



SUPPORTIVE AND/OR HOUSING SERVICES MASTER AGREEMENT

WORK ORDER SOLICITATION SHSMA-WOS_CBS-009

FOR

**CAPACITY BUILDING
COMMUNITY OUTREACH AND ENGAGEMENT PROJECT**

LOS ANGELES COUNTY DEPARTMENT OF HEALTH SERVICES

JULY 2020

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EXHIBIT

Exhibit 1 – Response to Requested Information

Exhibit 2 – Budget Form

Exhibit 3 – References

**WORK ORDER SOLICITATION
CAPACITY BUILDING
COMMUNITY OUTREACH AND ENGAGEMENT PROJECT**

1.0 INTRODUCTION

The Los Angeles County Departments of Health Services, Public Health, and Mental Health (County) aim to reduce the disproportionate impact of COVID-19 by supporting its partners in communities where health disparities from COVID-19 persist. The County will implement a county-wide Capacity Building Community Outreach and Engagement Project (Project) that will engage Community Based Organizations (CBOs) to build a community-centered system of care and strengthen the foundational infrastructure needed to deliver seamless, coordinated, community-based services to individuals and communities that are disproportionately impacted by COVID-19. The County will expand its reach and foster sustainable efforts among local CBOs providing supportive services for hard-to-reach and historically underserved communities across Los Angeles County.

2.0 SCOPE OF SERVICES

This Work Order Solicitation (WOS) may result in various work orders with one Respondent. The qualified Respondent will be the fiscal sponsor and provide program management in order to meet the County's needs. The Respondent shall administer the following Project activities that include, but are not limited to:

- Hire one (1) Program Coordinator and additional support personnel to oversee operations of Project goals and maintain communication with the County. The Program Coordinator will oversee multiple work orders and initiatives that directly serve disproportionately impacted communities.
- Develop a selection process in collaboration with County to identify subcontractors to develop multiple outreach, education, engagement, communication, health system and social service navigation, and other patient support initiatives for prioritized groups and communities. The County will provide a list of the priority individuals/groups and the priority communities, both geographic and population based.
- Disburse funding to subcontractors supporting initiatives described above.
- Conduct administrative and programmatic contract oversight and monitoring of subcontractors; provide technical assistance and coordination that ensures collaboration and streamlined communication among all subcontractors.

- Develop policies and procedures to facilitate the effective operation of the Project.
- Assist subcontractors with strengthening infrastructure, including meeting County insurance requirements.
- Build collaborative partnerships with subcontractors and develop an evaluation tool to report back on the Project.

3.0 FUNDING

Funding will be provided to support the Respondent's Administrative Fee, staffing, funding for subcontractors, and other services as needed with approval by the County.

4.0 WORK ORDER TERM

The Work Order is anticipated to start July 27, 2020, for a one (1) year period. The County shall have the option to extend the Work Order term for one (1) additional year for a maximum total Work Order term of two (2) years.

5.0 MINIMUM REQUIREMENTS

Interested and qualified Respondents that can demonstrate their ability to successfully provide the services outlined Section 2.0 – Scope of Services, are invited to submit a Response provided they meet all of the Minimum Requirements below:

- 5.1 A) Respondent shall have current status as a Supportive and/or Housing Services Master Agreement (SHSMA) contractor.

OR

- B) Respondents that are not current SHSMA contractors may respond to this WOS if they submit a Statement of Qualifications to DHS' Request for Statement of Qualifications (RFSQ) for Supportive and/or Housing Services and are issued a Master Agreement. Respondents that fall into this category must respond to the RFSQ by **July 21, 2020**. These Respondents must meet the minimum requirements to be a SHSMA contractor in order for their Response to this WOS to be considered. The RFSQ can be found at: <http://dhs.lacounty.gov/wps/portal/dhs/cg/>.

- 5.2 Respondent must have at least five (5) years of experience in the last five (5) years as a fiscal sponsor for at least five (5) organizations.

5.3 Respondent must have two (2) years of experience in the last five (5) years working with CBOs to support community outreach and engagement.

5.4 (This requirement only applies to Respondents that have had a County contract reviewed by the Department of the Auditor-Controller within the last 10 years). Respondent does not have unresolved questioned costs identified by the Department of the Auditor-Controller, in an amount over \$100,000, that are confirmed to be disallowed costs by the contracting County department, and remain unpaid for six (6) months or more from the date of disallowance, unless such disallowed costs are the subject of current good faith negotiations to resolve the disallowed costs, in the opinion of the County.

6.0 WORK ORDER SOLICITATION TIMETABLE

- Work Order Solicitation Release: July 10, 2020
- Response Due Date/Time: **July 15, 2020 at 11:00 a.m. Pacific Time**
- Phone Interviews July 16, 2020

7.0 RESPONSE INSTRUCTIONS

The Respondent shall complete and submit the following required Exhibits:

7.1 Exhibit 1 – Response to Requested Information

7.2 Exhibit 2 – Budget Form

7.3 Exhibit 3 – References

8.0 RESPONSE SUBMISSION REQUIREMENTS

The Respondent shall **email** one (1) Response in PDF format by the Response Due Date and Time to the individual identified below:

County of Los Angeles - Department of Health Services
Contracts and Grants Division
Email Address: shsma@dhs.lacounty.gov

All Respondents shall provide the name of their organization and the title and number of the WOS on the subject line.

It is the sole responsibility of the submitting Respondent to ensure that its Response is received by the “Response Due Date/Time.” Any Responses received after the “Response Due Date/Time,” as listed in the WOS Timetable, may be eliminated from consideration by DHS, at its sole discretion.

9.0 TRUTH AND ACCURACY OF REPRESENTATIONS

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

10.0 REVIEW AND SELECTION PROCESS

The County reserves the sole right to exercise its judgment concerning the selection and review of the contents of the Responses submitted pursuant to this WOS and to determine which Respondent best serves the interests of the County.

As a result of this WOS, the County may:

1. Request further information, documents, presentations, and/or conference call or in-person interviews substantiating Respondents' qualifications, experience, and readiness to provide the services described in the WOS;
2. Award a Work Order to Respondent; and/or
3. Take no further action at this time on this matter.

10.1 Response Selection Process

The Selection process will begin with receipt of the Response. Review of the Responses will be conducted in two phases.

10.1.1 Phase One – (Acceptable/Unacceptable)

Phase One will be conducted by the DHS Contracts and Grants Division.

A. Adherence to Minimum Requirements

During Phase One, an acceptable or unacceptable review will be made of the Respondent's Response to Exhibit 1 - Section 3.1 to determine compliance with the Respondent's Minimum Requirements. Failure by the Respondent to comply and demonstrate that it meets the Minimum Requirements may, in the County's sole discretion, result in its Response being disqualified without further review and consideration. The acceptable/unacceptable criteria are:

- Response was received by the Response Due Date and Time.

- The Respondent meets the Minimum Requirements as set forth in the WOS, Section 5.0 – Minimum Requirements.

B. Verification Process

A review will be conducted of the Respondent's business status by checking with all applicable databases and the references submitted in Exhibit 3 – References, as acceptable or unacceptable. The review may also include, but not be limited to, databases available with the California Secretary of State – Business Programs, California State's Suspended and Ineligible Provider List for Medi-Cal, Federal Debarment List, Federal System for Award Management, and if applicable, a review of the Auditor Controller's Intranet website, and the Contractor Alert Reporting Database reflecting past performance history on County contracts.

C. Financial Capability

A review will be conducted on the Respondent's financial records provided in Exhibit 1 - Section 3.4 as acceptable or unacceptable to determine the Respondent's financial strength. The Respondent will need to demonstrate a history of business stability and financial ability to perform the services in Section 2.0.

10.1.2 Phase Two – Phone Interview and Review of Written Material (100%)

Phase Two will be conducted by a Review Committee selected by DHS. The Review Committee will conduct a comparative review of all Responses based on the criteria listed below.

A. Telephone Interview

Respondents will be required to participate in a mandatory telephone interview on the date indicated in Section 6.0 - Work Order Solicitation Timetable. The County will notify each Respondent in writing, as to the time of the phone interview.

B. Respondent's Background and Experience

The Respondent will be reviewed on the appropriateness and suitability of its Response to Exhibit 1 - Section 3.2 to

determine if the Respondent has the qualifications, experience, and capacity to provide the services outlined herein.

C. Respondent's Approach and Methodology

A review will be conducted on the appropriateness and suitability of the Respondent's narrative responses to Exhibit 1 - Section 3.3 to determine if the Respondent has a good understanding of the services outlined herein.

D. Respondent's Budget

A review will be conducted on the appropriateness and suitability of the Respondent's response to Exhibit 2.

11.0 DISQUALIFICATION REVIEW

A Response may be disqualified from consideration because the County determined it was non-responsive at any time during the review process. If the County determines that a submission is disqualified due to non-responsiveness, the County shall notify the Respondent in writing.

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

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

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

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

12.0 APPEAL RIGHTS

12.1 Debriefing Process

- 12.1.1 Upon completion of the review, the County shall notify the remaining Respondents in writing that the County is entering negotiations with another Respondent. Upon receipt of the letter, any non-selected Respondent may submit a written request for a Debriefing within the timeframe specified in the letter. A request for a Debriefing may, in the County's sole discretion, be denied if the request is not received within the specified timeframe.
- 12.1.2 The purpose of the Debriefing is to compare the requesting Respondent's Response to the Solicitation document with the review document. The requesting Respondent shall be debriefed only on its Response. Because Work Order negotiations are not yet complete, Responses from other Respondents shall not be discussed, although the County may inform the requesting Respondent of its relative ranking.
- 12.1.3 Respondent may submit an appeal within two (2) business days after the Debriefing.

12.2 Appeal

The County will consider any appeal regarding Respondents not recommended for award of a Work Order under this WOS, if such appeal is received in writing by the DHS Contracts and Grants Division within two (2) business days after the Debriefing. An appeal may, in DHS' sole discretion, be denied if the request does not satisfy all of the following criteria.

- 12.2.1 The person or entity requesting an appeal is a Respondent.
- 12.2.2 The request for an appeal is submitted timely (i.e., by the date and time specified by DHS).
- 12.2.2 The person or entity appealing asserts, in appropriate detail with factual reasons, one or more of the following grounds for review:
 - A. DHS materially failed to follow procedures specified in its WOS. This includes:
 - 1. Failure to correctly apply the standards for reviewing the Response format requirements.

2. Failure to correctly apply the standards and/or follow the prescribed methods for reviewing the Responses as specified in the WOS.
 3. Use of review criteria that was different from the review criteria disclosed in the WOS.
- B. A member of the Review Committee demonstrated bias in the conduct of the review.
- C. Another basis for review as provided by state or federal law.

Respondents will be notified by the Director of the decision on any appeal which is received by DHS in a timely manner. Such notification will explain the basis for the decision. The Director's decision on any appeal will be final.

13.0 WORK ORDER

A Work Order will be executed with the selected Respondent as authorized under delegated authority by the County's Board of Supervisors. The Statement of Work to the Work Order shall be agreed upon by the selected Respondent and the County, based on the Respondent's response.

14.0 NOTICE TO RESPONDENTS REGARDING THE PUBLIC RECORDS ACT

- 14.1 Responses to this solicitation shall become the exclusive property of the County.
- 14.2 Exceptions to disclosure are those parts or portions of all Responses that are justifiably defined as business or trade secrets, and plainly marked by the Respondent as "Trade Secret", "Confidential", or "Proprietary".
- 14.3 The County shall not, in any way, be liable or responsible for the disclosure of any such record or any parts thereof, if disclosure is required or permitted under the California Public Records Act or otherwise by law. **A blanket statement of confidentiality or the marking of each page of the Response as confidential shall not be deemed sufficient notice of exception. The Respondents must specifically label only those provisions of their respective Response which are "Trade Secrets", "Confidential", or "Proprietary" in nature.**
- 14.4 In the event the County is required to defend an action on a Public Records Act request for any of the aforementioned documents, information, books, records, and/or contents of a Response marked "Confidential," "Trade Secrets," or "Proprietary," the Respondent agrees to defend and indemnify County from all costs and expenses, including reasonable attorneys' fees,

incurred in connection with any action, proceedings, or liability arising in connection with the Public Records Act request.

15.0 COUNTY RIGHTS AND RESPONSIBILITIES

The County has the right to amend, re-issue, or cancel this WOS by written addendum. The County is responsible only for that which is expressly stated in this solicitation document and any authorized written addenda thereto. Should such addendum require additional information not previously requested, failure to address the requirements of such addendum may result in the Response not being considered, as determined at the sole discretion of the County. The County is not responsible for and shall not be bound by any representations otherwise made by any individual acting or purporting to act on its behalf.