deliver the type of programming and services defined in the RFP. The capacity of staff to provide culturally and linguistically appropriate programming is addressed, if applicable. Staff and volunteer training that will help to deliver and/or enhance the programming and/or services offered are described. (5 points)

FISCAL CAPACITY (25 POINTS)

1. The budget provided is clear and easy to understand. The budget reflects sound, adequate allocation of resources, matching the program components including staffing costs, operating costs and capital costs (as appropriate). (10 points)
2. The budget supports the services proposed and is competitive with other proposals. Costs are reasonable, justified, and competitive. Cost Allocation Plan is reasonable. (10 points)
3. Respondent's ability to leverage other resources for this program, either from in-kind, and/or external resources. The proposal reflects the effective use of organizational resources/external resources, including leveraged funds, designated exclusively for this program. (5 points)

V. PRE-PROPOSAL CONFERENCE AND CONTRACT AWARD

A. Pre-Proposal Conference

Proposers are encouraged to attend a Pre-Proposal Conference on October 31, 2022, at 11:00 am to be held via Zoom. All questions will be addressed at this conference and any available new information will be provided at that time. If you have further questions regarding the RFP, please contact the individual designated in Section VI.B.

B. Contract Award

The Human Services Agency will select a proposer with whom Agency staff shall commence contract negotiations. The selected proposal will be part of the final contract and will be used as a starting point for contract negotiations. The acceptance and/or selection of any Proposal(s) shall not imply acceptance by the City of all terms of the Proposal(s), which may be subject to further negotiations and approvals before the City may be legally bound thereby. If a satisfactory contract cannot be negotiated in a reasonable time the Human Services Agency, in its sole discretion, may terminate negotiations with the highest ranked proposer and begin contract negotiations with the next highest ranked proposer.

C. Written Questions and Requests for Clarification

Proposers are encouraged to submit written questions before the due date stated in Section I.D. to the individual designated in Section VI.B. All questions will be addressed and any available new information will be provided in writing via email to proposers. All written questions must be submitted on or prior to November 3, 2022 by 3:00 pm.

VI. TERMS AND CONDITIONS FOR RECEIPT OF PROPOSALS

A. Solicitation Errors and Omissions

Proposers are responsible for reviewing all portions of this Solicitation. Proposers are to promptly notify the Department, in writing, if the Proposer discovers any ambiguity, discrepancy, omission, or other error in the Solicitation. Any such notification should be directed to the Department promptly after discovery, but in no event later than five working days prior to the date for receipt of proposals. Modifications and clarifications will be made by Addenda as provided below.

B. Inquiries Regarding RFP

Inquiries regarding the RFP and all oral notifications of intent to request written modification or clarification of the RFP, must be directed to:

Candace Gray
Office of Contract Management
San Francisco Human Services Agency
1650 Mission Street, Suite 500
San Francisco, CA 94103
Candace.Gray@sfgov.org

C. Objections to Solicitation Terms

Should a Proposer object on any ground to any provision or legal requirement set forth in this Solicitation, the Proposer must, not more than ten calendar days after the RFP is issued, provide written notice to the Department setting forth with specificity the grounds for the objection. The failure of a Proposer to object in the manner set forth in this paragraph shall constitute a complete and irrevocable waiver of any such objection.

D. Solicitation Addenda

The City may modify this Solicitation, prior to the Proposal due date, by issuing an Addendum to the Solicitation, which will be posted on the San Francisco Supplier Portal. **The Proposer shall be responsible for ensuring that its Proposal reflects any and all Solicitation Addenda issued by the City prior to the Proposal due date regardless of when the Proposal is submitted.** Therefore, the City recommends that the Proposer consult the website frequently, including shortly before the Proposal due date, to determine if the Proposer has downloaded all Solicitation Addenda. It is the responsibility of the Proposer to check for any Addenda, Questions and Answers documents, and updates, which may be posted to the subject Solicitation.

THE SUBMITTAL OF A RESPONSE TO THIS SOLICITATION SHALL EXPLICITLY STIPULATE ACCEPTANCE BY THE PROPOSERS OF THE TERMS FOUND IN THIS SOLICITATION, ANY AND ALL ADDENDA ISSUED TO THIS SOLICITATION, AND THE PROPOSED CONTRACT TERMS.

E. Proposal Term

Submission of a Proposal signifies that the proposed services and prices are valid for 180 calendar days from the Proposal due date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity. At Proposer's election, the Proposal may remain valid beyond the 180-day period in the circumstance of extended negotiations.

F. Revision to Proposal

A Proposer may revise a Proposal on the Proposer's own initiative at any time **before the deadline** for submission of Proposals. The Proposer must submit the revised Proposal in the same manner as the original. A revised Proposal must be received on or before, but no later than the Proposal due date and time. In no case will a statement of intent to submit a revised Proposal, or commencement of a revision process, extend the Proposal deadline for any Proposer. At any time during the Proposal evaluation process, the Department may require a Proposer to provide oral or written clarification of its Proposal. The Department reserves the right to make an award without further clarifications of Proposals received.

G. Proposal Errors and Omissions

Failure by the Department to object to an error, omission, or deviation in the Proposal will in no way modify the Solicitation or excuse the Proposer from full compliance with the specifications of this Solicitation or any contract awarded pursuant to this Solicitation.

H. Financial Responsibility

The City accepts no financial responsibility for any costs incurred by a Proposer in responding to this Solicitation. Proposers acknowledge and agree that their submissions in response to this Solicitation will become the property of the City and may be used by the City in any way deemed appropriate.

I. Public Disclosure

All documents under this solicitation process are subject to public disclosure per the California Public Records Act (California Government Code Section §6250 et. Seq) and the San Francisco

Sunshine Ordinance (San Francisco Administrative Code Chapter 67). Contracts, Proposals, responses, and all other records of communications between the City and Proposers shall be open to inspection immediately after a contract has been awarded. Nothing in this Administrative Code provision requires the disclosure of a private person's or organization's net worth or other proprietary financial data submitted for qualification for a contract or other benefit until and unless that person or organization is awarded the contract or benefit.

If the City receives a Public Records Request ("Request") pertaining to this solicitation, City will use its best efforts to notify the affected Proposer(s) of the Request and to provide the Proposer with a description of the material that the City deems responsive and the due date for disclosure ("Response Date"). If the Proposer asserts that some or all of the material requested contains or reveals valuable trade secret or other information belonging to the Proposer that is exempt from disclosure and directs the City in writing to withhold such material from production ("Withholding Directive"), then the City will comply with the Withholding Directive on the condition that the Proposer seeks judicial relief on or before the Response Date. Should Proposer fail to seek judicial relief on or before the Response Date, the City shall proceed with the disclosure of responsive documents.

J. Proposer's Obligations under the Campaign Reform Ordinance

If a contract awarded pursuant to this Solicitation has (A) a value of \$100,000 or more in a fiscal year and (B) requires the approval of an elected City official, Proposers are hereby advised:

1. Submission of a Proposal in response to this Solicitation may subject the Proposers to restrictions under Campaign and Governmental Conduct Code Section 1.126, which prohibits City contractors, Proposers, and their affiliates from making political contributions to certain City elective officers and candidates; and
2. Before submitting a Proposal in response to this Solicitation, Proposers are required to notify their affiliates and subcontractors listed in the awarded contract or Proposal of the political contribution restrictions set forth in Campaign and Governmental Conduct Code section 1.126.

This restriction applies to the party seeking the contract, the party's board of directors, chairperson, chief executive officer, chief financial officer, chief operating officer, any person with an ownership interest greater than ten percent, and any political committees controlled or sponsored by the party, as well as any subcontractors listed in the awarded contract or Proposal. The law both prohibits the donor from giving contributions and prohibits the elected official from soliciting or accepting them.

The people and entities listed in the preceding paragraph may not make a campaign contribution to the elected official at any time from the submission of a Proposal for a contract until either: (1) negotiations are terminated and no contract is awarded; or (2) twelve months have elapsed since the award of the contract.

A violation of Section 1.126 may result in criminal, civil, or administrative penalties. For further information, Proposers should contact the San Francisco Ethics Commission at (415) 252-3100 or go to <https://sfethics.org/compliance/city-officers/city-contracts/city-departments/notifying-bidders-and-potential-bidders>.

K. Reservations of Rights by the City

The issuance of this Solicitation does not constitute a guarantee by the City that a contract will be awarded or executed by the City. The City expressly reserves the right at any time to:

1. Waive or correct any defect or informality in any response, Proposal, or Proposal procedure;
2. Reject any or all Proposals;
3. Reissue the Solicitation;
4. Prior to submission deadline for Proposals, modify all or any portion of the selection procedures, including deadlines for accepting responses, the specifications or requirements for any materials, equipment or services to be provided under this Solicitation, or the requirements for contents or format of the Proposals;
5. Procure any materials, equipment or services specified in this Solicitation by any other means; or
6. Determine that the subject goods or services are no longer necessary.

L. No Waiver

No waiver by the City of any provision of this Solicitation shall be implied from the City's failure to recognize or take action on account of a Proposer's failure to comply with this Solicitation.

M. Local Business Enterprise Goals and Outreach

Due to county, federal and state funding for these services, LBE bid discounts will not be used in this RFP.

N. Other

1. The City may make such investigation, as it deems necessary, prior to the award of this contract to determine the conditions under which the goods are to be delivered or the work is to be performed. Factors considered by the City shall include, but not be limited to:
 - a) Any condition set forth in this Solicitation;
 - b) Adequacy of Proposer's plant facilities and/or equipment, location and personnel location to properly perform all services called for under the Purchase Order; and
 - c) Delivery time(s).
2. City reserves the right to inspect an awarded Proposer's place of business prior to award of and/or at any time during the contract term (or any extension thereof) to aid City in determining an awarded Proposer's capabilities and qualifications.
3. Failure to timely execute a contract, or to furnish any and all insurance certificates and policy endorsements, surety bonds or other materials required in the contract, shall be deemed an abandonment of a contract offer. The City, in its sole discretion, may select another Proposer and may proceed against the original selectee for damages.

4. City reserves the right to reject any Proposal on which the information submitted by Proposer fails to satisfy City and/or if Proposer is unable to supply the information and documentation required by this Solicitation within the period of time requested.
5. Any false statements made by a Proposer or any related communication/clarification may result in the disqualification of its Proposal from receiving further evaluation and a contract award.

VII. CITY'S SOCIAL POLICY REQUIREMENTS

The San Francisco Municipal Code establishes a number of requirements for people seeking to do business with the City ("Social Policy Requirements"). The Social Policy Requirements set forth below are NOT intended to be a complete list of all Social Policy Requirements applicable to this Solicitation and any contracts awarded from it.

A. Proposers Unable to do Business with the City

1. Generally

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

2. Administrative Code Chapter 12X

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

3. Administrative Code Chapter 12B

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

B. Health Care Accountability Ordinance

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

C. Minimum Compensation Ordinance

A Proposer selected pursuant to this Solicitation shall comply with Administrative Code Chapter 12P. A Proposer selected pursuant to this Solicitation shall pay covered employees no less than the minimum compensation required by San Francisco Administrative Code Chapter 12P, including a minimum hourly gross compensation, compensated time off, and uncompensated time off. A Proposer selected pursuant to this Solicitation is subject to the enforcement and penalty provisions in Chapter 12P. Information about and the text of the Chapter 12P is available on the web at <http://sfgov.org/olse/mco>.

D. First Source Hiring Program

A proposer selected pursuant to this solicitation shall comply with all of the provisions of the First Source Hiring Program, Chapter 83 of the San Francisco Administrative Code that apply to this agreement and an awarded proposer is subject to the enforcement and penalty provisions in Chapter 83.

E. Contractor Vaccination Policy

Proposers are advised that any contract awarded from this Solicitation is subject to the requirements of the 38th Supplement to Mayoral Proclamation Declaring the Existence of a Local Emergency ("Emergency Declaration") dated February 25, 2020, and the Vaccination Policy for City Contractors ("Contractor Vaccination Policy") issued by the City Administrator. The Contractor Vaccination Policy requires employees of City contractors and subcontractors who spend substantial time working in close proximity to City employees while performing work under the contract at a City owned, leased or controlled facility ("Covered Employees") to be fully vaccinated or granted an exemption based on medical or religious grounds. Information about the Contractor Vaccination Policy is available on the City's website at <https://sf.gov/confirm-vaccine-status-your-employees-and-subcontractors>. Proposers will be required to certify before contract award that they will comply with the Contractor Vaccination Policy if the resulting contract will be a Covered Contract under the Policy, unless the City determines that a waiver should be granted for the reasons stated in that Policy. The Contractor Vaccination Policy's requirements include, but are not limited to, the following:

1. Contractor shall identify its Covered Employees who are or will be performing Work or Services under this Agreement, and shall inform them of the COVID-19 vaccination requirements stated in the Contractor Vaccination Policy and the Emergency Declaration.

2. Contractor shall maintain a list of its Covered Employees by name and position, which list shall not include the employees' vaccination status. Contractor shall update the list as needed to show all current Covered Employees, and Contractor shall provide that list to the City on request.
3. Contractor shall be responsible for determining the vaccination status of any Covered Employees working for their subcontractors on a project. Contractor shall ensure that its covered subcontractors submit required information to the Contractor to ensure its covered subcontractors' compliance with the Contractor Vaccination Policy.
4. Proposer shall submit to the City the Attestation Form confirming its compliance with the Contractor Vaccination Policy before contract award. Contractors shall promptly submit to the City a completed Attachment A respecting any medical or religious vaccination exemptions granted to their Covered Employees, which shall be updated as needed.
5. Contractor shall coordinate with the City to confirm that the City can safely accommodate at its worksite any Covered Employee for whom the Contractor has granted a medical or religious vaccination exemption, which may include ensuring that exempt employees who are accommodated comply with any required health and safety protocols.

VIII. CONTRACT REQUIREMENTS

A. Contract Terms and Negotiations

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

B. Conflicts of Interest

The successful proposer will be required to agree to comply fully with and be bound by the applicable provisions of state and local laws related to conflicts of interest, including Section 15.103 of the City's Charter, Article III, Chapter 2 of City's Campaign and Governmental Conduct Code, and Section 87100 et seq. and Section 1090 et seq. of the Government Code of the State of California. The successful proposer will be required to acknowledge that it is familiar with these laws; certify that it does not know of any facts that constitute a violation of said provisions; and agree to immediately notify the City if it becomes aware of any such fact during the term of the Agreement.

Individuals who will perform work for the City on behalf of the successful proposer might be deemed consultants under state and local conflict of interest laws. If so, such individuals will be required to submit a Statement of Economic Interests, California Fair Political Practices Commission Form 700, to the City within ten calendar days of the City notifying the successful proposer that the City has selected the proposer.

C. Insurance Requirements

Subject to approval by the City's Risk Manager of the insurers and policy forms, and further subject to the rights of HUD and CalHFA, as applicable, under the Section 811 Documents during the term of the Section 811 Documents, Grantee must obtain and maintain, or caused to be maintained, the insurance and bonds as set forth below from the date of this Agreement or other applicable date set forth below throughout the Compliance Term at no expense to the City:

1. Liability Insurance. Grantee must obtain and maintain, or cause its contractors, subcontractors, property managers and/or agents, as appropriate for each, to obtain and maintain, insurance and bonds as follows:
 - a) to the extent Grantee or its contractors and subcontractors have "employees" as defined in the California Labor Code, workers' compensation insurance with employer's liability limits not less than One Million Dollars (\$1,000,000) each accident, injury or illness;
 - b) commercial general liability insurance, with limits no less than Two Million Dollars (\$2,000,000) combined single limit per occurrence and Four Million Dollars (\$4,000,000) annual aggregate limit for bodily injury and property damage, including coverage for contractual liability; personal injury; fire damage legal liability; advertisers' liability; owners' and contractors' protective liability; products and completed operations; broad form property damage; and explosion, collapse and underground (XCU) coverage during any period in which Grantee is conducting any activity on, alteration or improvement to the Land with risk of explosions, collapse, or underground hazards;
 - c) business automobile liability insurance, with limits not less than One Million Dollars (\$1,000,000) each occurrence, combined single limit for bodily injury and property damage, including owned, hired and non-owned auto coverage, as applicable;
 - d) professional liability insurance of no less than Two Million Dollars (\$2,000,000) per claim and Four Million Dollars (\$4,000,000) annual aggregate limit covering all negligent acts, errors and omissions of Grantee's architects, engineers and surveyors. If the professional liability insurance provided by the architects, engineers, or surveyors is "Claims made" coverage, Grantee will assure that these minimum limits are maintained for no less than three (3) years beyond completion of the constructions or remodeling. Any deductible over Fifty Thousand Dollars (\$50,000) each claim must be reviewed by Risk Management; and
2. General Requirements:
 - a) General and automobile liability policies of Grantee, contractors, commercial tenants and property managers must include the City, including its Boards, commissions, officers, agents and employees, as an additional insured by endorsement acceptable to the City.
 - b) All policies required by this Agreement must be endorsed to provide no less than thirty (30) days' written notice to the City before cancellation or intended non-renewal is effective. The endorsement must provide the City with the same rights as the named insured in the event of cancellation or intended non-renewal.

- c) With respect to any property insurance, Grantee hereby waives all rights of subrogation against the City to the extent of any loss covered by Grantee's insurance, except to the extent subrogation would affect the scope or validity of insurance.
- d) Approval of Grantee's insurance by the City will not relieve or decrease the liability of Grantee under this Agreement.
- e) Any and all insurance policies called for herein must contain a clause providing that the City and its officers, agents and employees will not be liable for any required premium.
- f) The City reserves the right to require an increase in insurance coverage in the event the City determines that conditions show cause for an increase, unless Grantee demonstrates to the City's satisfaction that the increased coverage is commercially unreasonable and unavailable to Grantee.
- g) All liability policies must provide that the insurance is primary to any other insurance available to the additional insureds with respect to claims arising out of this Agreement, and that insurance applies separately to each insured against whom claim is made or suit is brought and that an act of omission of one of the named insureds that would void or otherwise reduce coverage will not void or reduce coverage as to any other insured, but the inclusion of more than one insured will not operate to increase the insurer's limit of liability.
- h) Any policy in a form of coverage that includes a general annual aggregate limit or provides that claims investigation or legal defense costs are included in the general annual aggregate limit must be in amounts that are double the occurrence or claims limits specified above.
- i) All claims based on acts, omissions, injury or damage occurring or arising in whole or in part during the policy period must be covered. If any required insurance is provided under a claims-made policy, coverage must be maintained continuously for a period ending no less than three (3) years after recordation of a notice of completion for builder's risk or the Compliance Term for general liability and property insurance.
- j) Grantee must provide the City with copies of endorsements for each required insurance policy and make each policy available for inspection and copying promptly upon request.

D. Compliance with Other Laws

Grantee shall keep itself fully informed of City's Charter, codes, ordinances and regulations and all state, and federal laws, rules and regulations affecting the performance of the grant Agreement and shall at all times comply with such Charter codes, ordinances, and regulations rules and laws.

E. DAS Policy Manuals and Memoranda

<https://www.sfhsa.org/partner/policies-and-procedures>

F. Other CDA Rules and Regulations

State (CDA Regulations):

https://www.aging.ca.gov/programsproviders/aaa/Laws_Regulations_Policies/

Federal OMB Uniform Guidance: <https://www.grants.gov/learn-grants/grant-policies/omb-uniform-guidance-2014.html>

Code of Federal Regulations: <https://www.govinfo.gov/help/cfr>

IX. PROTEST PROCEDURES

A. Protest of Non-Responsiveness Determination

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

B. Protest of Contract Award

Within five (5) business days of the City's issuance of a Notice of Intent to Award, a Proposer may submit a written Notice of Protest of Contract Award. The Notice of Protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The Notice of Protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure or Solicitation provision on which the protest is based. In addition, the Notice of Protest must specify facts and evidence sufficient for the City to determine the validity of the protest.

C. Delivery of Protests

A Notice of Protest must be written. Protests made orally (e.g., by telephone) will not be considered. A Notice of Protest shall be transmitted by a means that will objectively establish the date the City received the Notice of Protest. If a Notice of Protest is mailed, the protestor bears the risk of non-delivery within the deadlines specified herein. All protests must be received by the due dates stated above. Protests must be delivered to:

Executive Director
Human Services Agency
P.O. Box 7988
San Francisco, CA 94120
Trent.Rhorer@sfgov.org

X. STANDARD FORMS

A. How to become Eligible to Do Business with the City

Before the City can award any contract to a contractor, all vendors must meet the minimum requirements described below. There may be additional requirements placed upon a vendor depending on the type of good or service to be purchased.

B. How to Register as a City Supplier

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

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

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

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

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

C. Vendor Eligibility and Invoice Payment

Vendors must have a City-issued vendor number, have all compliance paperwork submitted and approved by the City, and have an executed contract or purchase order before payments can be made. Once a vendor number has been assigned, an email notification will be provided by the City's Vendor File Support Division. This notification will include instructions on how to sign up to receive payments through the City's supplier portal located at <https://sfcitypartner.sfgov.org/>.

D. Supplemental Forms

Form:	Required If:
Minimum Compensation Ordinance (MCO) Declaration (pdf)	You have at least \$25,000 (\$50,000 for non-profit organizations) in cumulative annual business with a City department or departments and have more than 5 employees, including employees of any parent, subsidiaries and subcontractors.
Health Care Accountability Ordinance	You have at least \$25,000 (\$50,000 for non-profit organizations) in cumulative annual business with a City department or departments and have more than 20 employees (more than 50

Form:	Required If:
(HCAO) Declaration (pdf)	employees for nonprofit organizations), including employees of any parent, subsidiaries or subcontractors.
Insurance Requirements (pdf)	The solicitation requires the successful proposer to demonstrate proof of insurance.
Local Business Enterprise Program Application (Contract Monitoring Division)	You desire to participate in the City's Local Business Enterprise Program which helps certain financially disadvantaged businesses increase their ability to compete effectively for City contracts

For further guidance, refer to the City's supplier training videos that are located online at:
<https://sfcitypartner.sfgov.org/>.

XI. RFP COVER PAGE

NAME OF ORGANIZATION(S):

ADDRESS:

DIRECTOR:

PHONE/FAX#:

EMAIL:

FEDERAL EMPLOYER #:

ANNUAL AMOUNT(S) REQUESTED: \$

I understand that the San Francisco Human Services Agency (SF-HSA) reserves the right to modify the specifics of this application at the time of funding and/or during the contract negotiation; that a contract may be negotiated for a portion of the amount requested; and that there is no contract until a written contract has been signed by both parties and approved by all applicable City Agencies. Submission of a proposal signifies that the proposed services and prices are valid for 120 calendar days from the proposal due date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity.

Signature of authorized representative(s):

Name:

Title:

Signature:

Date:

Name:

Title:

Signature:

Date:

Submit an electronic copy to Candace.Gray@sfgov.org and HSARFP@sfgov.org

XII. PAGE NUMBER FORM

This form is to assist the review panel in finding the information in the Proposal that corresponds to the evaluation criteria. For each item listed below, please list the page number(s) where the reviewer may find the answer(s) to the criteria.

	Evaluation and Selection Criteria	
	Minimum Qualifications	Page No.
MQ1.	Proposer has 3 years of experience operating programs specifically for people with disabilities as described in the RFP.	
MQ2.	Must be willing and able to comply with the City contracting requirements set forth in Section VIII of this RFP.	
MQ3.	Current certified vendor or the ability to become a certified vendor with the City and County of San Francisco within ten (10) days of notice of award.	
MQ4.	For collectives and partnerships proposals, proposer includes Memorandum of Understanding (MOU) and Letter of Intent (LOI).	
	Program Approach (45 points)	
A1.	The proposal clearly outlines how the programming will meet and measure the success of the elements identified in the mission, vision, and values statements which includes the commitment to community, leadership, collective access, social justice, intersectionality, and joy. The proposal also identifies how DCCC participants are able to offer input regarding program design, service delivery and program operations. (15 points)	
A2.	There is a well-defined approach to the Planning Phase. Key stakeholders, including disability-led organizations and leaders, and their roles in the process, are identified as part of the planning process. The approach is comprehensive and has identified the main tasks to be accomplished as well as a timeline and a plan for the transition to a hybrid model. Proposal supports cross-disability access and collaboration in planning, outreach and implementation. There is also a plan for the physical space layout. (8 points)	
A3.	Programming for both the Virtual and Brick and Mortar Phases meets all the Service and Outcome Objectives with clear indicators of how program outcomes will be measured. (12 points)	
A4.	There is identified outreach to include disability communities, especially those with intersecting identities, that includes those not currently involved in services. The plan will include ways the community can offer input regarding program design, service delivery and program operations. (5 points)	
A5.	The proposal identifies the methods, tools and processes to be used to measure the program effectiveness and outcome objectives which includes incorporating participant feedback on program design and services and a means for program adjustment. (5 points)	

	Organizational Capacity (30 points)	
B1.	The organization's mission, purpose, and goals are aligned with the priorities set forth in this RFP. Respondent has a well-established history of competently providing services and programming for people with disabilities and the intended populations identified in the respondent's proposal. (8 points)	
B2.	Respondent has skills and experience in successfully providing the type of programming and/or services described in the RFP and experience and demonstrated ability to implement new programming and/or services. (7 points)	
B3.	Respondent demonstrates its capacity to convene and serve people with different types of disabilities, including but not limited to physical, mental health, sensory, and intellectual and developmental disabilities. (5 points)	
B4.	Respondent's organization or entity includes people with disabilities in leadership positions or is led or co-led by people with disabilities. (5 points)	
B5.	Staff and volunteer positions, duties, and hours are appropriate and adequate to deliver, manage, and administer the proposed program. A copy of an organization chart is provided with program staff and, if applicable, volunteers clearly identified. For partnerships and/or collectives, respondent must show roles of various parties and how program will be managed. Copy of job descriptions and/or resumes of the dedicated FTE(s) and key positions are provided. The skills and experience of identified staff support the respondent's expressed ability to successfully deliver the type of programming and services defined in the RFP. The capacity of staff to provide culturally and linguistically appropriate programming is addressed, if applicable. Staff and volunteer training that will help to deliver and/or enhance the programming and/or services offered are described. (5 points)	
	Fiscal Capacity (25 points)	
C1.	The budget provided is clear and easy to understand. The budget reflects sound, adequate allocation of resources, matching the program components including staffing costs, operating costs and capital costs (as appropriate). (10 points)	
C2.	The budget supports the services proposed and is competitive with other proposals. Costs are reasonable, justified, and competitive. Cost Allocation Plan is reasonable. (10 points)	
C3.	Respondent's ability to leverage other resources for this program, either from in-kind, and/or external resources. The proposal reflects the effective use of organizational resources/external resources, including leveraged funds, designated exclusively for this program. (5 points)	

XIII. BUDGET FORMS AND INSTRUCTIONS

Budgets should be submitted in the standard HSA format. Forms are available at: <https://sfcitypartner.sfgov.org/pages/Events-BS3/event-search.aspx>

Click on “Human Services Agency” in the Department drop-down menu and then click the link for this RFP.

The following spreadsheets are in Excel: Total Budget Summary, Phase 1 Budget, five (5) pages each for Phase 2 and Phase 3 budgets (in addition to the budget justification), as follows: Contract Budget Summary, Salaries and Benefits Detail, Operating Expense Detail, Capital Expenditure Detail, and Sub-contractor Expenditure Detail.

Please note the Salaries and Benefits, Operating Expense, Capital Expenditure, and Sub-contractor Expenditure are direct costs and must be clearly and easily attributable to a specific program.

The Budget Justification is a narrative, which provides the detailed information and calculations supporting the amount allocated for each budget line item. There is no form provided for the Budget Justification. Please detail all mathematical computations for each line item. Show how the total dollar amount was derived, e.g., the annual salary for each position multiplied by the FTE, the number of square feet of office space to be utilized multiplied by the rate per square foot, the cost per month for insurance multiplied by the number of months in the contract term, etc. For the Salaries and Benefits section, list the position, a brief sentence of the position's responsibilities, the full-time equivalent (FTE), the percentage of FTE allocated to the activity, the salary per month, the salary per annum, and the mathematical computation used to arrive at the total dollar amount.

The Cost Allocation Plan is required. Respondents must follow the City's cost allocation guidelines for nonprofit contractors, which largely follow those described by Generally Accepted Accounting Principles (GAAP) and in Federal OMB Circular A-122. The plan should include how indirect costs were calculated.

If applicable, attach a separate detailed Subcontracting budget using the standard HSA format if there is a Subcontractor arrangement made under the terms of the contract. Provide a brief explanation of the subcontracting arrangement, as well as a budget breakdown. Please note, the total subcontractor budget amount should appear on the Operating Expense Detail sheet under the Subcontractor section.

Indirect rates are not allowable on subcontractor indirect expenditures, capital expenditures, aid payments, other direct voucher payments, or any stipend, subsidy or expense paid on behalf of a client (i.e, security deposit, rental payment assistance, transportation vouchers, etc.). These examples are not intended to be a comprehensive list. If an organization is uncertain whether indirect costs can be applied to a particular expense, it should consult with the HSA Contract Manager.

These guidelines provide general information. If further clarification or technical assistance is required, consult with your HSA Office of Contract Management Contract Manager.