

COUNTY OF ORANGE

COUNTY EXECUTIVE OFFICE - OFFICE OF CARE COORDINATION



REQUEST FOR PROPOSAL (RFP)

FOR

RAPID REHOUSING SERVICES

RFP No. RFP-017-3080101-EA

RESPONSES MUST BE SUBMITTED ELECTRONICALLY TO:

<https://secure.procurenow.com/portal/ocgov>



County of Orange
County Executive Office - Office of Care Coordination
Procurement and Contract Services
400 W. Civic Center Drive
Santa Ana, CA
92701

**PROPOSALS MUST BE RECEIVED ON
OR BEFORE**

Friday, October 2, 2026

5:00 pm

SCHEDULE OF ACTIVITIES

Release of RFP Solicitation	September 4, 2026
Question Submission Deadline	September 18, 2026, 5:00pm
RFP Submittal Closing	October 2, 2026, 5:00pm

SECTIONS

- SECTION 1. INTRODUCTION AND INSTRUCTIONS TO RESPONDENTS
- SECTION 2. PROPOSAL SCORING FORMAT
- SECTION 3. SCOPE OF WORK
- SECTION 4. PROPOSAL RESPONSE REQUIREMENTS
- SECTION 5. ORGANIZATION RESPONSES
- SECTION 6. PROTEST PROCEDURES

Attachments:

A - Homeless Service System Pillars Attestation

B - Standards of Care

C - RRH Budget Form

D - Model_Contract

SECTION 1. INTRODUCTION AND INSTRUCTIONS TO RESPONDENTS

1.1 INTRODUCTION

The County of Orange (County) intends that the successful Respondent(s) shall provide Rapid Rehousing Services proposed in accordance with contract requirements set forth in the solicitation and Model Contract, including Attachments.

1.2 PURPOSE AND GOAL

The County hereby invites Respondents to submit Proposal(s) in response to this Request for Proposal (RFP) for Rapid Rehousing Services (Program). This RFP is separated into three program components that Proposers may apply for. The three Program components include:

[Program A: Rapid Rehousing Services for Individuals](#)

[Program B: Rapid Rehousing Services for Families](#)

[Program C: Rapid Rehousing Services for Transitional Aged Youth](#)

The primary goal of this Program is to provide access to temporary rental assistance combined with supportive and stabilizing services to rapidly rehouse participants experiencing homelessness in Orange County. The Program will provide trauma-informed and evidence-based case management services that support exits from homelessness to stable permanent housing.

This RFP is an opportunity to allow Respondents to present proposal (s) that will assist the County in providing Rapid Rehousing Services as described in this solicitation, by partnering with the County in the form of an actual cost contract. Respondents may submit a proposal for a Program or may submit multiple proposals if applying for multiple Programs.

Respondents must meet the minimum qualifications and requirements as set forth within the RFP and be capable of providing services identified in the Scope of Work herein. Respondent(s) is/are expected to provide all the services as detailed per program component that fulfill or exceed the requirements and conditions set forth in this RFP.

The County plans to contract with qualified Respondent(s) to provide the services described in this RFP and reserves the right to make multiple awards to Respondents for services requested in the solicitation. At the discretion of County, the initial term of the contract(s) resulting from this solicitation may be renewed for an additional term or terms. Any renewal is contingent upon available funding, contractor performance, need for services and County policies.

Successful Respondents are expected to accept the terms and conditions of the RFP for Rapid Rehousing Services, Attachment B - Model Contract, which contains the contracting requirements between the County and the Respondent regarding the provision of services solicited under this RFP. The selected Respondent(s) proposal(s) will be retained and incorporated into the Contract by reference and made part thereof, except for assurances and promises that are unlawful.

Contract(s) resulting from this solicitation shall be a cooperative Contract and may be utilized by all County departments.

The provisions and pricing of any Contract resulting from this solicitation may be extended to other governmental entities. Governmental entities wishing to use this Contract will be responsible for issuing their own purchase documents, providing for their own acceptance and making any subsequent payments. The awarded Contractor(s) shall be required to include in any subordinate Contract entered into with another governmental entities pursuant to this/these Contract(s), a Contract clause that will hold harmless the County from all claims, demands, actions or cause of actions of every kind resulting directly or indirectly, arising out

of, or in any way connected with, the use of this Contract. Failure to do so will be considered a material break of this/these Contract(s) and grounds for immediate Contract termination. Governmental entities are responsible for obtaining all certifications of insurance, endorsements and bonds required. The Parties agree that any other governmental entity utilizing this/these Contract(s) shall not be deemed to be an agency or employee of County for any purpose whatsoever. The awarded Contractor(s) is responsible for providing each governmental entity a copy of this/these Contract(s) upon request. The County makes no guarantee of usage by other users of this/these Contract(s).

The awarded Contractor(s) shall be required to maintain a list of the County departments and governmental entities using this/these Contract(s). The list shall report dollar volumes spent annually and shall be provided on an annual basis to the County, at the County's request.

Subordinate Contracts must be executed prior to the expiration or earlier termination of this Contract and may survive the expiration of this Contract up to a maximum of one (1) year; however, in no case shall a subordinate Contract exceed five (5) years in duration.

The funding available for Rapid Rehousing Services is \$3,301,889 for an 18-month contract term for all Program Components – Program A: Rapid Rehousing Services for Individuals, Program B: Rapid Rehousing Services for Families, and Program C: Rapid Rehousing Services for Transitional Age Youth. The funding source for these services is Homeless Housing, Assistance and Prevention (HHAP) Program funding allocated to the Orange County Continuum of Care (CoC), HHAP Program funding allocated to the County and Emergency Solutions Grant (ESG) funding. The RFP includes the availability of HHAP Program Youth Set-Aside funding to support programs providing youth-specific services.

Any Contract(s) resulting from this solicitation is/are contingent upon sufficient funds being made available by the County government for the term of the Contract(s). The County plans to issue an initial Contract for a two (2) year term for service-based contracts, with the option to renew for three (3) additional years, upon Board of Supervisors' approval.

1.3 COUNTY HOLIDAYS DURING SOLICITATION PERIOD

During this solicitation period, the County Executive Office - Office of Care Coordination will be closed on the following County holidays - <https://hrs.oc.gov/employee-relations/employee-resources>

1.4 INSTRUCTIONS TO RESPONDENTS AND PROCEDURES FOR SUBMITTAL

- A. Respondent(s) must submit a response to the Parent Project, which collects organization level information AND separate proposals for each Program (Associated Projects) they are proposing for. Links to each program are listed below.**

[Program A: Rapid Rehousing Services for Individuals](#)

[Program B: Rapid Rehousing Services for Families](#)

[Program C: Rapid Rehousing Services for Transitional Aged Youth](#)

B. Submittal requirements:

1. Submittals must be uploaded to the OpenGov website by the submittal due date and time.
2. Do not submit Program A, B and/or C proposal responses to the parent project. Please use the corresponding links to submit an individual proposal for each Program that Respondent intends to submit a proposal for.

3. Whether the Respondent is submitting a proposal for one or multiple Programs, the Respondent must submit their "Background, Qualifications, & Experience" response, in accordance with section 4.1, in the Parent Project.
4. Budget/Staffing Forms and Program specific proposal responses must be submitted to the Associated Projects.
5. Failing to adhere to these submittal requirements will result in submittals being non-responsive.

Procedures for Submittal

- A. The County is accepting electronic bid submissions only. Bidders shall create a FREE account with OpenGov Procurement by signing up at <https://procurement.opengov.com/signup>. Once you have completed account registration, browse back to this page, click on " Submit Response" and follow the instructions to submit the electronic bid.
- B. Proposals are to be uploaded via the County's eProcurement Portal at <https://procurement.opengov.com/portal/ocgov>. Note: Electronic Bids cannot be viewed by the County until after the solicitation deadline. For assistance on uploading proposals via County's eProcurement Portal or if you encounter any problems with your registration, system, bid submission, or other system issues, please contact OpenGov's support staff via the live chat option via email at procurement-support@opengov.com or <https://help.procurement.opengov.com/en/>.
- C. Examine the RFP attachments and the subpopulation for the proposed work carefully before submitting a proposal(s) for the work contemplated. Investigate the conditions to be encountered, as to the character, quality and quantities of work to be performed and materials to be furnished and as to the requirements of all Contract Documents. The County has attempted to provide all information available. It is the responsibility of each Respondent to review, evaluate, and, where necessary, request any clarification prior to submission of a proposal. If any person contemplating submitting a response to this RFP is in doubt as to the true meaning of any part of the solicitation documents attached hereto or finds discrepancies in or omissions from the specifications, they may submit a written request for clarification/interpretation to the County Deputy Purchasing Agent (DPA) via the County's eProcurement Portal under the bid page for this solicitation. If clarification or interpretation of this solicitation is considered necessary by County, an addendum shall be issued, and the information will be posted via the County's eProcurement Portal. Any interpretation of, or correction to, this solicitation shall be issued by the DPA. It is the responsibility of each Respondent to periodically check the County's eProcurement Portal to ensure that they have received and reviewed any and all addenda to this solicitation. The County will not be responsible for any other explanations, corrections to, or interpretations of the documents, including any oral information. If an addendum is issued, Respondents must acknowledge the addendum via the County's eProcurement Portal. All questions or requests for interpretations must be received within this solicitation by Friday, September 18, 2026, 5:00pm. The DPA will provide all official communication concerning this solicitation. Any County response relevant to this solicitation other than through or approved by the DPA is unauthorized and will be considered invalid.
- D. Proposals must be valid for a period of at least three hundred sixty-five (365) calendar days from the closing date and time of receipt. No proposal may be withdrawn after the submission date.
- E. All pages must be numbered and identified sequentially by section. Proposals must be tabbed and indexed in accordance with the information requested in the proposal Response Requirements Section. It is imperative that all Respondents comply, exactly and completely, with the instructions set forth herein. All responses to this solicitation shall be typewritten or word-processed (except where otherwise provided or noted), concise, straightforward and must fully address each requirement and question.

Although not as a substitute for a complete written response, additional material, such as technical documents, may be referenced in any response if the material is included in the same section as additional information.

- F. **Proposals are not to be marked as confidential or proprietary.** The County may refuse to consider any proposal so marked. All proposals and supporting documents will be subject to the provisions of the California Public Records Act (California Code Government Code 7920.000 et seq.) (PRA) and will be disclosed or withheld in accordance therewith. The County shall not be liable in any way for disclosure of any such records. Additionally, all proposals shall become the property of the County. The County reserves the right to make use of any information or ideas in the proposals submitted. Respondents should not request that certain information be treated as exempt, and statements in the proposals should not be marked as confidential or proprietary. In the event that any information is marked as confidential or proprietary, as it may be absolutely necessary, Respondents have the sole responsibility of obtaining any applicable injunctive reliefs to prevent the disclosure of such confidential proprietary information in connection with any request made to County pursuant to PRA or a subpoena for disclosure of such information.
- G. Each Respondent shall exercise reasonable care and diligence to avoid submitting a proposal that could result in a conflict of interest if Respondent were to be selected. This obligation shall apply to the Respondent, the Respondent's employees, agents and relatives, sub-contractors and third parties associated with accomplishing work and services in proposal. In the event Respondent has done work for the County on this/these Project(s) in the past or has reason to believe that a conflict of interest may exist for Respondent in regard to this Project, Respondent should consult with its legal counsel prior to responding to this solicitation. Any Respondent who is found to have an actual conflict of interest may have its proposal(s) rejected on that ground. Respondent, its employees and/or consultants may be subject to the provisions of the California Political Reform Act of 1974 (the "Act"), which (1) requires such persons to disclose any financial interest that may be materially affected by services provided under this/these Contract(s), (2) prohibits such persons from making, or participating in making, decisions that could reasonably affect such interest; and (3) may require the filing a Statement of Economic Interest (Form 700). If subject to the Act, Respondent shall conform to all requirements of the Act. Failure to do so shall constitute a material breach and is grounds for immediate termination of the Contract by County. Respondent shall indemnify and hold harmless County for any and all claims for damages resulting from Respondent's violation of this Section.
- H. By submitting a proposal, the Respondent represents that it thoroughly examined the County's requirements, is familiar with the services required under this solicitation and is qualified and capable of providing the services to achieve the County's objectives.
- I. Each Respondent must submit its proposal in strict accordance with all requirements of this solicitation and compliance must be stated in the proposal. **Deviations, clarifications and/or exceptions must be clearly identified and listed separately as alternative items on additional information section for the County's consideration as specified in the Proposal Response Requirements Section, "Statement of Compliance."** **Note:** Allow sufficient time to upload all required files. The County's eProcurement Portal will not allow any uploads after the due date and time specified herein, e.g., if Part 1 and 2 uploaded successfully at 1:58:38 P.M. and Part 3 is in progress of being uploaded at 2:00:01 P.M., Part 3 will not upload successfully.
- J. County reserves the right to request proposal revisions and hold discussions and negotiations with any Respondent as necessary to serve the best interests of the County. Any proposal may be rejected if it is conditional, incomplete or deviates from specifications in this solicitation. The County reserves the right to waive, at its discretion, any procedural irregularity, immaterial defects or other improprieties which the County deems reasonably correctable or otherwise not warranting rejection of the proposal(s). Any waiver will not excuse a proponent from full compliance.

- K. Pre-contractual expenses are not to be included in the Cost Proposal. Pre-contractual expenses are defined as including, but not limited to, expenses incurred by the Respondent in: (1) preparing its proposal in response to this solicitation; (2) submitting that proposal to the County; (3) negotiating with the County any matter related to the Respondent's proposal(s); and (4) any other expenses incurred by the Respondent prior to the date of award and execution, if any, of the Contract.
- L. Any proposal may be construed as non-responsive and ineligible for consideration if it does not comply with the requirements of the solicitation. Failure to comply with the technical features and acknowledgment of receipt of addenda are common causes for holding a proposal nonresponsive.
- M. Where two or more Respondents desire to submit a single proposal in response to this solicitation, they must do so on a prime/subcontractor basis rather than as a joint venture. The County intends to contract with a single organization that may subcontract with multiple organizations but not with multiple organizations doing business as a joint venture.
- N. County does not require and neither encourages nor discourages the use of lobbyists or other consultants for the purpose of securing business.
- O. **The County requires a valid D-U-N-S number prior to Contract Award. If needed, your organization may obtain one at no cost at www.dnb.com. If you are unable to provide/obtain a D-U-N-S number, please indicate so in your proposal/bid submission response.**
- P. **The County requires a valid UEI number prior to Contract Award. Your organization must obtain one at no cost at www.usfcr.com. If you are unable to provide/obtain a UEI number, please indicate so in your proposal submission response.**
- Q. County reserves the right to:
1. Negotiate the final Contract(s) with any Respondent(s);
 2. Withdraw this solicitation in whole or part at any time without prior notice (the County makes no representations that any Contract will be awarded to any Respondent responding to this solicitation);
 3. Award its total requirements to one Respondent or to apportion those requirements among two or more Respondents;
 4. Reject any proposal if it is conditional, incomplete or deviates significantly from the services requested in this solicitation; and/or
 5. Request Best and Final Offer from any Respondent determined to be within the competitive range. Unless requested by the County, late Best and Final Offers will not be accepted by the County for any reason. In addition, negotiations may or may not be conducted with Respondents. Therefore, proposals submitted shall contain the Respondent's most favorable terms and conditions, since the selection and award may be made without discussion with any Respondent.
- R. Effective from the issuance date of this solicitation until a Contract is awarded or the solicitation is withdrawn, all individuals or entities responding—including their employees, agents, representatives, proposed partners, subcontractors, members, lobbyists, or attorneys (collectively "Respondents")—are prohibited from engaging in any direct or indirect communication with County personnel involved in the selection process, except with the designated DPA. Respondents may continue conducting business with the County on matters unrelated to this solicitation and may communicate with County staff, provided the solicitation is not discussed. Any attempt to engage in discussion regarding this solicitation

with anyone other than the designated DPA will be presumed to create an unfair competitive advantage and may result in disqualification.

- S. After the closing date and time for receipt of proposals, evaluation and if requested by the County, interviews will commence. Respondents who submit proposals most responsive to the County's requirements may be asked to participate in a County interview of their proposal to County staff. The County makes no guarantee as to the number of Respondents selected for interviews. Selected Respondents should be prepared to attend the interview within five (5) business days after notification and be prepared to discuss all aspects of its proposal in detail, including technical questions regarding the proposal. Respondents shall not be allowed to alter or amend its proposal through the use of the interview process.

1.5 MINIMUM QUALIFICATIONS

- A. Must have the ability to do business in Orange County, California;
- B. Complete all required Organization Response questions of the solicitation;
- C. Provide all required information, complete all required Exhibits and pass all IT security requirements.
- D. Have minimum five (5) years of consecutive, recent experience developing, implementing and supporting a Homeless Response System.
- E. Organization to have similar size project for at least one (1) public agency.

In order to be eligible to enter into a contract with County, an individual or entity must not be listed on the current Cumulative Sanction List of the Office of the Inspector General (U.S. Department of Health and Human Services) or the General Services Administration's list of parties excluded from federal programs, or the California Medi-Cal Suspended and Ineligible Provider List. Accordingly, County will not review any proposal submitted by an individual or entity found to be on any of these lists and the proposal will automatically be rejected. County will notify Respondent of this determination in writing. County plans to use the following databases to identify individuals and entities that are not eligible to contract with County:

- A. <https://exclusions.oig.hhs.gov/>
- B. <https://sam.gov/search/>
- C. Medi-Cal Suspension Search Database
- D. Social Security Administration's Death Master File

All requirements as listed in section 1.5 [Minimum Qualifications](#)

It is the sole responsibility of all Respondents to verify that they are not on any of these lists prior to preparing, and submitting, a proposal in response to this RFP. Correction of any errors found on any of the lists, above, is the sole responsibility of Respondent and must be made prior to submission of the proposal(s).

In addition, in order to be eligible to enter into a contract with County, an individual or entity must not have any pending charge(s) or conviction(s) for violation of criminal law(s) and/or any sanction(s) or disciplinary action(s) imposed or taken against them by any federal or state law enforcement, regulatory or licensing agency or body, including exclusion from Medicare and Medicaid programs. Accordingly, all Respondents must self-disclose with explanation or deny the existence of this information pertaining to their principals, executives and managers directly involved with the performance of the services solicited herein.

Proposals deemed to meet all minimum qualifications/requirements will move to the evaluation process stage.

1.6 EVALUATION PROCESS

Responses deemed to meet all minimum solicitation requirements will be scored based on the established evaluation criteria, and will be assigned points that measure the responsiveness to each identified criterion. The total number of points earned will be tallied for each response, based upon the Respondent(s) submitted written materials.

Responses shall be evaluated by an Evaluation Panel of knowledge experts on the basis of the responsiveness to the requirements in this RFP. The County may request clarifications, or otherwise verify the contents of the response, including information about the Respondent, Contractors and sub-contractors.

The scoring is based on evaluation of the response as measured against the Scoring Criteria, which includes County of Orange Procurement Preference Policy, in accordance with Sections 1.8-103 and 4.3-112 of the 2026 County Contract Policy Manual (CPM). A copy of the 2026 CPM can be found at <https://cpo.oc.gov/cpm>. Responses will be evaluated from the most advantageous to the least advantageous to the County.

1.7 SELECTION/AWARD PROCEDURES

Upon the completion of the evaluation process, the Evaluation Panel will make a recommendation for an award to the County's DPA. Final award determination shall be subject to reference checks and past performance.

The Model Contract contained herein this RFP is the Contract proposed for execution. It may be modified to incorporate negotiated items and other pertinent terms and conditions set forth in this RFP, including special conditions and requirements and those added by addendum, necessary attachments and/or exhibits and to reflect Respondent's response and qualifications. Any additional exceptions to the terms and conditions made by any Respondent after submission of its response may result in its elimination from further consideration.

Exceptions to the terms and conditions of the Model Contract or the statements regarding Respondent's inability to comply with any of the provisions thereof are to be declared in the Parent Project response to the RFP in Organization RESPONSES - Statement of Compliance.

Negotiations may or may not be conducted with the finalist(s); therefore, the response submitted should contain Respondent(s) most favorable terms and conditions, since the selection and award may be made without further discussion or need for clarification. Any additional exceptions to the terms and conditions made by any Respondent(s) after submission of its response may result in elimination from further consideration. The County will enter into negotiations with the selected Respondent(s) and award contract(s) upon completion of negotiation of fees and contract terms. The award may be subject to approval(s) by the County Board of Supervisors.

If a satisfactory Contract cannot be negotiated in a timely manner, County, in its sole discretion, may terminate negotiations with the selected Respondent and begin negotiations with the next Respondent.

1.8 RIGHTS RESERVED TO COUNTY

The County reserves the right to:

- A. Make use of any information or ideas in the responses submitted.
- B. Request response revisions and hold discussions and negotiations with any Respondent as necessary to serve the best interests of the County.
- C. Seek publicly available information about the Respondents.
- D. Conduct, or not to conduct, oral interviews and/or presentations with the highest-ranked Respondent(s) and additional Respondents.
- E. Waive, at its discretion, any procedural, non-material defects, irregularity or informality, which County deems correctable or otherwise not warranting rejection of the response that do not result in any unfair competitive advantage. Any waiver will not excuse a proponent from full compliance.
- F. Verify and validate any information prior to Contract Award and during the entire term of the Contract.
- G. Negotiate the final Contract with any Respondent(s), including pricing/fee schedule, as necessary to serve the best interests of the County;
- H. Withdraw or cancel in part or in its entirety this solicitation at any time without prior notice and furthermore makes no representations that any Contract will be awarded to any Respondent responding to this solicitation;
- I. Award its total requirements to one Respondent or to apportion those requirements among two or more Respondents as the County may deem to be in its best interests;
- J. Reject any response if it is conditional, incomplete or deviates significantly from the services requested in this solicitation; and/or
- K. Request Best and Final Offer from any Respondent determined to be within the competitive range. Unless requested by the County, late Best and Final Offers will not be accepted by the County for any reason. In addition, negotiations may or may not be conducted with Respondents.
- L. Make multiple awards to Respondent(s) for services requested in this solicitation, at its sole discretion, to serve the best interests of the County.
- M. Defer award of this Contract for a period of 180 days after the solicitation opening. During this period, Respondent shall guarantee the prices and terms quoted in their responses. The County and the responsive, responsible Respondent may mutually agree in writing to extend this deferral period.

Therefore, responses submitted shall contain the Respondent's most favorable terms and conditions, since the selection and award may be made without discussion with any Respondent.

1.9 TITLE VI SOLICITATION NOTICE

The County of Orange, in accordance with the provisions of the Title VI of the Civil Rights Act of 1964 (78 Stat. 252, 42 USC §§ 2000d to 2000d-4) and the Regulations, hereby notifies all Respondents that it will affirmatively ensure that any contract entered into pursuant to this advertisement, will be afforded full and fair opportunity to submit response to this solicitation and will not be discriminated against on the grounds of race, color or national origin in consideration for an award.

1.10 DEPARTMENT OF THE TREASURY, INTERNAL REVENUE SERVICE FORM W-9/W-8 REQUIREMENTS

Effective June 3, 2006, all Contractors, entering into a Contract with County, who are not already established in Countywide Enterprise Resource Planning (ERP) System as an Auditor-Controller vendor, will be required to submit to County a federal Form W-9, or form W-8 for foreign vendors. County will inform Contractor, at the time of award, if the Form W-9 or W-8 will be required.

In order to comply with this County requirement, within ten (10) days of notification of selection of award of Contract but prior to official award of Contract, the selected Contractor agrees to furnish to Contract administrator, or th DPA the required W-9 or W-8.

1.11 LEVINE ACT REQUIREMENT

Effective January 1, 2023, all contractors entering into a contract with the County, will be required to submit the Campaign Contribution Disclosure Form for any contributions made on or after January 1, 2023. In order to comply with this requirement, Respondent agrees to furnish the required Campaign Contribution Disclosure Information form as a required submittal with its response. Failure to include the form as required will render the response nonresponsive.

SECTION 2. PROPOSAL SCORING FORMAT

Phase 1 - Written Response Scoring: 700 points maximum

Phase 2 - Interview Scoring: 200 points maximum

Phase 3 - Cost Proposal: 100 points maximum

2.1 WRITTEN PROPOSAL

No.	Evaluation Criteria	Scoring Method	Weight (Points)
1.	Respondent's Background, Qualifications & Experience	Points Based	150 (21.4% of Total)
2.	Program Design	Points Based	200 (28.6% of Total)
3.	Performance Objectives	Points Based	100 (14.3% of Total)

4.	Staffing	Points Based	100 (14.3% of Total)
5.	Facility	Points Based	125 (17.9% of Total)
6.	Compliance with the County Model Contract *Note: Respondents submitting exceptions to the County Model Contract of this RFP, will receive a score of “0” for this criterion.	Points Based	25 (3.6% of Total)

2.2 INTERVIEW

No.	Evaluation Criteria	Scoring Method	Weight (Points)
1.	Interview Scoring Format: 200 points maximum: <i>NOTE: If interview/presentations are not conducted, the Written Response shall account for 900 total points of the scoring.</i>	Points Based	200 (100% of Total)

2.3 COST PROPOSAL

No.	Evaluation Criteria	Scoring Method	Weight (Points)
1.	Cost Proposal The Response with the lowest cost receives the maximum points allowed for this criterion. All other proposals receive a percentage of the points available based on their cost relationship to the lowest-priced Response. Should any Preference Policies apply, the Preference Policy Applicable to Cost Proposal criteria will be scored.	Points Based	100 (100% of Total)

SECTION 3. SCOPE OF WORK

3.1 TARGET POPULATION

Program A: Individuals experiencing homelessness as defined by adult (aged 18 years or older) only households, with a priority for serving older adults age 62 and older.

Program B: Families experiencing homelessness as defined by households with at least one adult (age 18 years or older) and either, at least one minor child (aged 0 to 17), or have one pregnant woman, or is an adult only household in the process of reunification with at least one minor aged child.

Program C: Transitional Age Youth (TAY) as defined by households with a head of households who is age 18-24. This may include Adult Only Households and Families, so long as the head of household is TAY and there are no other adults in the household older than 24 years of age.

Each component of the Rapid Rehousing Services Program will serve people who meet the Homeless Emergency Assistance and Rapid Rehousing Transition to Housing (HEARTH) Act of 2009 definition of homelessness and categories as defined in 24 CFR Parts 91, 582 and 583:

Category 1: Literally Homeless: Individual or family who lacks a fixed, regular, and adequate nighttime residence meaning:

1. An individual or family with a primary night-time residence that is a public or private place not designated for or ordinarily used as a regular sleeping accommodation for human beings; or
2. An individual or family living in a publicly or privately operated shelter designed to provide temporary living arrangements (including congregate shelters, transitional housing and hotels or motels paid for by charitable organizations or by federal, state and local government programs); or
3. An individual who is exiting an institution where she or he has resided for 90 days or less and who resided in an emergency shelter or place not meant for human habitation immediately before entering that institution.

Category 2: Imminent Risk of Homelessness: Individual or family who will imminently lose their primary nighttime residence, provided that:

1. The primary night-time residence will be lost within 14 days of the date of application for homeless assistance;
2. No subsequent residence has been identified; and
3. The individual or family lacks the resources or support networks needed to obtain other permanent housing.

Category 3: Homeless Under Other Federal Statutes: Unaccompanied youth under 25 years of age, or families with Category 3 children and youth, who do not otherwise qualify as homeless under this definition, but who:

1. Are defined as homeless under the other listed federal statutes, such as 387 of the Runaway and Homeless Youth Act (42 U.S.C. 5732a), section 637 of the Head Start Act (42 U.S.C. 9832), section 41403 of the Violence Against Women Act of 1994 (42 U.S.C. 14043e-2), section 330(h) of the Public Health Service Act (42 U.S.C. 254b(h)), section 3 of the Food and Nutrition Act of 2008 (7 U.S.C. 2012), section 17(b) of the Child Nutrition Act of 1966 (42 U.S.C. 1786(b)) or section 725 of the McKinney-Vento Homeless Assistance Act (42 U.S.C. 11434a);

2. Have not had a lease, or ownership interest in permanent housing during the 60 days prior to the homeless assistance application;
3. Have experienced persistent instability as measured by two moves or more during in the preceding 60 days; and
4. Can be expected to continue in such status for an extended period of time because of chronic disabilities, chronic physical health or mental health conditions, substance addiction, histories of domestic violence or childhood abuse (including neglect), the presence of a child or youth with a disability, or two or more barriers to employment, which include the lack of a high school degree or General Education Development (GED), illiteracy, low English proficiency, a history of incarceration or detention for criminal activity, and a history of unstable employment.

Category 4: Fleeing/Attempting to Flee Domestic Violence: Any individual or family who:

1. Is fleeing, or attempting to flee, domestic violence, dating violence, sexual assault, stalking or other dangerous or life-threatening conditions that relate to violence against the individual or family member, including a child, that has either taken place within the individual's or family's primary nighttime residents or has made the individual or family afraid to return to their primary nighttime residents;
2. Has no other residence; and
3. Lacks the resources or support networks (e.g., family, friends, faith-based or other social networks) to obtain other permanent housing.

In the Orange County Continuum of Care, shelter and housing programs and supportive services, are often targeted by household type and subpopulation. The following are some additional definitions as they relate to this RFP:

1. Survivors of Domestic Violence (Survivor) refers to both individuals and families who meet the Category 4 of homelessness.

3.2 SERVICES TO BE PROVIDED

Rapid Rehousing Services will provide a minimum of six months to a maximum of 24 months of rental assistance and case management support individuals, families or TAY experiencing homelessness with securing and transitioning into permanent housing and sustaining that housing. The Program will assist participants experiencing homelessness in accessing the most appropriate services and resources across the System of Care, including behavioral health, healthcare, benefits and mainstream services, housing, navigating application and enrollment processes and providing advocacy and support as necessary. Rapid Rehousing Services are made available through the Coordinated Entry System (CES), which prioritizes housing resources for those with the highest vulnerabilities and length of homelessness. Rapid Rehousing Services will work with CES Access Points, street outreach teams and emergency shelter programs, to support participants in

identifying appropriate housing options through housing navigation services and financial assistance support.

The Program will follow Housing First principles and incorporate evidenced-based approaches such as Motivational Interviewing, Progressive Engagement, trauma-informed care, harm reduction and risk management, to address barriers to housing and economic stability. The Program is to be implemented in a manner that increases equitable service access across Orange County and in support of cultural competency.

Below are the general requirements and program elements for the Rapid Rehousing Services programs:

- A. Intake and Assessment: Programs must work with CES and homeless service providers to engage and enroll persons who would benefit from a rapid rehousing intervention to overcome their homelessness. It is expected that Program(s) will enroll participants quickly and do not wait for participants to locate housing or be fully engaged prior to program enrollment.
 - 1. Program should provide ample time to engage participants and repeatedly engage with participants who are hesitant or unsure of engaging in homeless services. Program should also ensure that service engagement is voluntary, client-centered and trauma-informed.
 - 2. Programs must conduct an assessment to determine the history of participation in other homeless service assistance programs and collection of needed demographic information from participants. Program must be able to assess and re-evaluate the participant's service needs and make recommendations to appropriate and eligible housing and/or supportive services that best meet the participant's needs.
 - 3. Programs intake and assessment process should confirm program eligibility and maintain a record of appropriate documentation in support of the eligibility determination process.
- B. Housing-Focused Case Management: Programs must provide services to participants that support with locating permanent housing options that meet the participant's needs. The following case management activities must be made available to participants:
 - 1. Program must create an Individualized Housing and Service Plan, in partnership with the participant, that considers and incorporates the goals of the participant and focuses on identifying and securing permanent housing as well as other life areas that will support and assist participants in successfully obtaining and maintaining housing. The Individualized Housing and Service Plan should address specific needs and barriers to housing and track progress on established goals and milestones.

2. Identification of housing opportunities: The Program is expected to work with participants to understand their housing desires and needs and work with them to identify rental housing that would best meet their needs.
3. Ongoing housing stability case management services for participants that are permanently housed. It is preferred that case management is provided in the field and that programs conduct house visits where participants are living. Case management services are expected to be provided at a minimum of twice monthly or following a structured Critical Time Intervention model.
4. The program is expected to utilize the recommended case management ratio of one (1) case manager to every twenty (20) participants or a case management ratio established in a proposed Critical Time Intervention program model. Case management must provide support to participants with creating a budget to understand what budgeting changes and resources are needed to create stability in housing.
5. Programs are required to have a network of resources for participant referrals and linkages through both formal and informal collaborations and partnerships. Collaborations and partnerships are a critical and required component of the Program. Proposers are encouraged to plan creatively to utilize existing community resources to provide program services. Proposers must be able to demonstrate partnerships with existing services, both internal to their own organization and within the broader community to best maximize the use of existing resources, avoid duplication of services, and expand options for those served. Networks must include the following resources:
 - a. Physical Health Care
 - b. Mental Health Care
 - c. Substance Use Treatment
 - d. Benefits Support
 - e. Employment Services
 - f. Legal Services
 - g. Credit Counseling
 - h. Education
 - i. Transportation

- j. Essential services that address the needs of specialized populations, including but not limited to transitional aged youth, seniors, victims of domestic violence, dating violence, sexual assault, or stalking and veterans.
- C. Housing Navigation Services to support participants in identifying available housing units and resources, completing needed forms and applications for housing, as well as providing support through in-person or teleconference meetings relating to housing search and placements. When housing is secured, the Program will assist the participant in understanding the lease, making moving arrangements and establishing utilities.
 - 1. Identification of housing opportunities: The Program is expected to work with participants to understand their housing desires and needs and work with them to identify rental housing that would best meet their needs. Programs are expected to support housing opportunities that incorporate roommates and shared living spaces. Programs must ensure that housing opportunities are habitable, meet the Fair Market Rate (FMR) and rent reasonableness requirements.
 - 2. Landlord/ Lease negotiations and review: Programs are expected to have staff that are available to engage with landlords and resolve any issues as they arise.
- D. Case conference, coordinate and collaborate with the other components of the System of Care, Orange County Continuum of Care and key stakeholders countywide to employ a multi-disciplinary approach to assisting the participant in accessing services and/or programs. This will support in coordinating and monitoring other needs and engagement processes for the participant as well as measuring progress on the Individualized Housing and Service Plan.
 - 1. Services may first be provided to the participant while enrolled in another homeless service system program, including street outreach or emergency shelter. The participant may have several case managers at one point depending on the supportive services being accessed, as such the program is expected to work collaboratively with others for the benefit of the participants. The goal of the Program is to ensure care coordination, continuity of services to ensure permanent housing and ongoing housing stability. The Program is to case conference and collaborate with other case managers providing services to the participant.
- E. Services will be recorded in the Homeless Management Information System (HMIS) in accordance with the adopted HMIS Policies and Procedures. This includes timely and appropriate data input in HMIS, including progress notes after each engagement and/or case management session with a participant.
- F. Financial Assistance: The Programs must provide financial assistance that supports program participants in accessing and maintaining housing. Financial assistance is

expected to be flexible and individualized to the needs of each participant. Financial assistance is expected to take a progressive assistance approach, meaning participants take on an increased portion of their rent over time. The following are eligible financial assistance services that Programs are able to provide to participants:

1. Security deposit
2. Rental assistance, up to twenty-four (24) months
3. Rental arrears, this should only be used if it will facilitate the participant securing permanent housing. A maximum of two (2) months of assistance is allowable. (Not meant to be used as homelessness prevention)
4. Utility deposit
5. Utility assistance, up to six (6) months of assistance per utility
6. Utility arrears, in situations where arrears are preventing the participant from establishing utilities within their housing. A maximum of three (3) months is allowable.
7. Move-in expenses, including application fees, broker fees and moving costs. Depending on funding source essential furnishings may also be provided.
8. General housing assistance and employment assistance that support increasing income or stabilizing housing. Depending on the funding source this category may include document fees, expenses associated with gaining employment, limited automobile repair and transportation assistance.

G. Services should be available seven days a week and operate extended hours daily to accommodate participants' needs.

3.3 PERFORMANCE OBJECTIVES

The following performance measures will be a requirement of this contract and will ensure a Rapid Rehousing program that prioritizes participant housing goals and exits to stable permanent housing.

- A. **Individualized Housing and Service Plan:** Of the participants enrolled in the program during the reporting period, 100% of participants will have an Individualized Housing and Service Plan within 30 days of program enrollment.
- B. **Move into Rapid Rehousing unit:** 50% of households enrolled will move into Rapid Rehousing supported unit within 90 days of enrollment.
- C. **Exits to permanent housing:** A minimum of 85% of all participants exit to permanent housing destination.

- D. **Services:** A minimum of 50% of all participants will receive referrals to supportive services and resources that augment housing stability including but not limited to medical, behavioral health, benefits and/or employment services.
- E. **Income:** At minimum, 40% of participants will increase their income while enrolled in the Program.

3.4 STAFFING REQUIREMENTS

All personnel assigned to the performance of the services will be closely evaluated by County. Staffing should reflect diverse populations served and demonstrate capacity to effectively implement the proposed project or program. Staffing should reflect diverse populations served, and at a minimum include English, Spanish and Vietnamese speaking personnel. Staff should demonstrate the ability to communicate effectively in both written and verbal formats, and the ability to problem solve effectively within the structure of the program, the contract and budgetary parameters, as appropriate to their respective job descriptions.

Selected Respondent(s) must provide effective administrative management of the budget, staffing, recording and reporting. Responsibilities include but are not limited to the following:

1. Designate the responsible position(s) in your organization for managing the funds allocated to this Program.
2. Maximize the use of the allocated funds.
3. Ensure timely and accurate reporting.
4. Maintain appropriate staffing levels.
5. Ensure staff possess the qualification and capacity to perform responsibilities tied to the staff's position.
6. Effectively communicate and monitor the Program for its success;
7. . Maintain communication between the County key staff and Program Administrators.
8. Act quickly to identify and solve problems.
9. Work to create a case management staffing ratio of approximately one case management staff to twenty participants, 1:20.

Additionally, Program staff should meet the following general criteria:

1. Staff overseeing a direct service must have extensive knowledge of the County's System of Care and Homeless Service System.
2. Experience with the target population is preferred. Staff should be trained to recognize signs of decompensation and be prepared to provide the appropriate level of intervention

as needed. Behaviors should be observed and referrals to appropriate community service providers should be made to ensure the safety and health of the program participant.

3. Respondent(s) should demonstrate how lived experience and expertise is incorporated into their staffing model and/or program design.
4. Administrative staff must be assigned to work with the contract and have experience with overseeing and supporting past government contracts.
5. Staffing should ensure services are available seven days a week and operate extended hours daily to accommodate participant needs.

3.5 FACILITY REQUIREMENTS

The selected proposer shall maintain a facility that meets the following minimum requirements:

- A. Provide office space for participants and case managers to meet during program operational hours located within Orange County.

3.6 ADMINISTRATIVE RESPONSIBILITIES

Contractor must submit reporting on a monthly basis in a form acceptable to the County. The reporting shall support the County in evaluating the Contractor's performance as it relates to participant data, program linkages and units of services.

Contractor will be required to utilize HMIS to support with data collection, management and reporting standards and used to collect participant-level data.

1. Total number of eligible households that receive assistance;
2. Composition of the households – demographics, size and type;
3. Number of unduplicated Participants served
4. Caseload movement;
5. Financial assistance expenditures;
6. Length of assistance;
7. Number of Participants exits and exit types;
8. CES status – total number referrals received from the CES program and related status;
9. Individualized Housing and Service Plan status – total number of plans established with Participants and related progress towards completion; and
10. Income increases for Participants.

Annual Audit Submission: Independent audits to be performed by a Certified Public Accountant, which shall include an audit of funds received from the County, in accordance with

applicable regulatory requirements. Copies of each required audit report must be provided to the County within thirty (30) days after the date received by the Operator.

Inspections: County or its authorized representative shall have the right at all reasonable times to inspect the facility to determine if the provisions of the program are being complied with.

File Maintenance and Documentation: Operator shall prepare all applicable files and perform all administrative management tasks, as indicated in the Standards of Care.

Operator shall maintain all records required by the federal regulations specified in 24 CFR 570.503(b)(2), 570.506, 570.507, 570.508 that are pertinent to the activities to be funded under this CONTRACT. Such records shall include, but not limited to:

1. Records providing a full description of each activity undertaken;
2. Financial records as required by 24 CFR 570.502, and OMB Circular A-87; and
3. Other records necessary to document compliance with Subpart K of 24 CFR 570.

Retention: Operator shall retain all records pertinent to expenditures incurred under this Contract for a period of five (5) years after the termination of all activities funded under this Contract, or after the resolution of all federal audit finding, whichever occurs later. Records for non-expendable property acquired with funds under this Contract shall be retained for five (5) years after final disposition of such property. Records for any displaced person must be kept for five (5) years after s/he has received final payment.

3.7 ADDITIONAL WORK CLAUSE FOR APPLICABLE SERVICE CONTRACTS

- A. Upon County request, Contractor shall submit supplemental proposals for Additional Work not called for under the Scope of Work of this Contract. Contractor must obtain County Project Manager's written approval prior to commencing any additional work.
- B. County reserves the right to obtain supplemental proposals from, and use, alternate sources for completion of the additional work and to utilize the data provided under this Contract to obtain necessary services.
- C. If County authorizes work by an alternate source, Contractor may be relieved of responsibilities pertaining to the equipment affected by the project while work is being performed and during the subsequent warranty period.
- D. Contractor shall continue to provide services to all areas not affected by work provided by alternate sources.
- E. Upon completion of any additional work, whether by Contractor or an alternative source, County's Project Manager or designee and Contractor will inspect the finished product at no additional cost to County. Upon mutual acceptance of the additional work, Contractor shall again be responsible for all services originally covered under this Contract and the work performed under this section.

3.8 MISCELLANEOUS CLAUSE

1. Miscellaneous commodities may be obtained at County's request. Contractor shall provide a written quote and obtain authorized County approval. Contractor under no circumstance shall provide any commodities without prior written authorized County approval. Additional delivery locations may be added or deleted at any time with no penalty to County. Miscellaneous item purchases shall not exceed \$5,000.00, per item, including tax and other expenses, except when ordering the same items multiple times. Total order amount shall not exceed \$25,000.00.
2. County may elect to accept substitute like commodities, commodities of equal or better quality and/or brand, costing equal or less than the original contracted commodities as set forth in this Contract with written authorized County approval. Substitute like commodities that cost more will require prior authorized approval from County before any substitution will take place.

3.9 BOARD OF SUPERVISORS APPROVAL

Approval by the Board of Supervisors is required for all service contracts where for any year of the contract, the annual value to any one contractor exceeds \$200,000.

Approval by the Board of Supervisors is required for all service contracts where the total contract value exceeds or is anticipated to exceed \$1,000,000 when all contract years are taken into consideration for multi-year contracts.

3.10 HOMELESS SERVICE SYSTEM PILLARS

County Executive Office - Office of Care Coordination supports the County's effort to build a responsive System of Care that meets the needs of individuals and families experiencing homelessness by providing access to permanent housing and supportive services.

The Scope of Work and services outlined are in alignment with the Housing Pillar from the Commission to End Homelessness Homeless Service System Pillars Report. County Executive Office - Office of Care Coordination and Respondents shall work to implement the principles and commitments of the Housing Pillar, as applicable.

Respondent shall upload their completed Homeless Service System Pillars Attestation in the Vendor Responses question.

SECTION 4. PROPOSAL RESPONSE REQUIREMENTS

4.1 RESPONDENT'S BACKGROUND, QUALIFICATION & EXPERIENCE

Provide a detailed response to the following question. Limit response to five (5) pages for this section.

- A. Provide an overview of your organization and brief description of the organization's history including length of time in business; services provided relevant to the Homeless Service System; and list any certifications and/or affiliations that may be relevant to the RFP.

- B. Provide a general description of the organization's financial condition and identify any conditions (e.g., bankruptcy, pending litigation, planned office closures, or impending merger) that may impede your organization's ability to complete the services.
- C. Describe your organization's past and present experience and demonstrated ability in providing the services being proposed to the target subpopulation or similar population as defined in Section 3. Responses should provide the following key details and be relevant to the Rapid Rehousing Services being proposed:
 - 1. Include project name, date and location.
 - 2. Describe the scope of work.
 - 3. Describe any obstacles encountered and project outcomes.
 - 4. Describe your organization's experience working collaboratively with a variety stakeholders and providers and leveraging partnerships that support effective services coordination.
 - 5. Describe additional relevant information concerning the services offered in this RFP that it considers important in evaluating its services.

4.2 PROGRAM DESIGN

Provide a detailed response to the following questions and include any potential challenges and how those challenges will be addressed. Limit response(s) to one (1) page per numbered question, ten (10) pages total for this section.

- A. Describe the operational aspects of the Rapid Rehousing Services program. Describe the total number of households to be served by the program annually. Describe how geographic equity will be achieved. Describe how your agency will determine eligibility and the duration of rental assistance for the household.
- B. Describe in detail how your organization will meet the unique needs of the target population based on the Program Component (Individuals, Families, or TAY) you are applying for and how your organization will work with participants experiencing homelessness in a Rapid Rehousing program setting. Include key aspects of your program and how it will engage people experiencing homelessness who have a long history of trauma, abuse and/or violence and who are hesitant or reluctant to engage in the homeless service system to engage and accept services in the context of time-limited assistance through rapid rehousing.
- C. Describe in detail how your organization will conduct Assessment and Intake as part of the program. Include details regarding the Individualized Housing and Service Plan to be developed with the participant, incorporates a holistic view of the participant and relevant past experience in providing this service component.
- D. Describe your organization's plan to ensure services are provided in a manner that is culturally and linguistically appropriate for the population served, detailing linguistic capacity and access to translation services that ensure participants can receive services in the language of their choice.
- E. Describe how your organization will provide Housing Navigation as part of the program and how participants will be engaged in the process. Include relevant collaborative engagement with landlords, current landlord relationships that can be leveraged and strategies to securing permanent housing for participants with low income and/or limited ability to increase income and high barriers to housing and detail approaches to identifying units that will assist participants in becoming rapidly rehoused.

- F. Describe how your Program will be rapidly scaled up to be able to immediately begin services. Detail existing infrastructure that your Program will be leveraging to do so. Describe your procedure and internal processes to ensure timely payment of rental assistance, security deposits and other time sensitive financial assistance.
- G. Describe your organization's understanding and operational strategies for implementing Housing First, Harm Reduction and Trauma-Informed Care principles within the Program.
- H. Describe in detail how your program will be integrated into the Coordinated Entry System (CES) to receive referrals. Include details regarding the strategies to coordinate with referring agencies to ensure timely enrollment.
- I. Describe in detail how your organization will provide housing-focused case management as part of the program and your approach to assessing participant needs and the development of individualized housing/service plans. How will your organization address housing, physical health, behavioral health, benefits and employment? How will your organization ensure an approach conducive to successful exits to permanent housing? Include any other priority areas your organization plans to address in service planning.
- J. If applicable, describe your current CoC Program-funded program whose funding is in jeopardy. Proposals coming from organizations that have a CoC Program-funded program(s) whose funding is in jeopardy will be prioritized and will receive full points for this question. Proposals that do not have a CoC Program-funded program whose funding is in jeopardy will not receive points for this question.

4.3 PERFORMANCE OBJECTIVES

The following set of questions will allow the Respondent to provide further details and information related to their plan and capacity to achieve Rapid Rehousing performance objectives. Limit response(s) to one (1) page per numbered question, four (4) pages total for this section.

- A. Describe how your agency plans to meet the performance objectives described in this RFP. Provide specific details regarding how your agency will achieve the proposed number of households served.
- B. Provide an overview of your quality assurance policies and procedures for monitoring and responding to Program outcomes and targets.
- C. Describe how your organization will ensure appropriate data collection, timely data entry and reporting to the County, including utilization of HMIS.
- D. Describe how your organization will coordinate communication with the County, County Procurement Office and partners involved in the services associated with the Program, including the submission of monthly invoicing, and required reporting after services have been rendered.

4.4 STAFFING

Provide a detailed response and submit the requested attachments for each question below. Limit response(s) to one (1) page per numbered question with the exception of Question D and Question E, five (5) pages total for this section.

- A. Describe the number and type of staff (Program and administrative) that will be allocated to this Program. One (1) Full Time Equivalent (FTE) equals an average of 40 hours worked per week.
- B. Describe how your organization will recruit, hire and train staff to provide the services described in this solicitation.

- C. Provide a proposed staffing patterns per shifts in order to maintain coverage for the program during regular program operations. Describe how the staffing pattern aligns with the proposed number of households served.
- D. Provide resume for at least one (1) staff that will have operational oversight of proposed Programs. Resume does not count toward response page limit.
- E. Provide an organization chart. Organization chart does not count toward response page limit.
- F. To accompany the organization chart, designate in writing, the service team, the team leader and the reporting relationships amongst staff responsible for the County's account.
- G. Describe any services/staff that will be subcontracted. Subcontracts must be approved in advance by County and must meet the requirements of this solicitation. Subcontracted services may include:
 - 1. Fee-for-service personnel who provide program or administrative services. Administrative service subcontracts may include, but are not limited to, auditing, accounting and billing services.
 - 2. Personnel who provide specialized services.

4.5 FACILITY

Provide a detailed response to the following questions regarding the facility where the Rapid Rehousing Program will operate and include any potential challenges and how those challenges will be addressed. Limit response(s) to one (1) page per numbered question, three (3) pages total for this section.

- 1. Provide the address of the facility or facilities and describe the onsite amenities including case management meeting space and community rooms.
- 2. Describe how the Program will ensure equitable county-wide access.
- 3. Describe the ADA compliance of the facility and how your agency accommodates participants who have mobility and/or disability challenges to best meet their needs and the provision of rapid rehousing services. If the facility is not ADA compliant, describe your organization's plans to make needed upgrades to the facility to meet ADA requirements.

4.6 COMPLIANCE WITH THE COUNTY MODEL CONTRACT

*Note: Respondents submitting exceptions to the County Model Contract of this RFP, will receive a score of "0" for this criterion.

4.7 INTERVIEW

County reserves the right to conduct, or to not conduct, oral interviews with the highest-scored Respondent(s). The decision whether to conduct oral interviews rests solely with County and the decision of the DPA is final. Respondents shall be ready to attend interview within five (5) calendar days of notification. Any inquiry to determine the responsibility of a Respondent to this RFP may be conducted. Respondent agrees that the submission of a proposal is permission by Respondent for County to verify all information contained therein. If County believes it necessary, additional information may be requested from Respondent. The County may also send written questions and ask for written responses within five (5) business days. Failure to comply with any such request

may disqualify a Respondent from further consideration. Respondents must be prepared to discuss all aspects of their proposal in detail, including technical questions. Respondents will not be allowed to alter or amend their proposal through the use of the presentation process.

NOTE: If interview is not conducted, the Written proposal shall account for 900 total points of the scoring.

4.8 BUDGET

Respondents must complete the Budget Forms (Attachment C) and provide narratives that fully explain and justify all budget items being proposed. The budget is to be completed for a 12-month period and shall be subject to negotiation prior to finalization of a contract.

The County anticipates reimbursing the selected Respondent(s) monthly in arrears for actual costs of providing the services, unless otherwise stated, up to the contract not to exceed amount, provided that the costs are allowable in accordance with county, state and federal regulations.

Below are guidelines to help complete the budget.

- A. Prior to working on the Budget Package, please review the Procurement Budget Guide in the attached Budget Package to assure all requirements are met.
- B. Areas of the Budget Package (EXCEL document) contain formulas to automatically calculate and summarize your data and have been protected to maintain the integrity of the links and formulas. Please do not modify formulas, links or the format. If you need any modification(s), please contact the Procurement Administrator and they will make any necessary adjustments, as appropriate.
- C. When entering numerical or other information into the Budget Package, Respondents will only enter information in the GREEN SHADED areas; found on the Green Tabs.
- D. When entering numerical data into the Budget Package, please do not use any links or formulas. All cells requiring a hard coded numerical entry (excluding Hours per Week, Hourly Rates, FTEs, Direct Service Hours and Caseloads) should be entered as a whole number.

Budget Package Tabs:

A. Proposed Summary Tab:

- 1. Respondent completes Green Shaded Cells F9 through F15. Please follow instructions below each line.
- 2. Upon Submission of proposal the Respondent will sign and date Cells D43 and I43 and include a pdf copy of the Proposed Summary with their proposal.

B. Proposed Budget Tab:

1. Respondent completes Green Shaded Cells G13 through F15.
2. Respondent completes Green Shaded Cells B25 through B27.
3. Gray Cells F39 & F40 Salaries and Benefits for Administrative and Program costs will automatically populate from the Administrative and Program Staffing Salary and Benefits Detail (from Proposed Staffing Tab). These cells are locked. Administrative costs are those not related to direct services and program costs.
4. Since FY 2014-15, the costs of Program Administration were included in the Total Administrative Costs amount to comply with 2 CFR Part 225 (formerly OMB Circular A-87). This will continue and will be reflected in the calculation of your contract budget.
5. If needed Green Cells F42 and F43 are hard entered by Respondent based on Proposed Budget.
6. Gray Cells F49 through F69 automatically populate and are locked.
7. If Proposing Administrative Costs; Respondent will enter administrative expense line items and realistic costs in Green Shaded cells. Administrative Costs cannot exceed 10% of total proposed budget.
8. As above Respondent will enter program expense line items and realistic costs in Green Shaded cells.
9. If your proposed Services has Start-up Funds indicated in the RFP; Respondent will enter proposed Administrative and Program items and costs in each appropriate Green Cell. If no Start-up Funds or Respondent is not requesting funding; please skip these cells.
10. Revenue Detail: If known or Applicable enter any proposed Revenue in Green Cells.
11. Facility Expense Detail: Please follow instructions for completion. If proposing Office space/rental costs Green Cells F311 and F312 must be completed so the amounts automatically populate to Cells F81 and F141.
12. Equipment Owned & Leased Detail. If applicable complete so costs automatically populate to the Administrative and Program costs.
13. Financial/Accounting Information. Please complete as requested.
14. Licenses, Permits, Approvals. Please complete as applicable.

SECTION 5. ORGANIZATION RESPONSES

Proposals must be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of this RFP. Emphasis should be on completeness and clarity of content with sufficient detail to allow for accurate evaluation and comparative analysis. **Proposals (Part 3) are limited to a 5-page maximum for Parent Project responses. Associated Projects: Program A, Program B or Program C responses are limited to a 22-page maximum per Program.**

Note: Responses that exceed the page limit noted above will be disqualified from further consideration.

5.1 RESPONDENTS RESPONSE*

Please upload responses for each of the Scoring Criteria.

Select all that apply

- ☐ Program A: Rapid Rehousing Services for Individuals
- ☐ Program B: Rapid Rehousing Services for Families
- ☐ Program C: Rapid Rehousing Services for Transitional Age Youth

*Response required

5.2 COMPLIANCE STATEMENTS*

Some *required questions might not be applicable to your organization. Do not leave any required fields blank. Please indicate "N/A" when necessary. A required field that is left blank will prohibit your response from being submitted.

- ☐ YES
- ☐ NO

*Response required

5.3 VALIDITY OF RESPONSE*

The County requires that all response be valid for at least three hundred sixty-five (365) calendar days. Submissions not valid for at least three hundred sixty-five (365) days will be considered nonresponsive. The Respondent shall state the length of time for which the submitted response shall remain valid below:

Please state 365 calendar Days if your response will be valid for that period of time. If your response will be valid for a different period of time please list the appropriate number of calendar days.

Maximum response length: 100 characters

*Response required

5.4 CERTIFICATION OF UNDERSTANDING*

The County assumes no responsibility for any understanding or representation made by any of its officers, employees or agents during or prior to the execution of any Contract resulting from this solicitation unless:

- A. Such understanding or representations are expressly stated in the Contract; and
- B. The Contract expressly provides that the County therefore assumes the responsibility.

Representations made but not expressly stated and for which liability is not expressly assumed by the County in the Contract shall be deemed only for the information of the Respondent.

Respondent certifies that such understanding has been considered in this response.

☐ Please confirm

*Response required

5.5 MINIMUM QUALIFICATIONS/REQUIREMENTS STATEMENT*

The Respondent certifies that it has thoroughly examined the County's requirements and meets all minimum qualifications and requirements set forth in this RFP.

☐ Please confirm

*Response required

5.6 CERTIFICATE OF INSURANCE *

The Respondent shall certify its willingness and ability to provide the required insurance coverage and certificates as set forth in the Model Contract.

☐ Please confirm

*Response required

5.7 DEPARTMENT OF THE TREASURY, INTERNAL REVENUE SERVICE FORM W-9 REQUIREMENTS

All Contractors will be required to submit to County a federal Form W-9, or form W-8 for foreign vendors. County will inform Contractor, at the time of award, if the Form W-9 or W-8 will be required.

In order to comply with this County requirement, within ten (10) days of notification of selection of award of Contract but prior to official award of Contract, the selected Contractor agrees to furnish to the agency Deputy Procurement Agent (DPA) the required W-9 or W-8.

You may upload the appropriate form here or comply within the ten (10) days as described above.

5.8 CONFLICT OF INTEREST*

Does the Respondent have an existing relationship with the County, past or current, for any financial or business reasons, or any other reason?

An answer of "**NO**" shall be considered as Respondent certifying that no relationship exists or has existed as outlined below. An answer of "**YES**" will allow you to disclose the necessary information to the County.

Respondent with an existing or past relationship with the County, for any reason, shall answer "**YES**" to this question and disclose:

- A. Any financial, business or other relationship with the County, any other entity that the County Board of Supervisors governs, or any County Board member, officer or employee, which may have an impact, affect or influence on the outcome of the services you propose to provide. Provide a list of current clients, employees, principals or shareholders (including family members) who may have a financial interest in the outcome of services you propose to provide.
- B. Any financial, business or other relationship within the last three (3) years with any firm or member of any firm who may have a financial interest in the outcome of the work.

☐ Yes

☐ No

*Response required

When equals "Yes"

5.8.1 Conflict of Interest Follow Up Question 1*

Disclose any financial, business or other relationship with the County, any other entity that the County Board of Supervisors governs, or any County Board member, officer or employee, which may have an impact, affect or influence on the outcome of the services you propose to provide. Provide a list of current clients, employees, principals or shareholders (including family members) who may have a financial interest in the outcome of services you propose to provide.

*Response required

When equals "Yes"

5.8.2 Conflict of Interest Follow Up Question 2*

Disclose any financial, business or other relationship within the last three (3) years with any firm or member of any firm who may have a financial interest in the outcome of the work.

*Response required

5.9 STATEMENT OF COMPLIANCE*

A statement of compliance with all parts of this RFP or a listing of exceptions and suggested changes must be submitted in response to this RFP.

- Yes = No Exceptions: This response is in strict compliance with said RFP, including, but not limited to, the terms and conditions set forth in the Contract and its Attachments, and **no exceptions thereto are proposed.**
- No = Exceptions: If there are any proposed exceptions, This response shall proceed to upload a list of any and all exceptions in accordance with the instructions provided after "No" is selected.

Note: Respondents submitting exceptions to the County Model Contract listed in this RFP will receive a score of "0" for that criteria.

☐ Yes

☐ No

*Response required

When equals "No"

5.9.1 Attachment for each proposed exception must include:*

- A. The RFP page number and section of the provision Respondent is taking exception to;
- B. The complete provision Respondent is taking exception to;
- C. The Respondent's suggested rewording;
- D. Reason(s) for submitting the proposed exception; and

E. Any impact the proposed exception may have on cost, scheduling, or other areas.

*Response required

5.10 NON-COLLUSION DECLARATION*

Each Respondent must execute the Non-Collusion Declaration contained in the solicitation and submit it with the Response.

The County of Orange may require that the Respondent, before awarding any subcontract, secure Non-Collusion Declarations from proposed Subcontractors. The County of Orange does not conduct business with Respondents who engage in the act of Collusion.

- [Non-Collusion Declaration.pdf](#)

*Response required

5.11 NON-COLLUSION DECLARATION - A*

Has your firm ever initiated discussions with competing consulting firms about the payment structure of an existing or potential future contract with the County of Orange?

If Respondent selects Yes answer, Respondent must provide a brief explanation below. A “Yes” answer may preclude you from moving forward in the solicitation Process.

☐ Yes

☐ No

*Response required

When equals "Yes"

5.11.1 Reason for Collusion:*

*Response required

5.12 NON-COLLUSION DECLARATION - B*

Has your firm participated in any discussions with competing firms in an effort to influence the payment structure for existing or potential County contracts?

Respondent must select one (1). A “Yes” answer may preclude you from moving forward in the solicitation Process.

☐ Yes

☐ No

*Response required

When equals "Yes"

5.12.1 Provide names of competing firms: *

*Response required

5.13 LITIGATION AGAINST COUNTY OF ORANGE IN THE PAST SEVEN (7) YEARS*

Respondent must certify either Yes or No:

A. **(Yes)** Respondent certifies current/past litigation as follows:

1. Respondent shall provide detailed information regarding litigation (court and case number), liens, or claims involving Respondent, or any company that holds a controlling interest in Respondent, against County of Orange in the past seven (7) years.

B. **(No)** Respondent certifies that Respondent or any proposed subcontractors do not have any past or current litigation described above.

☐ Yes

☐ No

*Response required

When equals "Yes"

5.13.1 Respondent shall provide detailed information regarding litigation (court and case number), liens, or claims involving any proposed subcontractors, or any company that holds a controlling interest in subcontractor firm(s), against County of Orange in the past seven (7) years.*

*Response required

5.14 NAME/OWNERSHIP CHANGES:*

Respondent must certify either Yes or No below:

A. **(Yes)** Respondent certifies past company name changes and/or ownership changes, for Respondent's firm and any proposed subcontractor firm, as follows:

1. Respondent shall provide detailed information regarding any company name changes (including legal business names) in the past seven (7) years.

B. **(No)** Respondent certifies that Respondent or any proposed subcontractors have not had any company name change or ownership changes in the past seven (7) years.

☐ Yes

☐ No

*Response required

When equals "Yes"

5.14.1 Respondent shall provide detailed information regarding any company ownership changes (including legal business names) in the past seven (7) years. *

*Response required

5.15 THE LEVINE ACT: COUNTY OF ORANGE CAMPAIGN CONTRIBUTION DISCLOSURE*

The Levine Act compliance is a minimum submittal requirement of this solicitation.

Please complete and sign the County of Orange Campaign Contribution Disclosure Form attached hereto. A proposer's failure to provide a completed and signed copy will render its proposal as incomplete and nonresponsive.

It is the supplier's responsibility to update the County should any new reportable activity occur between initial disclosure and award.

- [Levine Act - Campaign Contr...](#)

*Response required

5.16 POLITICAL REFORM ACT CONFIRMATION (STATEMENT OF ECONOMIC INTEREST - FORM 700)*

Check the box to confirm - If subject to the Political Reform Act, Respondent shall conform to all requirements of the Act.

Failure to do so shall constitute a material breach and is grounds for immediate termination of the Contract by County. Respondent shall indemnify and hold harmless County for any and all claims for damages resulting from Respondent's violation of this Section.

☐ Please confirm

*Response required

5.17 HOMELESS SERVICE SYSTEM PILLARS ATTESTATION*

Please download the below documents, complete, and upload.

- [Homeless Service System Pil...](#)

*Response required

5.18 CONTRACT SIGNATURES*

Upon recommendation of contract award, Respondent will be required to submit the Signed Contract within ten (10) days of County notification, unless otherwise specified in the RFP.

Selected Respondent will be required to sign a contract upon award. If selected Respondent is a corporation, signature will be provided in accordance with the corporation's code as specified in this solicitation.

☐ Please confirm

*Response required

5.19 I HAVE READ, UNDERSTOOD AND AGREE TO ALL STATEMENTS IN THIS REQUEST FOR PROPOSAL, AND TO THE TERMS, CONDITIONS AND ATTACHMENTS REFERENCED HEREIN*

☐ Please confirm

*Response required

5.20 PART 2: COMPANY PROFILE & REFERENCES

Some *required questions might not be applicable to your company. Do not leave any required fields blank. Please indicate "N/A" when necessary. A required field that is left blank will prohibit your response from being submitted.

*indicates that it is required.

5.20.1 Company Legal Name:*

*Response required

5.20.2 Company Legal Status (corporation, partnership, etc.):*

*Response required

5.20.3 Unique Entity Identifier Number (UEI) *

The County requires a valid UEI number with active registration status. Your company may obtain one at no cost at <https://sam.gov/entity-registration>.

*Response required

5.20.4 California Secretary of State registration - active and in good standing *

Please upload your active certificate from the California Secretary of State.

CA Sec. of State Verification Link = <https://bizfileonline.sos.ca.gov/search/business>

*Response required

5.20.5 D-U-N-S Number*

Please provide your company's DUNS number.

The County requires a valid D-U-N-S number prior to Contract Award. If needed, your company may obtain one at no cost at www.dnb.com. If you are unable to provide/obtain a D-U-N-S number, please indicate so in lieu of the number.

*Response required

5.20.6 Federal Taxpayer ID Number:*

*Response required

5.20.7 California Department of Justice, Office of Attorney General active registration*

For Non-Profit and/or Charitable organizations, please provide your active (registration status is current). All others enter N/A.

- RCT Registration Number
- Renewal/Expiration Date

DOJ Verification Link - <https://rct.doj.ca.gov/Verification/Web/Search.aspx?facility=Y>

*Response required

5.20.8 DIR Registration No:*

Please enter your DIR (Department of Industrial Relations) Public Works Registration Number.

*Response required

5.20.9 DVBE Certification No:*

To be certified as a Disabled Veteran Business Enterprise by the County of Orange, a business shall meet (1) and (2) below:

- A. Must be certified as a DVBE by the State of California Department of General Services (DGS); and,
- B. DGS DVBE requirements must be valid at the time of bid/proposal submittal.

*Response required

5.20.10 SBA Certification No:*

Enter certification number

*Response required

5.20.11 Corporate Office Address*

What is the address of the company's corporate office? Please provide the full street/mailing address.

*Response required

5.20.12 Local Business Address(es):*

Please provide the local business address for the company named above. If there are multiple local addresses then please provide all.

*Response required

5.20.13 Telephone Number:*

*Response required

5.20.14 Fax Number:*

*Response required

5.20.15 Email Address:*

*Response required

5.20.16 Length of time Respondent has been in business:*

*Response required

5.20.17 Length of time at current location:*

*Response required

5.20.18 Is your firm a sole proprietorship doing business under a different name?*

☐ Yes

☐ No

*Response required

When equals "Yes"

5.20.19 If yes, please indicate sole proprietor's name and the name you are doing business under:*

*Response required

5.20.20 Is Respondent incorporated?*

☐ Yes

☐ No

*Response required

When equals "Yes"

5.20.21 If yes, State of Incorporation:*

*Response required

When equals "Yes"

5.20.22 Contract Signature Authority - Executive Signature*

If incorporated, please provide the name, contact number, and email of the person who would provide this signature authority. The Executive Signer Authority comes from the President, Vice-President, or Chairperson of the Board.

- Contact Full Name:
- Contact Number:
- E-mail Address:

*Response required

When equals "Yes"

5.20.23 Contract Signature Authority - Financial Signature*

If incorporated, please provide the name, contact number, and email of the person who would provide this signature authority. The Financial Signer Authority comes from the Secretary, Assistant Secretary, Chief Financial Officer, or Treasurer.

- Contact Full Name:
- Contact Number:
- E-mail Address:

*Response required

When equals "No"

5.20.24 Contract Signature Authority*

If not incorporated, please provide the name, contact number, and email of the person who has the binding and signature authority of this contract.

- Contact Full Name:
- Contact Title:
- Contact Number:
- E-mail Address:

*Response required

5.20.25 Regular business hours:*

*Response required

5.20.26 Regular holidays observed:*

*Response required

5.20.27 Contact person in reference to this RFP:*

Please include the following information in this response and note that this person is responsible for monitoring and responding to all communications for this solicitation:

- A. Contact Person Full Name:
- B. Telephone Number:
- C. Fax Number:
- D. Email Address:
- E. Mobile Number:

*Response required

5.20.28 Contact person for Accounts Payable:*

Please include the following information in this response:

- A. Contact Person Full Name:
- B. Telephone Number:
- C. Fax Number:
- D. Email Address:
- E. Mobile Number:

*Response required

5.20.29 Contact person for Project Manager:*

Please include the following information in this response:

- A. Contact Person Full Name:
- B. Telephone Number:
- C. Fax Number:
- D. Email Address:
- E. Mobile Number:

*Response required

5.20.30 Company Emergency Contact*

State the following for the emergency contact person in reference to this services:

- Full Name (First and Last) of contact during non-business hours
- Telephone Number (including area code)
- Fax Number (including area code), if applicable
- Cell Phone Number (if different than regular phone)
- Full Email Address

*Response required

5.20.31 References*

Respondent must demonstrate successful prior performance of comparable services in the public sector arena and provide a minimum five (5) references with three (3) references from public sector entities and clients that are comparable to the County of Orange for which these types of services have been performed within the past five (5) years. **References cannot be from one of the County of Orange departments or from more than one of the same entity.**

Please provide letters of reference that include the following information for each of the five references:

- Company Name
- Contact Name
- Email
- Telephone number
- Address
- Contract Effective Dates
- Contract Amount
- Brief Contract Description

*Response required

SECTION 6. PROTEST PROCEDURES

Any actual or prospective bidder or respondent who alleges an error or impropriety in the solicitation or award of a contract may submit a grievance or protest to Eric Axe at eric.axe@ceo.oc.gov, as set forth herein.

PROTEST PROCEDURES

All protests shall be typed under the protestor's letterhead and submitted in accordance with the provisions stated herein. All protests shall include at a minimum the following information:

- A. The name, address, and telephone number of the protestor;
- B. The signature of the protestor or the protestor's representative;
- C. The solicitation or contract number;
- D. A detailed statement of the legal and/or factual grounds for the protest; and,
- E. The form of relief requested.

Protest of Solicitation Specifications:

- A. All protests related to solicitation specifications must be submitted to the **Deputy Procurement Agent (DPA)**, Eric Axe at eric.axe@ceo.oc.gov, no later than five (5) business days prior to the Closing Date of the solicitation. Protests received after the five (5) business-day deadline will not be considered by the County.

- B. In the event the protest of specifications is denied, and the protestor wishes to continue in the solicitation process, the protestor must still submit a bid/response prior to the close of the solicitation in accordance with the solicitation submittal procedures provided in this solicitation.

Protest of Award of Contract:

- A. Protests related to the award of a contract must be submitted to the **Deputy Procurement Agent**, Eric Axe at eric.axe@ceo.oc.gov, no later than five (5) business days after the Notice of Solicitation Results is provided by the DPA.
- B. Protests relating to a proposed contract award received after the five (5) business day deadline will not be considered by the County.
- C. If the five (5) business day period expires without the receipt of a protest, the department may move forward with the contract award or if necessary, file the item for approval by the Board of Supervisors.

Protest Process

- A. In the event of a timely protest, the County shall not proceed with the solicitation or award of the contract until the DPA issues a decision on the protest.
- B. Upon receipt of a timely protest, the DPA will, within ten (10) business days of receipt of the protest, issue a decision in writing which shall state the reasons for the actions taken.
- C. The County may, after providing written justification, make the determination that an immediate award of the contract is necessary to protect the substantial interests of the County. The award of a contract shall in no way compromise the protester's right to the protest procedures outlined herein.
- D. If the protestor disagrees with the decision of the DPA, the protestor may submit a written appeal to the County Procurement Officer requesting an appeal to the Procurement Appeals Board, in accordance with the process stated below.

APPEALS PROCESS

- A. If the protestor wishes to appeal the protest decision of the Deputy Procurement Agent, the protestor must submit, within three (3) business days from receipt of the Deputy Procurement Agent's decision, a written appeal to the Office of the County Procurement Officer.

Written appeals must be sent by mail to the address below with a courtesy copy by email:

County of Orange/County Executive Office

County Procurement Office

400 W. Civic Center Drive, 5th Floor

Santa Ana, CA 92701

Attn: County Procurement Officer CPOAppeals@ceo.oc.gov

- B. Within fifteen (15) business days, the County Procurement Officer will review all materials in connection with the appeal, assess the merits of the protest and provide a written determination that shall contain his or her decision on whether the appeal shall be forwarded to the Procurement Appeals Board.

- C. The decision of the County Procurement Officer on whether to allow the appeal to go forward will be final and there shall be no right to any administrative appeals of this decision.