



**LOS ANGELES COUNTY
DEPARTMENT OF HEALTH SERVICES**

**REQUEST FOR STATEMENT OF QUALIFICATIONS
(RFSQ)**

FOR A

**SUPPORTIVE AND/OR HOUSING SERVICES
MASTER AGREEMENT**

December 2021 (Reconfigured)

**Prepared By
Contracts and Grants Division**

**REQUEST FOR STATEMENT OF QUALIFICATIONS (RFSQ)
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1.0 GENERAL INFORMATION

1.1 Background and Purpose

The Los Angeles County (County) Department of Health Services (DHS) is rebranding the Supportive and/or Housing Services Request for Statement of Qualifications (RFSQ) that was initially released on April 5, 2012. The purpose is to expand the services and seek additional qualified agencies to enter into a Master Agreement with the County. This reorganization of the services provided under the Supportive and/or Housing Services Master Agreement (SHSMA) will serve additional populations and unexpected emergencies to support critical County operations. **Contractors who currently have a SHSMA do not need to re-submit a Statement of Qualifications (SOQ).**

The County Board of Supervisors (Board) initially approved the SHSMA on June 19, 2012, to enable DHS' Housing for Health program to provide community-based supportive housing options for homeless DHS patients who have a chronic illness, a disability, or are a high utilizer of DHS services. DHS has leveraged this effort to reduce homelessness in its patient population by partnering with other governmental and community agencies to identify housing projects and secure opportunities linked to appropriate supportive services.

The Board subsequently launched the Los Angeles County Homeless Initiative on August 17, 2015, to combat the homelessness crisis that continues to plague the region. On February 9, 2016, the Board approved 47 recommended strategies and administrative actions, in a landmark plan that represents the most comprehensive effort ever undertaken by the County to combat homelessness. DHS is either the lead or co-lead for nine of the strategies and is a collaborating department on 22 additional strategies.

In addition, the Board approved the Whole Person Care Los Angeles (WPC-LA) program or any succeeding program, to build an integrated system that delivers seamless, coordinated services to the County's most vulnerable Medi-Cal beneficiaries who are high risk, and are high users of hospital and emergency departments. WPC-LA connects individuals experiencing homelessness, justice involvement, barriers to healthy pregnancy, serious mental illness, and substance use disorder, or complex health conditions to resources and support. The Board also approved the Office of Diversion and Reentry (ODR) program to reduce the number of mentally ill individuals who are in County jails, reduce recidivism, and improve the health outcomes of justice involved populations who have the most serious underlying health needs or are at risk for arrest and incarceration.

The Department of Public Health (DPH) Substance Abuse Prevention and Control (SAPC) program establishes a variety of as-needed System Transformation to Advance Recovery and Treatment, Los Angeles County's

Substance Abuse Disorder Organized Delivery System (START-ODS) services. The range of new services will improve health outcomes and generates overall cost savings to the County's safety net health care delivery system, particularly through greater coordination of services and increased Substance Use Disorder (SUD) services.

The Department of Mental Health (DMH) Full Service Partnership (FSP) programs, located throughout the County, were expanded to specifically target individuals who are homeless or formerly homeless with intensive mental health needs and provide them with a full array of field-based services that support recovery including outreach and engagement, individual and group therapy/counseling, crisis intervention, case management, medication support, life skills interventions and housing, employment and education services.

Through the aligned efforts of the three departments in partnership with clients, communities, organized labor, faith-based organizations, community providers and agencies, health plans, academia, and other stakeholders, the County is positioned to address social determinants of health, such as poverty, addiction, and homelessness that drive poor health outcomes and higher healthcare utilization and costs.

1.2 Overview of Solicitation Document

This RFSQ is composed of the following parts:

- **GENERAL INFORMATION:** Provides background information on the required services.
- **INSTRUCTIONS TO AGENCIES:** Contains instructions to the Agencies on how to prepare and submit their SOQ.
- **STATEMENT OF QUALIFICATIONS – REVIEW/QUALIFICATION/SELECTION PROCESS:** Explains how the SOQ will be reviewed, and how an Agency will be qualified and selected.
- **APPENDICES:**
 - **A – REQUIRED FORMS:** Forms contained in this section must be completed and included in each SOQ.
 - **B – SUPPORTIVE AND/OR HOUSING SERVICES:** Description of the services.
 - **C – MASTER AGREEMENT:** The Master Agreement used for this solicitation. The terms and conditions shown in the Master Agreement are not negotiable.

- **D – BACKGROUND AND RESOURCES: CALIFORNIA CHARITIES REGULATION:** An information sheet intended to assist nonprofit agencies with compliance with SB 1262 – the Nonprofit Integrity Act of 2004 and identify available resources.

1.3 Terms and Definitions

Throughout this RFSQ, references are made to certain persons, groups, or Departments/Agencies. For convenience, specific terms and definitions can be found in Appendix C – Master Agreement, Paragraph 2.0 – Definitions.

1.4 Agency Minimum Qualifications

Through this RFSQ, Agencies are invited to submit a SOQ provided they meet any **one** of the following minimum qualifications:

- 1.4.1 An Agency with three (3) years of experience in the last three (3) years providing any of the same or similar services in Appendix B – Supportive and/or Housing Services.
- 1.4.2 An Agency with a Chief Operating Officer (COO) or a Chief Executive Officer (CEO) with at least three (3) years of experience in the last three (3) years providing any of the same or similar services in Appendix B – Supportive and/or Housing Services.
- 1.4.3 An Agency that has an agreement in good standing (at the discretion of the Department) with DPH for the provision of SUD Services, Residential Services, and/or Case Management Services.
- 1.4.4 An Agency that has a Full Service Partnership Agreement in good standing (at the discretion of the Department) with DMH.
- 1.4.5 An Agency that has a My Health LA Agreement in good standing (at the discretion of the Department) with DHS.

1.5 Master Agreement Process

- 1.5.1 DHS will administer the RFSQ.
- 1.5.2 All Agencies determined to be qualified will receive Master Agreements and become qualified Contractors.
- 1.5.3 Qualified Contractors may be solicited under competitive conditions to receive a Work Order or a direct Work Order award if it is in the County's best interest. Work Orders may have additional minimum requirements.

- 1.5.4 Work Orders will include a Statement of Work, which shall describe in detail the particular project and the work required for the performance thereof. Payment for work shall be specified in each individual Work Order.
- 1.5.5 The execution of a Master Agreement does not guarantee a Contractor any minimum amount of business.
- 1.5.6 DHS will continuously accept SOQs throughout the duration of the Master Agreement Term to qualify additional Agencies.

1.6 Master Agreement Term

The term of the Master Agreement shall be from the time of execution through June 30, 2022, with a five (5) year optional period through June 30, 2027. The optional period shall be exercised at the DHS Director, or authorized designee's discretion.

1.7 County Rights and Responsibilities

The County has the right to amend this RFSQ by written addendum. The County is responsible only for that which is expressly stated in the solicitation document and any authorized written addenda thereto. Such addendum shall be made available in the DHS Contracts and Grants Portal at <https://dhs.lacounty.gov/contracts-and-grants/>. Should such addendum require additional information not previously requested, failure to address the requirements of such addendum may result in the SOQ not being considered, as determined in the sole discretion of the County. The County is not responsible for and shall not be bound by any representations otherwise made by any individual acting or purporting to act on its behalf.

1.8 Contact with County

Any contact regarding this RFSQ or any matter relating thereto must be in writing and sent to the e-mail address listed below:

SHSMA@dhs.lacounty.gov

1.9 Mandatory Requirement to Register on County's WebVen

Prior to submitting an SOQ, all potential Contractors must register in the County's WebVen. The WebVen contains the Agency's business profile and identifies the goods/services the business provides. Registration can be accomplished online via the Internet by accessing the County's home page at <http://camisvr.co.la.ca.us/webven/>.

1.10 The County's Option to Reject SOQs and/or Cancel RFSQ

The County may, at its sole discretion, reject any or all SOQs submitted in response to this solicitation and/or cancel this RFSQ at any time, with or without cause. The County shall not be liable for any cost incurred by an Agency in connection with preparation and submittal of any SOQ.

1.11 Notice to Agencies Regarding the Public Records Act

- 1.11.1 Responses to this RFSQ shall become the exclusive property of the County. All SOQs submitted in response to this RFSQ become a matter of public record, with the exception of those parts of each SOQ which are justifiably defined and identified by the Agency as business or trade secrets, and plainly marked by the Agency as "Trade Secret", "Confidential", or "Proprietary".
- 1.11.2 The County shall not, in any way, be liable or responsible for the disclosure of any such record or any parts thereof, if disclosure is required or permitted under the California Public Records Act or otherwise by law. **A blanket statement of confidentiality or the marking of each page of the SOQ as confidential shall not be deemed sufficient notice of exception. The Agency must specifically label only those provisions of its respective SOQ which are "Trade Secrets", "Confidential", or "Proprietary" in nature.**
- 1.11.3 In the event the County is required to defend an action on a Public Records Act request for any of the aforementioned documents, information, books, records, and/or contents of the SOQ marked "confidential", "trade secrets", or "proprietary", the Agency agrees to defend and indemnify the County from all costs and expenses, including reasonable attorneys' fees, incurred in connection with any action, proceedings, or liability arising in connection with the Public Records Act request.

1.12 Gratuities

1.12.1 Attempt to Secure Favorable Treatment

It is improper for any County officer, employee, or agent to solicit consideration, in any form, from an Agency with the implication, suggestion, or statement that the Agency's provision of the consideration may secure more favorable treatment for the Agency in the award of a Master Agreement or that the Agency's failure to provide such consideration may negatively affect the County's consideration of the Agency's submission. An Agency shall not offer or give either directly or through an intermediary, consideration, in any form, to a

County officer, employee or agent for the purpose of securing favorable treatment with respect to the award of a Master Agreement.

1.12.2 Agency Notification to the County

An Agency shall immediately report any attempt by a County officer, employee or agent to solicit such improper consideration. The report shall be made either to the County manager charged with the supervision of the employee or to the County Fraud Hotline at (800) 544-6861 or <http://fraud.lacounty.gov/>. Failure to report such a solicitation may result in the Agency's submission being eliminated from consideration.

1.12.3 Form of Improper Consideration

Among other items, such improper consideration may take the form of cash, discounts, services, the provision of travel or entertainment, or tangible gifts.

1.13 Nonprofit Contractor's Charitable Contributions Compliance

- 1.13.1 California's "Supervision of Trustees and Fundraisers for Charitable Purposes Act" regulates receiving and raising charitable contributions. Among other requirements, those subject to the Charitable Purposes Act must register. The 2004 Nonprofit Integrity Act (SB 1262, Chapter 919) increased Charitable Purposes Act requirements. New rules cover California public benefit corporations, unincorporated associations, and trustee entities and may include similar foreign corporations doing business or holding property in California. Key Nonprofit Integrity Act requirements affect executive compensation, fund-raising practices, and documentation. Charities with over \$2 million of revenues (excluding funds that must be accounted for to a governmental entity) have new audit requirements. As set forth in Appendix D - Background and Resources: California Charities Regulation, this information sheet is intended to assist nonprofit agencies with compliance with SB 1262 – the Nonprofit Integrity Act of 2004, and identify available resources.
- 1.13.2 All nonprofit prospective County contractors must determine if they receive or raise charitable contributions which subject them to the Charitable Purposes Act and complete the Charitable Contributions Certification, as set forth in Appendix A – Required Forms Exhibit 3. A completed Exhibit 3 is a required part of any agreement with the County.
- 1.13.3 All nonprofit prospective County contractors that do not complete Exhibit 3 as part of the solicitation process may, in the County's sole discretion, be disqualified from a Master Agreement award. A nonprofit prospective County contractor that fails to comply with its obligations

under the Charitable Purposes Act is subject to either the Master Agreement termination, debarment proceedings, or both (County Code Chapter 2.202).

1.14 The County's Commitment to Fair Chance Employment Hiring Practices

On May 29, 2018, the Board approved a Fair Chance Employment Policy in an effort to remove job barriers for individuals with criminal records. The policy requires businesses that contract with the County to comply with fair chance employment hiring practices set forth in California Government Code Section 12952, Employment Discrimination: Conviction History.

1.15 Data Universal Numbering System

Agency must register on the Data Universal Numbering System (DUNS) and maintain an active Unique Entity Identifier also known as a DUNS number. Information on how to obtain the DUNS number can be found on <http://fedgov.dnb.com/webform/>.

2.0 INSTRUCTIONS TO AGENCIES

This Section contains key project dates and activities as well as instructions to the Agencies on how to prepare and submit a SOQ.

NOTE: Contractors that currently have a SHSMA do not need to re-submit an SOQ.

2.1 County Responsibility

The County is not responsible for representations made by any of its officers or employees prior to the execution of the Master Agreement unless such understanding or representation is included in the Master Agreement.

2.2 Truth and Accuracy of Representations

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

2.3 RFSQ Timetable

The timetable for this reconfigured RFSQ is as follows:

- Release of reconfigured RFSQ 12/21/18
- SOQ due by Open Continuous

2.4 Agencies' Questions

Any questions regarding the RFSQ process may be submitted to the e-mail address listed below:

SHSMA@dhs.lacounty.gov

2.5 Preparation and Format of the SOQ

All SOQs must be submitted in the prescribed format. Any SOQ that deviates from this format may be rejected without review at the County's sole discretion. The content and sequence of the SOQ must be as follows:

A. Required Forms

The Agency shall complete and submit the following Required Forms from RFSQ, Appendix A:

Exhibit 1: Agency Requirements

Exhibit 2: Community Business Enterprise Information

Exhibit 3: Charitable Contributions Certification

Exhibit 4: Prospective Contractor References – **Note: Agencies qualifying under RFSQ, Sections 1.4.3, 1.4.4, or 1.4.5 do not need to complete Exhibit 4.** All other Agencies must provide three (3) references where any of the same or similar services in Appendix B – Supportive and/or Housing Services, were provided within the past three (3) years. New Agencies responding under the COO or CEO experience option must provide references who can speak upon the COO's or CEO's experience.

It is the Agency's sole responsibility to ensure that each reference contact name, phone number, and e-mail address are accurate. The County reserves the right to request for additional references.

The County may disqualify an Agency if:

- The references fail to support that the Agency has a continuing pattern of providing capable, productive and skilled personnel, or
- The County is unable to reach the point of contact with reasonable effort. It is the Agency's responsibility to inform the references' point of contact of County's normal working hours – Monday through Friday, 8:00 a.m. – 5:00 p.m. local time.

2.6 SOQ Submission

The Agency shall e-mail one (1) SOQ in Adobe Portable Document Format (PDF) to the email address listed below:

SHSMA@dhs.lacounty.gov

2.7 Acceptance of Terms and Conditions of Master Agreement

The Agencies understand and agree that submission of the SOQ constitutes acknowledgement and acceptance of, and a willingness to comply with, all terms and conditions as set forth in Appendix C – Master Agreement.

3.0 SOQ REVIEW/QUALIFICATION/SELECTION PROCESS

3.1 Review Process

At the discretion of DHS, any informality in a SOQ may be waived. The review process will include the following steps:

3.1.1 Adherence to Agency Requirements

Agency Requirements, as set forth in Appendix A – Required Forms, Exhibit 1. Upon receipt of the SOQ or at some later time, the County may, in its discretion, request additional documentation regarding the Agency's business organization and authority of individuals to sign Agreements.

3.1.2 Agency's Qualifications

- The review will include verification of references provided in Exhibit 4, Prospective Contractor References, in Appendix A – Required Forms, the County's Contract Database, and the County's Contractor Alert Reporting Database (CARD), as applicable.
- The review will include the Agency's Background and Experience as provided in Exhibit 1, Agency Requirements, in Appendix A – Required Forms, or verification of a County agreement in good standing for Agencies qualifying under RFSQ, Sections 1.4.3, 1.4.4, or 1.4.5.

3.1.3 Verification Process

A review will be conducted of the Agency's business status by checking with all applicable databases. A review may include, but not be limited to, databases available with the California Secretary of State – Business Programs, California Attorney General's Registry of Charitable Trusts, California State's Suspended and Ineligible Provider List for Medi-Cal, Federal Debarment List, and the Federal's System for Award Management (SAM) List. At the County's request, the Agency must furnish a copy of any applicable licenses/certificates/accreditations.

3.2 Disqualification Review

An SOQ may be disqualified from consideration because DHS determined the Agency was non-responsive at any time during the review process. If DHS determines that a SOQ is disqualified due to non-responsiveness, DHS shall notify the Agency in writing.

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

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

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

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

3.3 Qualification/Selection Process

DHS will generally select Agencies that have experience in providing Supportive and/or Housing Services. However, in order to ensure DHS has a varied pool of qualified Contractors, DHS may offer Master Agreements to Agencies that offer a narrow scope of services in more highly specialized areas.

DHS will execute a Board-authorized Master Agreement with each selected Agency. All Agencies will be informed of the final selections.