



Centro Legal de la Raza
Alameda County Housing Secure (“ACHS”) Expanded Collaborative
Request for Proposals

RFP Due Date: Submittals in response to this RFP are accepted on a rolling basis with a final deadline of August 30, 2024. Hard copies will not be accepted. Completed submittals and required materials must be sent electronically as PDF documents by email to Brenda Orellana at borellana@centrolegal.org.

Section 1. Introductory Information	3
A. Amended Request for Proposals	3
B. Program Summary	3
C. Purpose of RFP	4
D. Term of Engagement	4
E. Application Deadline (Electronic Submittals Only)	5
Section 2. Program Background	5
Section 3. Scope of Work	7
A. Legal Services Providers	7
B. Social Services and/or Case Management	7
C. Other Community-Based Organizations	8
1. Outreach	8
2. Host and Recruit Tenant Participation in Know-Your-Rights (KYR) presentations	8
3. Conduct holistic assessment of tenants to provide effective, comprehensive housing navigation services and referrals.	8
Section 4. General Requirements for all Partner Service Providers (PSPs)	8
A. Income Eligibility	8
B. Intake Screening	8
C. Interpretation Services for Non- or Limited-English Speakers	8
D. Monitoring and Reporting	8
E. Regular Collaborative Meetings	9
F. Deliverables	9
Section 5. Submission Requirements - Narrative and Attachments	9
A. Cover Letter (2 pages max)	9
B. Organization Qualifications (3 pages max)	9
C. Proposed Program Services Plan (5 pages max)	10
D. Budget (Budget in Excel and Narrative)	12
Section 6. Minimum Qualifications for Applicants	12
Section 7. Submittal Evaluation	13
Section 8. Notice of Intent to Award/Non-Award	14
Section 9. Protest/Appeals Process	14
Section 10. Awarding Contract	15
Section 11. Invoicing	15
Section 12. Other Procedures and Instructions	16
EXHIBIT A: Insurance Requirements	17

Centro Legal de la Raza
Alameda County Housing Secure (“ACHS”) Expanded Collaborative
Request for Proposals

Section 1. Introductory Information

A. Amended Request for Proposals

In November 2022 Centro Legal published the first version of this Request for Proposals (RFP). Centro Legal re-issued the RFP in September 2023. At this time, \$138,587 remains unallocated.

B. Program Summary

The Alameda County Housing and Community Development Department (HCD) is engaging Centro Legal de la Raza (“Centro Legal”) as the Program Administrator for a countywide Housing Stability Services Program to provide housing stability services to qualified tenants at risk of eviction or displacement as a result of lost work or income during the COVID-19 pandemic and in accordance with Subtitle B of Title III of the American Rescue Plan Act of 2021, Pub. L. No.117-2 (Mar. 11, 2021) (Act). Centro Legal shall serve as the primary manager of all administrative aspects of implementing the program. This program is an expansion of the existing Alameda County Housing Secure (ACHS) Collaborative. This program will be referred to as “ACHS Expanded Collaborative.”

Partner Service Provider (PSP) organizations will provide one or more of the following services. Core to the Expanded Collaborative is adding additional legal services capacity, as well as additional outreach, navigation, and community capacity building services. Funding will be prioritized for the following services in the order listed, in order to achieve the aims of the Expanded Collaborative. However, each component plays a critical role, and proposals will be for the services listed below. *Based on applications to the original RFP, proposals to the revised RFP must serve the following cities in South County: Union City, Newark, Fremont, and may additionally propose to serve Unincorporated County.*

- **Tenant Legal Services** - Provide high-quality legal services to qualifying tenants in Alameda County, with an emphasis on those most at risk of displacement and homelessness, including but not limited to those with extremely low incomes, tenants with subsidies or rent control, and persons from marginalized groups such as people of color, persons with disabilities (including behavioral health needs), and survivors of abuse.
- **Outreach and Housing Navigation Services, and Tenant Community Capacity Building**
 - Organize, host, recruit tenant participation, and carry out Know Your Rights presentations to build community knowledge about tenants’ rights and options in the most common situations faced by tenants, with support and assistance from Legal Services Organizations. Make appropriate Peer-to-Peer (P2P) referrals for tenants who require additional assistance.
 - Conduct effective, language accessible, culturally competent, wide-reaching outreach to tenant communities, especially underserved and historically marginalized communities, to help build community knowledge and power, make tenants aware of available services, and support access to available services.

- Conduct in-depth intakes with tenants experiencing housing instability to holistically assess their needs for housing interventions, and make appropriate, comprehensive referrals to address the tenants’ identified needs. Organizations in this category will receive housing navigation training from Legal Services Organizations on how to effectively make referrals for legal services and holistically assess a tenants’ needs, and will utilize the Peer-to-Peer system for referrals.
- **Social Services and/or Case Management** - Provide client-centered, holistic case management and/or social services to low-income residents facing housing insecurity to better ensure that they can remain housed long-term, which may include some or all of the following elements: mental health services, housing search assistance, connection to public benefits or employment opportunities, or other services with the goal of addressing structural and systemic, as well as household, barriers to long-term housing stability.

C. Purpose of RFP

Despite the success of the ERAP program and ACHS safety net, thousands of tenants in Alameda County are still struggling. Inflation rates and the continuing and long-lasting impacts of COVID-19 are exacerbating the ongoing housing crisis in Alameda County. Additionally, we anticipate a massive wave of evictions after the Alameda County eviction moratorium lifts, and are already seeing the impacts. For all of these reasons, the demand for homelessness prevention and anti-displacement services far exceeds current capacity, and the response requires an expanded network of resources for tenants. In particular, a need for additional Tenant Legal Services, Outreach and Housing Navigation Services, and Tenant Community Capacity Building. Proposals for additional support services such as social services, and case management are a critical component and applications are encouraged, however legal services and outreach/services navigation proposals will be prioritized.

Centro Legal is re-issuing this Request for Proposals (“RFP”) to obtain proposals from organizations interested in participating in providing housing stabilization services as outlined in the program summary and scope of work, as part of the Alameda County Housing Secure (“ACHS”) Expanded Collaborative, to provide assistance to low-income tenants in South Alameda County (Hayward, San Leandro, San Lorenzo, Castro Valley, Union City, Newark, Fremont, and Unincorporated Cherryland/Ashland) to maintain housing stability and to prevent homelessness and displacement.

D. Term of Engagement

Successful applicants must be willing and able to meet contracting requirements as set forth in this RFP. State and Local Fiscal Recovery Funds (SLFRF) funding must be spent by September 30, 2025. Of the original amount available for Partner Service Providers (“PSP”) only \$138,587 remains, no more than the amount remaining can be requested.

Centro Legal will serve as the main point of contact for organizations selected for funding through this RFP process. Centro Legal will prepare the contracts, oversee selected organizations’ contract implementation, and ensure contract outcomes are met.

Centro Legal reserves the right to suspend, amend, or modify the provisions of this RFP, to reject proposals, to negotiate modifications of proposals, or to award less than the full amount of funding available.

E. Application Deadline (Electronic Submittals Only)

Applications will be selected on a rolling basis, and must be submitted electronically to Centro Legal de la Raza. Please submit an *electronic* copy of all required documents to Centro Legal at:

Brenda Orellana, Government Contracts Compliance Officer
Centro Legal de la Raza
borellana@centrolegal.org

Centro Legal will remove this RFP from its website when proposals are no longer accepted.

Section 2. Program Background

In 2018, Alameda County created Alameda County Housing Secure (ACHS), a collaborative of legal services providers including Centro Legal de la Raza (program administrator), the Eviction Defense Center, East Bay Community Law Center, Bay Area Legal Aid, and Housing and Economic Rights Advocates, who provide free legal services to low-income tenants and homeowners disproportionately impacted by the region's affordability crisis.

Since then, ACHS has provided a baseline safety net for Alameda County tenants and homeowners facing housing insecurity and increased risk of displacement and homelessness. ACHS convenes and coordinates legal services providers to expand access to services and streamline coordination and referrals. ACHS services create a continuum that educates residents about their rights, provides consultations so residents know how their rights apply in their specific situation, provides short-term emergency financial assistance, and provides the legal resources, including representation, for them to access and enforce their rights. As the housing affordability crisis in Alameda County has intensified, this network has become increasingly important.

The ACHS safety net also formed an essential foundation for preventing mass displacement and homelessness during the COVID-19 pandemic. ACHS partner organizations contributed to the Alameda County eviction moratorium, one of the most effective in the country. They also formed the core of the County's Emergency Rental Assistance Program (ERAP), allowing it to ramp up quickly and coordinate rental assistance with legal services and tenant Know Your Rights education.

When the COVID-19 crisis struck Alameda County, Alameda County Housing Secure expanded to administer and distribute federal emergency rental assistance program (ERAP) funds for all Alameda County residents except those in Oakland and Fremont. With this expansion, many new agencies joined to assist tenants in applying and to process ERAP applications. This has been a massively successful effort, with over \$115 million in funds distributed so far.

Activities That Informed this RFP. After four years of ACHS, we have learned these key lessons:

- Coordination of service providers leads to better services and the ability to pivot to meet community needs.
- Successfully implementing a holistic housing collaborative requires a crucial investment in administrative capacity.
- Targeted legal representation has led to hugely successful efforts in preventing homelessness for those most at risk of experiencing homelessness.

- While the expansion of legal services capacity has had a real impact, we are still far from meeting the need, and this need will only grow after the Alameda County eviction moratorium ends.
- Historically marginalized communities continue to be disproportionately affected by the eviction crisis; proactive outreach and collaboration are essential to reaching those most in need of services.
- Tenants and homeowners facing housing insecurity often have needs beyond what can be addressed by legal services. There is a need for integrated, coordinated social services.
- The AC Housing Secure website is now extremely well-known due to its role in ERAP and provides a perfect hub for a coordinated entry system.
- Technological tools can help expand capacity and streamline services, but they need to be grounded in institutional capacity and include other ways of accessing services for those who are less able to use technology.

Given these lessons learned, the Alameda County Housing Secure Expanded Collaborative seeks to build out an expanded network of anti-displacement, homelessness prevention services to prepare for and respond to an impending evictions cliff. The expanded collaborative will do the following:

- Continue to provide coordinated legal services as the core of the model, with a continued emphasis on those most at risk of homelessness.
- Deepen capacity to respond to housing insecurity in the community by training community organizations in legal navigation so they can address issues that do not require an attorney and make streamlined referrals for issues that do require a legal professional.
- Prevention. Expand outreach in the community by partnering with a wide array of community based organizations to provide Know Your Rights workshops.
- Continue to develop our technological tools and institutional capacity to coordinate among service providers and community partners to make services more effective and accessible.
- Provide expanded access to early intervention techniques, to resolve threats to displacement early, before a court case.
- Add social services and case management providers to the ACHS safety net to provide holistic services to low-income residents facing housing insecurity and to better ensure that they can remain housed long-term.

Section 3. Scope of Work

ACHS utilizes a coordinated services model that relies upon the participation of diverse partners. Different PSPs will provide distinct services in service of the overall goal of the collaborative. All PSPs will be expected to abide by the requirements outlined in Section 4. The scope of services provided for each PSP will differ, depending on their proposed role in the collaborative. The Proposed Program Services Plan should detail how the proposed services fit into the goal of the ACHS Expanded Collaborative. Core services to this program are Legal Services, and Outreach and Housing Navigation Services, and Tenant Community Capacity Building. Proposals under these first two service categories will be prioritized, however, we will review

proposals under all categories.

Proposed services should clearly identify how they will ensure that clients served by the proposed project will reside in South County.

A. Legal Services Providers

Legal consultations/brief services

Legal consultation services include drafting letters, providing legal advice, preparing petitions to rent programs, reviewing notices and contracts, helping tenants respond to notices, and providing other short-term, limited assistance.

Legal representation

If a tenant needs more than legal advice, the program must be able to provide a full range of legal services, including but not limited to: defending tenants facing unlawful detainer actions; representing tenants in negotiations to prevent eviction or displacement; representing tenants in negotiations, hearings, and mediations related to cases with local rent regulation bodies; and legal representation in subsidy termination proceedings. Legal representation will be prioritized for tenants most at risk of displacement or homelessness.

Utilize the Peer-to-Peer (P2P) referral system to make and accept referrals

This Expanded Collaborative will rely heavily upon the P2P referral system to ensure seamless and effective referrals between participating organizations.

B. Social Services and/or Case Management

Provide holistic social services support to low-income Alameda County tenants.

Social services can include general case management support to ensure access to necessary community services that can prevent displacement, including but not limited to: mental health counseling, mental health case management, psychiatry, peer support, medical services, non-legal housing advocacy, access to benefits, food security, vocational support, and other programs to meet a variety of mental health and community support needs. These services should ensure that tenants get the support they need to remain safely and securely housed.

Utilize the Peer-to-Peer (P2P) referral system to make and accept referrals

This Expanded Collaborative will rely heavily upon the P2P referral system to ensure seamless and effective referrals between participating organizations.

C. Other Community-Based Organizations

Applicants in this category will be expected to perform one or more of the following:

1. Outreach

Conduct effective, language accessible, culturally competent, wide-reaching outreach to tenant communities, especially underserved and historically marginalized communities, to make them aware of available services and support access to available services. Outreach may be conducted by flyering, canvassing, through community events and other creative and responsive outreach efforts to reach all tenants in need of the services of the Collaborative, especially

underserved and marginalized communities most at risk of displacement and homelessness. Additionally, Outreach PSP will make appropriate Peer-to-Peer (P2P) referrals for tenants who require additional assistance.

2. Host and Recruit Tenant Participation in Know-Your-Rights (KYR) presentations

Organize, host, recruit tenant participation, and carry out KYR presentations to build community knowledge about tenants' rights and options in the most common situations faced by tenants, with the support and assistance from Legal Services Organizations. Additionally, Outreach PSP will make appropriate P2P referrals for tenants who require additional assistance.

3. Conduct holistic assessment of tenants to provide effective, comprehensive housing navigation services and referrals.

Conduct in-depth intakes with tenants experiencing housing instability to holistically assess their needs for housing interventions, and make appropriate, comprehensive referrals to address the tenants' identified needs. Organizations in this category can receive training from Legal Services Organizations on how to effectively make and holistically assess a tenants' needs, and will utilize the P2P system for referrals.

Section 4. General Requirements for all Partner Service Providers (PSPs)

A. Income Eligibility

Through this program, all PSPs will serve tenants with incomes of 80% of the area median income or below.

B. Intake Screening

PSPs will develop methodology to screen and verify low-income tenants for eligibility to receive services.

C. Interpretation Services for Non- or Limited-English Speakers

PSPs will assess the need for non-English interpretation services and will make all services delivered accessible to non- or limited-English speakers.

D. Monitoring and Reporting

PSPs will be responsible for reporting on individuals served and on measurable outcomes of the Program. PSPs will be responsible for tracking the number of clients served in all aspects of this scope of services. PSPs will maintain appropriate records to verify these numbers and type of contact, as well as clients' eligibility verification. PSPs also must record and provide statistical information for each client and participant, including, but not limited to baseline intake and case information such as; name, race, ethnicity, income, household size, type of case, case outcomes, etc. Centro Legal will work with PSPs to determine what data will need to be collected and reported on.

E. Regular Collaborative Meetings

PSPs will meet regularly with Centro Legal to coordinate services and discuss any changes to service delivery that must be made to meet community need.

F. Deliverables

Centro Legal and the PSP will negotiate a final set of deliverables (number of tenants assisted) that will be part of the executed contract. These numbers are subject to

adjustment based on experience after the first year of the contract and by mutual consent of the parties in writing.

Section 5. Submission Requirements - Narrative and Attachments

A. Cover Letter (2 pages max)

Include a cover letter confirming an understanding of the Program, which subgroup your organization fits into, PSP responsibilities, and a brief summary of your qualifications to implement the Program. Include organization name, address, webpage, type of entity, year of founding, and contact information.

Proposals must be signed and dated by a representative of the organization that is authorized to submit on behalf of the organization.

B. Organization Qualifications (3 pages max)

Organizations responding to this RFP should prepare clear and complete responses to each of the following questions and information requests. Brevity and clarity of responses will be appreciated.

1. Organization Overview

Provide an overview of the organization, based on its experience managing the delivery of services similar to the services outlined in this RFP. Provide the full legal name and a summary of the structure and management of the organization. Describe any significant changes, including the management and/or structure of the organization, that have occurred during the past three years.

2. Location(s)

List the location of your organization's main office and the locations (existing and proposed) of the office(s) that will provide the Program within Alameda County.

3. Experience

Demonstrate Applicant's satisfaction of the Minimum Qualifications in Section 6, including confirmation of each item numbered A through C and note any applicable exceptions. Applicants should provide details of all related programs and services offered in the past three years at a minimum, clearly indicating which are currently offered. Describe your organization's demonstrated commitment to serving the cause of anti-displacement in Alameda County communities.

4. Personnel

Provide qualifications for the primary representative and key personnel, including those providing all levels of services: administrative, outreach, social services providers, client intake, data maintenance, financial oversight, legal services etc. Include a description of each person's background, experience, licenses/certifications as well as an explanation of their role and responsibilities for the organization. Include a description of the language skills of existing staff.

Describe the supervision structure, and how you ensure that the services meet their regulatory board guidelines, if applicable.

5. References

Include contact information (name, phone number and email) for two to four organizational or government agency references, and describe the nature of the relationship. Explain experience with public agencies, other partner organizations and community stakeholders.

C. Proposed Program Services Plan (5 pages max)

Organizations responding to this RFP should prepare a Proposed Program Services Plan which is an overall implementation plan that responds to the community needs and program elements described above. The Applicant's proposed Program Plan is a significant component of the Proposal and carries significant weight in Centro's evaluation of proposals.

Please provide a comprehensive and detailed narrative description of how your organization would implement the Program. Explain the plan to fulfill the items specified in the RFP. If you are proposing an approach that varies from those described in the RFP, clearly and describe those proposed services and how they fit into the overall purpose, framework, scope of work, and goals for the Program. Proposed services should clearly identify how they will ensure that clients served by the proposed project will reside in South County.

The Proposed Services Plan should include at least the following sections:

1. Proposed deliverables in response to one or more identified subcategories of the scope of work.

Describe the expected number of clients to be served, both overall and on a monthly basis, and the levels of service expected by type in a narrative form. For example, levels of service could be described as legal advice, legal services (ex. written communication, representing client in mediation or court), legal representation, financial assistance, and/or combinations thereof.

Provide a summary table by year of the anticipated outcomes by client type and level of service.

If applying for the outreach subcategory of the scope of work:

Describe your organization's outreach plan to reach the target communities of this RFP. Make sure your plan adequately describes how your organization will ensure fair representation among applicants and clients from any protected classes and disadvantaged demographic category, and experience in successfully achieving this representation. Explain how those speaking languages other than English will be reached.

Include any additional information you wish to demonstrate your organization's ability and capacity to conduct effective outreach, including any innovative approaches you would implement.

2. Service Delivery and Case Management

Describe your plan for daily service delivery and if case management is part of your Program plan, how case management will be managed.

Clearly identify how you will ensure clients served will reside in South County.

3. Implementation Plan

Provide a detailed proposed schedule for implementation of the Program.

4. Client Intake Process and Documentation

Describe the proposed client intake process. Demonstrate familiarity managing a client intake process. Explain how client intake is currently done. Confirm whether your organization's existing phone and computer systems can accommodate the Program or if additional hardware and software will be required.

Explain how those speaking languages other than English will be served throughout the intake process.

Describe how clients will most likely learn of and initially access services (phone, internet, in-person, etc). Provide a list of documents and information to be gathered in a typical client intake process. Please also confirm your ability to participate in the Peer-to-Peer (P2P) referral system that will be administered by Centro Legal, which is hosted on a Salesforce platform. The P2P system allows for interagency referrals for partners in the ACHS Expanded Collaborative. We will provide training for how to use the system.

5. Client Housing Stabilization Strategy

Describe the critical elements of working with clients to develop a plan to stabilize their housing. Provide a sample strategy for a based on scenarios you predict will be most common.

6. Language Capacity

Describe existing internal language capacity of the staff that will be working on this Program. Describe how language capacity needs will be met for this Program.

7. Data Collection

Describe plan to meet all data collection needs for the duration of the grant agreement. Provide information on the type of data tracking system that will be used to collect the information. Explain how client data is currently collected. Describe how income eligibility is assessed and recorded.

8. Diversity, Equity and Inclusion

How do you implement diversity, equity, and inclusion principles in your workplace and in your community work? How does your organization integrate a social justice lens into program design and activities?

D. Budget (Budget in Excel and Narrative)

Provide a proposed Program Budget (in Excel format). The maximum amount that can be requested is \$138,587.

The contract amount (including reimbursements) shall be a not to exceed amount, to be established based upon a mutually agreeable Scope of Services and invoice schedule.

- Direct Personnel & FTE (management staff, legal staff, social service staff, support staff, etc). Include total salary and percent of FTE to be covered by this Program.

- Indirect cost at no more than 10%
- One-time start-up costs, rent, materials/supplies, travel, equipment, training, licenses, marketing, intake (hardware/software) and data systems (hardware/software).

Provide a narrative description of the proposed Program Budget. Within the narrative, discuss opportunities for leveraging the funding if applicable, possible resources/funding sources that your organization may be able to access to augment the overall program budget.

Required documents for a complete submission:

- Cover Letter (2 pages max)
- Organization Qualifications (3 pages max)
- Proposed Program Services Plan (5 pages max)
- Line budget with simple budget narrative (can be on the same page)
- Certificate of Insurance (optional at time of submittal of proposal, required when entering into contract), see Exhibit A.

Section 6. Minimum Qualifications for Applicants

Applicants are eligible to participate in the RFP process if they meet the Minimum Qualifications described below. Centro Legal reserves the right to disqualify proposals that do not demonstrate that the Applicant meets the specified Minimum Qualifications. Disqualified proposals will not be evaluated by Centro Legal and will not be eligible for contract award under this RFP.

The Applicant must meet **the following minimum requirements** to be considered for the contract:

- A. Submit a complete application per the requirements described in the RFP.
- B. Demonstrate minimum of 2 years of experience working with low-income tenants and/or low-income Alameda County residents and tenants with a variety of cultural backgrounds and language needs.
- C. Demonstrate willingness and ability to provide services by July 1, 2023, or soon thereafter, including having or being willing to provide one or more offices in Alameda County from which to provide services by July 1, 2023.
 - a. Specifically serving South Alameda County: Hayward, San Leandro, San Lorenzo, Castro Valley, Union City, Newark, Fremont, and Unincorporated Cherryland/Ashland.

Section 7. Submittal Evaluation

All proposals submitted by Applicants that meet the Minimum Qualifications for Applicants will be reviewed by Centro Legal staff on a pass/fail basis for Completeness of Response, Financial Stability, and Debarment and Suspension. If those standards are met, the Submittal will be evaluated by the Selection Committee and assess for the following:

Organizational Capacity & Financial Stability **10 Points**

- Demonstrated qualifications and experience.
- Overall organizational capacity and financial stability necessary to administer the Program.
- Demonstrated relevant experience and qualifications of staff to be responsible for Program delivery.

Past Performance **15 Points**

- Demonstrated success of the organization and assigned staff with similar programs.
- Experience serving similar clients and managing similar programs in a timely manner and within budget.
- Ability to provide services to all categories of immigrants both documented and undocumented.

Direct Anti-Displacement Programmatic Experience **20 points**

- Demonstrated commitment to serving the cause of anti-displacement in Alameda County communities and integrating a social justice lens into program design and activities.

Program Services Plan **35 Points**

- Impact: the proposed proposed project significantly and directly addresses the goals of the overall ACHS Program
- Adequacy, quality, and feasibility of proposed Program Services plan.
- Quality of staffing plan to carry out Program.
- Adequacy, quality and feasibility of outreach plan (if applicable).

Budget and Cost Effectiveness **10 Points**

- Adequacy, feasibility, quality and comparative cost of proposed budget.

Overall Clarity of Response **5 Points**

- Applicant has submitted all required information in a clear and understandable manner.
- The proposal is thorough and comprehensive in scope.

References **5 Points**

- Applicant’s successful experience working under contract with public agencies, other partner organizations and community stakeholders.
- References from partner organizations or government agencies.
- Quality and relevance of recommendations.

Section 8. Notice of Intent to Award/Non-Award

- A. Applications are accepted on a rolling basis through June 30, 2023. Upon completion of evaluation, applicants will be notified by email of their contract award/non-award recommendation. The document providing this notification is the *Notice of Intent to Award/Non-Award*. The Notice of Intent to Award will provide the name of the bidder being recommended for contract award.

- B. After the Notice of Intent to Award has been issued, Centro Legal will enter into negotiations with the PSP.
- C. Once negotiations have been completed, an Memorandum of Understanding (MOU) will be signed by the PSP and Centro Legal.

Section 9. Protest/Appeals Process

- A. Centro Legal prides itself on the establishment of fair and competitive contracting procedures and the commitment made to follow those procedures. The following is provided in the event that Applicants wish to protest the selection process or appeal the recommendation to award a contract once the Notice of Intent to Award/Non-Award has been issued. Bid protests submitted prior to issuance of the Notices of Intent to Award/Non-Award will not be accepted.
 - 1. Any appeal of the award notice by any applicant must be submitted in writing by email to Brenda Orellana, Contracts and Grants Compliance Officer, at borellana@centrolegal.org **before 5:00 pm of the FIFTH (5th) business day following the date of issuance of the Notice of Intent to Award/Non-Award by email.** An Appeal received after 5:00 pm is considered received as of the next business day.
 - 2. Appeals must be based on the points awarded under the evaluation criteria. Appeals may not be based on subjective criteria.
- B. The Appeal must contain a complete statement of the reasons and facts for the protest.
- C. The Appeal must refer to the specific portions of all documents that form the basis for the Appeal.
- D. Upon receipt of an appeal, the Selection Committee or designee will review and evaluate the protest and issue a decision. The Selection Committee, may, at their discretion, investigate the appeal, obtain additional information, and provide an opportunity to settle the protest by mutual agreement and/or schedule a meeting with the protesting Applicant and others, as appropriate, to discuss the protest.

The decision will be communicated by email, and we will inform the Applicant whether or not the recommendation to the Notices of Intent to Award/Non-Award is going to change. A copy of the decision will be furnished to all Applicants affected by the decision.

Section 10. Awarding Contract

- A. During the initial period of any contract which may be awarded to a PSP, Centro Legal may review the proposal, the contract, any goods and services provided and/or meet with the PSP to identify any issues or potential problems. Centro Legal reserves the right to define the scope of work and budget. Thereafter, Centro legal will monitor services on an on-going basis with periodic file review at the discretion of Centro Legal.
- B. Centro Legal reserves the right to determine, at its sole discretion, whether:
 - 1. The applicant has complied with all terms of this RFP; and

2. Any problems or potential problems with the proposed goods and services were evidenced which make it unlikely (even with possible modifications) that such goods and services have met or will meet the requirements.
- C. If, as a result of such determination, Centro Legal concludes that it is not satisfied with the PSP, performance and/or goods and services as contracted for therein, the PSP will be notified that the contract is being terminated. Centro Legal will have the right to invite the next highest ranked Applicant to enter into a contract. Centro Legal also reserves the right to re-bid this project if it is determined to be in its best interest to do so.
- D. Proposals will be evaluated by the Selection Committee and will be ranked in accordance with the RFP. The Committee will recommend an award to the Applicant(s) which, in its opinion, has submitted the proposal that best serves the overall interests of the ACHS collaborative and the funding priorities and attains the highest overall point score. Award(s) may not necessarily be made to the Applicant with the lowest price.
- E. Centro Legal reserves the right to reject any or all responses that materially differ from any terms contained in this RFP or from any Exhibits attached hereto, to waive informalities and minor irregularities in responses received, and to provide an opportunity for Applicants to correct minor and immaterial errors contained in their submissions. The decision as to what constitutes a minor irregularity shall be made solely at the discretion of Centro Legal.
- F. Any proposal/submittals that contain false or misleading information may be disqualified by Centro Legal.

Section 11. Invoicing

- A. A signed, current IRS W-9 form is required to be provided before any invoices will be processed.
- B. PSP shall invoice the requesting department, unless otherwise advised, upon satisfactory receipt of product and/or performance of services. The frequency of invoicing will be discussed during contracting negotiations.
- C. Centro Legal will use best efforts to make payment within thirty (30) days following receipt, review and approval of invoice(s) and only upon complete satisfactory performance of services. However, payment to PSPs is dependent on receipt of payment from Alameda County. Delays in payment to Centro Legal may result in delays in payment to PSPs.
- D. Centro Legal shall notify PSP of any adjustments required to invoice.
- E. Invoices shall contain Centro Legal invoice number, remit to address and itemized products and/or services description and price as quoted and shall be accompanied by acceptable proof of delivery.
- F. PSP shall utilize standardized invoices upon request.
- G. Invoices shall only be issued by the PSP who is awarded a contract.
- H. Centro Legal will pay PSP monthly or as agreed upon, not to exceed the total quoted.

Section 12. Other Procedures and Instructions

Questions

Questions with regard to this RFP should be directed to Centro Legal by email to borellana@centrolegal.org. All contact during the RFP process shall be through Brenda Orellana, Government Contracts Compliance Officer. Applicants shall neither contact nor lobby other staff or evaluators during the evaluation process. Attempts by an Applicant to contact and/or influence proposal evaluators may result in disqualification of the Applicant.

Reservation of Rights

Centro Legal reserves the right to conduct any investigation of the qualifications of any Applicant that it deems appropriate, negotiate modifications to any of the items submitted, request additional information from any Applicant, extend the deadline, reject any or all submittals, and waive any irregularities. Centro Legal retains the right to negotiate the terms and services in any Submittal. Centro Legal retains the right to cancel this process, extend the deadline, re-start the process or not select any provider.

EXHIBIT A: Insurance Requirements

Partner Service Providers, as a subcontractor on Centro Legal’s subrecipient agreement with Alameda County, subcontractors must have the following minimum insurance coverage:

COUNTY OF ALAMEDA MINIMUM INSURANCE REQUIREMENTS

Without limiting any other obligation or liability under this Agreement, the Contractor, at its sole cost and expense, shall secure and keep in force during the entire term of the Agreement or longer, as may be specified below, the following minimum insurance coverage, limits and endorsements:

TYPE OF INSURANCE COVERAGES		MINIMUM LIMITS
A	Commercial General Liability Premises Liability; Products and Completed Operations; Contractual Liability; Personal Injury and Advertising Liability	\$1,000,000 per occurrence (CSL) Bodily Injury and Property Damage
B	Commercial or Business Automobile Liability All owned vehicles, hired or leased vehicles, non-owned, borrowed and permissive uses. Personal Automobile Liability is acceptable for individual contractors with no transportation or hauling related activities	\$1,000,000 per occurrence (CSL) Any Auto Bodily Injury and Property Damage
C	Workers’ Compensation (WC) and Employers Liability (EL) Required for all contractors with employees	WC: Statutory Limits EL: \$1,000,000 per accident for bodily injury or disease
<p><u>Endorsements and Conditions:</u></p> <p>ADDITIONAL INSURED: All insurance required above with the exception of Commercial or Business Automobile Liability, Workers’ Compensation and Employers Liability, shall be endorsed to name as additional insured: County of Alameda, its Board of Supervisors, the individual members thereof, and all County officers, agents, employees, volunteers and representatives. The Additional Insured endorsement shall be at least as broad as ISO Form Number CG 20 38 04 13.</p> <ol style="list-style-type: none"> 1. DURATION OF COVERAGE: All required insurance shall be maintained during the entire term of the Agreement. In addition, Insurance policies and coverage(s) written on a claims-made basis shall be maintained during the entire term of the Agreement and until 3 years following the later of termination of the Agreement and acceptance of all work provided under the Agreement, with the retroactive date of said insurance (as may be applicable) concurrent with the commencement of activities pursuant to this Agreement. 2. REDUCTION OR LIMIT OF OBLIGATION: All insurance policies, including excess and umbrella insurance policies, shall include an endorsement and be primary and non-contributory and will not seek contribution from any other insurance (or self-insurance) available to the County. The primary and non-contributory endorsement shall be at least as broad as ISO Form 20 01 04 13. Pursuant to the provisions of this Agreement insurance effected or procured by the Contractor shall not reduce or limit Contractor’s contractual obligation to indemnify and defend the Indemnified Parties. 3. INSURER FINANCIAL RATING: Insurance shall be maintained through an insurer with a A.M. Best Rating of no less than A:VII or equivalent, shall be admitted to the State of California unless otherwise waived by Risk Management, and with deductible amounts acceptable to the County. Acceptance of Contractor’s insurance by County shall not relieve or decrease the liability of Contractor hereunder. Any deductible or self-insured retention amount or other similar obligation under the policies shall be the sole responsibility of the Contractor. 4. SUBCONTRACTORS: Contractor shall include all subcontractors as an insured (covered party) under its policies or shall verify that the subcontractor, under its own policies and endorsements, has complied with the insurance requirements in this Agreement, including this Exhibit. The additional Insured endorsement shall be at least as broad as ISO Form Number CG 20 38 04 13. 5. JOINT VENTURES: If Contractor is an association, partnership or other joint business venture, required insurance shall be provided by one of the following methods: <ul style="list-style-type: none"> – Separate insurance policies issued for each individual entity, with each entity included as a “Named Insured” (covered party), or at minimum named as an “Additional Insured” on the other’s policies. Coverage shall be at least as broad as in the ISO Forms named above. – Joint insurance program with the association, partnership or other joint business venture included as a “Named Insured”. 6. CANCELLATION OF INSURANCE: All insurance shall be required to provide thirty (30) days advance written notice to the County of cancellation. 7. CERTIFICATE OF INSURANCE: Before commencing operations under this Agreement, Contractor shall provide Certificate(s) of Insurance and applicable insurance endorsements, in form and satisfactory to County, evidencing that all required insurance coverage is in effect. The County reserves the rights to require the Contractor to provide complete, certified copies of all required insurance policies. The required certificate(s) and endorsements must be sent as set forth in the Notices provision. 		