

**City and County of San Francisco  
First Five San Francisco**

**Request for Proposals CFCFY22-04 for:  
Multi-phase Planning for Family Engagement and Service  
Enhancements in Family Resource Centers**



Request for Proposals Issued:	March 8, 2022
Pre-Proposal Conference:	March 24, 2022 at 10 a.m. via zoom, see section V
Deadline to Submit Proposals:	April 11, 2022 at noon

# **I. INTRODUCTION AND SOLICITATION SCHEDULE**

## **A. Introduction**

### **1. General**

The First 5 San Francisco Children and Families Commission (First 5 SF) announces its intent to seek proposals from nonprofit organizations, specifically city-funded Family Resource Centers, interested in overseeing multi-phase planning and action projects and other service enhancements, aimed at bringing about an organizational culture shift in engagement of families, especially those in the population of focus as described.

### **2. Background**

First 5 SF and the Office of Early Care and Education (OECE) will unite under a new Department of Early Childhood (DEC) effective July 1, 2022. This integrated department will be dedicated to the early care and education, health, and well-being of San Francisco's youngest residents, children under the age of five, and their families. The departments are working jointly towards a multi-year strategic and spending plan that enables the City of San Francisco to provide a strong early learning and care foundation that uses a whole child approach to support school readiness and lifelong success.

DEC seeks to elevate the importance of the early childhood years, ensuring that in this critical time of growth and development every child is able to reach their full potential. DEC will focus attention to the wide-ranging issues and challenges that families with young children face from the prenatal period through the early childhood and kindergarten. Our partnership with other public agencies and community organizations will focus on equity-centered solutions that make our city the best place in the nation to raise young children.

First 5 SF, and the future DEC, is committed to the creation of an early childhood system in San Francisco designed to promote inclusion and eliminate racial disparities in both opportunities and outcomes. Everyone should have what they need to thrive no matter their race, age, ability, gender, sexual orientation, ethnicity, or country of origin. Further, First 5 SF and DEC are committed to combating systemic racism and the disparate impact of governmental services by advancing racial equity in all aspects of our work, ensuring access to services, and providing support to communities to ensure their ability to succeed and thrive.

First 5 SF and DEC seek to partner with community-based organizations that share these values in their organizational culture and program services. The agency sees our contracted community-based partners, and their work, as a means to enhance and further efforts to address racial equity and inclusion across San Francisco.

Respondents to this request for proposals must ensure that they clearly demonstrate how these values are exemplified through their organizational and program operations. Organizations should be able to demonstrate plans, strategies, and activities to address racial equity and inclusion among staff and program participants, as well as internal controls to regularly review current practices through the lens of racial equity and inclusion to identify areas of improvement.

### 3. Purpose

An overarching goal of First 5 SF and the future DEC is to support school readiness at kindergarten entry. Since 2007, Kindergarten Readiness Assessments were periodic in partnership with the San Francisco Unified School District (SFUSD), and are now conducted annually beginning from 2018. Assessments consistently demonstrate that San Francisco kindergarteners are not entering school equally prepared and that inequities grounded in race and socioeconomics are a significant factor in kindergarten readiness disparities. Specifically, Latino, Black, and Pacific Islander children are at a rate of readiness levels between 44% and 47%. While there has not been a kindergarten assessment conducted since the Covid-19 pandemic struck, all health, socio-economic, and family needs assessment data conducted nationally and locally shows every indication that risk factors negatively impacting school readiness are on a sharp rise across all ethnic groups. Learning loss and social-emotional effects from the pandemic are frequently observed by educators. In a recent national survey, over 97% of educators over the past year stated they saw some learning loss, particularly among Black and Latino students; 57% estimated their students are behind by more than 3 months in social-emotional progress. Here, locally SFUSD recently reported the District had lost touch with 8,800 students, with the highest not-reached rates for Black, Pacific Islander, Asian, and Filipino families.

Research and evaluation also demonstrates that the services and activities within city-funded Family Resource Centers (FRCs) have the power to influence school readiness and later academic outcomes, helping to “level the playing field” and reduce disparities among children before kindergarten. FRCs are in fact the primary school readiness service platform for First 5 SF with a significant funding investment to provide families with the resources and support that they need to thrive. However, recent FRC participation data indicates that rates of utilization are on decline for Black and African American families. In 2020-21 there were 468 families participating, down from 741 in 2018-19, which represents a nearly 40% decrease, particularly within those services that could offer opportunities for prevention or very early intervention.

With a desire to sustain robust participation in the FRC Initiative, First 5 SF, the SFUSD Early Education Department (EED), and FRCs began to explore together strategies for better engaging and serving families during the critical transition period between preschool and kindergarten entry, with a priority focus on the needs, strengths, wisdom, and experiences of Black and African American families. As an extension of this multi-year effort, the Family Innovation Hub was developed in early 2021. The Family Innovation Hub convened a series of conversations between First 5 SF, FRC staff and leadership, SFUSD EED staff and leadership, and parents/caregivers of primarily Black and African American SFUSD EED students to explore:

1. FRC Initiative services' and activities' responsiveness and how service models could be more responsive;
2. Strategies to improve upon FRC outreach into the SFUSD EED programs;
3. Approaches FRCs could adopt to support parents/caregivers in kindergarten enrollment; and
4. Recommendations for government partners and advisory groups to strengthen their partnerships with parents/caregivers.

Recommendations largely focused on FRCs, and as such provide the cornerstone for the population of focus and scope of work set forth in this RFP. This RFP represents an opportunity to extend and deepen the foundation that has been laid through the Family Innovation Hub, creating a bridge toward sustainable change within the FRC Initiative, by enabling individual FRCs to select one Family Innovation Hub recommendation to explore and incorporate during a multi-phase planning and action project in close partnership with parents, and if applicable, community partners across multiple sectors and settings where families gather; including, but not limited to, continuing partnerships with the SFUSD Early Education Department and/or individual schools and preschools.

#### **4. Entities Eligible to Apply**

The activities funded by this RFP build on the existing funding of the FRC Initiative, with funds allocated from the OECE and future DEC FY2021-23 city budget for the purpose of enhancing FRC partnership-building and FRC response to families disproportionately impacted by the Covid-19 pandemic. Any lead agency awarded grants to deliver full scope FRC activities is eligible to apply.

Lead agencies must also be community-based organization that is nonprofit and tax-exempt under Section 501(c)(3) of the Internal Revenue Code. Applicants must have a physical presence in California, and the capacity to work throughout San Francisco County and must be a San Francisco City-approved supplier/vendor in good standing at the time the contract is executed.

Lead agencies may submit no more than one application. An application from a lead agency may be on behalf of multiple FRC grants it holds. An application from a lead agency may also be on behalf of multiple funded FRCs, i.e. multiple funded FRCs may enter into their selected multi-phase project as part of a collaborative agreement toward collective organizational culture shift, practice change, and service enhancement.

#### **B. Anticipated Contract Term**

A contract awarded pursuant to this Solicitation shall have a tentative term of May 1, 2022 to June 30, 2023 subject to annual availability of funds, annual satisfactory contractor performance, and need. First 5 SF and DEC reserve the right to enter into contracts of a shorter duration.

#### **C. Anticipated Contract Not to Exceed Amount**

The total estimated annual funding for this RFP is approximately \$1,000,000.00, which may increase or decrease depending on funding availability. The source of funding for these services is local funds allocated from the OECE and future DEC FY2021-23 City budget for the purpose of enhancing FRC partnership building and FRC response to families disproportionately impacted by the Covid-19 pandemic.

First 5 SF estimates approximately 4 grants to be awarded in amounts up to \$250,000 for the grant period. This funding is one-time and within a short-term period to spend, thus are not intended to fund direct services that require longer-term investments. Respondents will not be compensated for costs incurred to respond to this RFP.

During contract negotiations period, specific activities, budgets and length of term may be negotiated differently from those described in the selected proposal(s).

If the number of applications and requested budgets is less than or equal to the grants available, staff will review the received proposals to confirm proposal meets funding requirements and make recommendations for funding based on this review. If recommended grants' negotiated budgets is less than funds available, funds may be transferred to other proposals received at staff discretion.

Payment for all services provided in accordance with provisions under this contract shall be contingent upon the availability of funds. The City shall not guarantee any minimum amount of funding for these services.

#### **D. Solicitation Schedule**

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

<b>Proposal Phase</b>	<b>Tentative Date</b>
Request for Proposals Issued	March 8, 2022
Deadline for Submission of Written Questions	March 21, 2022
Pre-Proposal Conference	March 24, 2022 – 10 am - via zoom See section V. A. for details
Letter of Intent Deadline	March 29, 2022
Deadline to Submit Proposals	April 11, 2022 at noon
Tentative Notice of Contract Award	May 3, 2022

#### **E. Limitation of Communications During Solicitation**

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

#### **F. Population of Focus**

This RFP seeks to identify FRCs that will engage in multi-phase planning and action projects and other service enhancements aimed at bringing about an organizational culture shift to be able to respond to input and recommendations received through the Family Innovation Hub. The Family Innovation Hub convened a series of conversations between First 5 SF, FRC Initiative staff and leadership, SFUSD EED staff and leadership, and parents/caregivers of primarily Black and African American SFUSD EED students to gather their input around recommendations for improved responsiveness, outreach, community partnerships, and service delivery.

Results from the Family Innovation Hub and additional research and/or planning have informed the population of focus and substantiate the need for explicit attention and intentional approaches unique to circumstance and culture. For example, there is evidence that San Francisco's Black and African American communities experienced a disproportionate interruption in access to support services from the Covid-19 pandemic. Overall FRC participation data showed a decline in utilization, from 741 Black and African American families participating in 2018-19 to 468 families participating in 2020-21, a nearly 40% decrease. Further, a national PEW Research survey (May 2020) found that the COVID-19 crisis impacted the health and financial circumstances of Black and Hispanic households more than others. Another recent report from Equity Research Action Coalition and Child Trends focusing specifically on Black and African American families, demonstrates that economic instability and access to early care and education options is a significant concern for Black families, more than for other families. Survey results showed Black families had difficulty paying for early care and education more often than others, whether those families were low- or middle-income households.

Work and findings from the Family Innovation Hub also highlighted that Black and African American families bring power, resiliency, wisdom, and experience. They have developed tremendous knowledge and skills while navigating fractured and siloed service systems. They are their children's first and best teachers, their families' strongest source of support, and a resource to one another and their communities. The knowledge and experience of Black families should be celebrated, centered, and uplifted in the process of understanding issues and developing plans of action. Black and African American families must be an integral part of any solution affecting their current and future well-being and the well-being of their children.

Needs, strength, culture and circumstances were taken into deep consideration through the process and findings of the Family Innovation Hub. At the end of a multi-part and intensive conversation series, the following recommendations were developed prioritizing and specific to Black and African American families, including:

1. Provide a culturally appropriate academic roadmap that outlines key processes and offers key points of contact for early care and education and kindergarten transition.
2. Develop authentic, intentional parent, caregiver, and family partnerships by:
  - a. Communicating with Black families in a way that values and respects their culture and role as key stakeholders in their child's education.
  - b. Offering tools for immediate and future academic success and social-emotional development supports for Black students and their families.
  - c. Facilitating spaces that visually celebrate Black families' culture and heritage and intentionally makes room for them.
  - d. Offering or encouraging exploration of a counter-story when low engagement and other responses by Black families are correlated with negative cultural or character attributes, such as having low value/interest in education.
3. Offer direct supports in the form of Education Navigators, knowledgeable and experienced professionals that will support Black families with choosing and enrolling in schools, and Education Advocates, experts at advocating with and for Black students in SFUSD and their families.
4. Intentional and impactful connections for Black families, such as cooking classes for food pantry visitors and intentional introductions (warm-hand offs) to resources.
5. Equitable access to resources for Black families through technology and/or specialized reservation systems to basic needs supports and activities (food pantry, cooking classes, groups, etc).

The Family Innovation Hub summary further indicates that all the above recommendations can be actualized and enhanced through authentic FRC evaluations, accountability to action, ongoing family engagement, and continued support to families as their own educational advocates.

While the Family Innovation Hub project has held a focus on families with children in the transitional age between preschool and kindergarten and that does continue to be a priority, proposals that serve other age ranges of children and families will be considered.

## **II. SCOPE OF WORK**

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

Applicants are expected to respond directly to recommendations from the Family Innovation Hub through a multi-phase planning and action project to bring about an organizational culture shift toward authentic engagement of the RFP population of focus and corresponding service enhancements. See Population of Focus section and attached findings from the Family Innovation Hub for more detail.

### **A. Description of Services**

The recommendations from the Family Innovation Hub have been organized and grouped into three project areas for applicants to select from, with some recommendations also in progress and being addressed by First 5 SF staff. Respondents should select one of the following three as outlined below to form the basis of their funding proposal.

#### Projects for Selection

1. Development of authentic parent, caregiver, and family partnerships and intentional, impactful family connections prioritizing the RFP population of focus through capacity-building, followed by practice and policy change, in areas that value and respect families' culture and parents'/caregivers' key role as child's first and best teacher such as: communication, welcoming spaces, and counter-narratives.
2. Capacity-building, practice changes, service modifications, policy changes, and/or pilot launching of a school readiness and school success pathway prioritizing the RFP population of focus within current FRC essential services. Modifications, enhancements and pilot efforts could include:
  - New capacity and/or linkages for Education Navigators and Advocates supporting school enrollment and achievement of early learning school success goals.
  - Supports for families to develop their skills as educational advocates and identify professional pathways that can further benefit the career development.
  - Tools, resources, referrals, and warm hand-offs that offer students and their families opportunity for immediate and future academic success and social and emotional development.

3. Capacity-building, practice changes, service modifications, policy changes, and/or pilot launching of innovative strategies to ensure equitable access for the RFP population of focus to resources through technology, enhanced outreach, specialized reservation systems, and/or other strategies.

All projects must start with a planning phase that includes an in-depth landscape analysis of either current practice or needs/problem/readiness assessment and a dedicated process for authentic engagement of population of focus parents and caregivers from beginning to end of the project. Reflection questions to support authentic engagement are outlined below.

- Are parents equal partners in the process with influence, shared power, and shared decision making?
- Is communication bi-directional and is the relationship reciprocal and mutually beneficial? Are families being equitably compensated?
- Are parents co-creators of knowledge? Are they being respected for the knowledge and lived experience they bring to the team?
- Have you been intentional and transparent about both the mutual and non-mutual benefits of the engagement?

Following demonstrated completion of the planning phases, action phases of the project should include: a) expanded capacity/capacity-building through identification of cross-agency community partnerships and/or initial training, consultation or coaching; b) initial practice changes, service modifications, policy changes, and/or pilot launching of activities; and c) learning summary and detailed plan for sustaining and scaling.

## **B. Objectives**

This RFP seeks to identify FRCs that will engage in multi-phase planning and action projects and other service enhancements aimed at bringing about an organizational culture shift to be able to respond to input and recommendations received through the Family Innovation Hub. Key steps in the project include:

1. Authentically engage parents/caregivers in every step;
2. Critically examine current practice or conduct a problem/readiness/needs assessment;
3. Expand and build capacity for initial practice changes, service modifications, policy changes, and/or pilot launching of activities; and
4. Develop a learning summary and detailed plan for sustaining and scaling.

Learning summaries and final plans will inform revisions and differentiations to the Family Resource Center Service Initiative theory of change and logic model as it relates to families from different demographic groups.

## **C. Reporting Requirements**

At minimum, selected applicants will track key performance metrics and implementation expenses for activities related directly to the scope of work herein with supporting documentation. Recipient will participate in, and support, all other evaluation, data, and reporting expectations that are a part of fulfilling grant requirements.

Selected applicants may be asked to participate in a culminating learning exchange with other FRCs to share findings, lessons learned, and recommendations. First 5 San Francisco may also ask funded agencies to participate in additional evaluation activities to ensure the learnings and experiences of the grant's activities are captured

### **III. SUBMISSION REQUIREMENTS**

#### **A. Time and Place for Submission of Proposals**

Upload all attachments via the online application: <https://www.surveymonkey.com/r/multiphase> by **noon SHARP on April 11, 2022**. No late attachment submissions or attachments submitted via other mechanisms will be considered.

**Submission Confirmation:** Be sure to check the box marked “This application is complete and accurate and can be confirmed as a final submission” in the Survey Monkey to confirm your application is complete and accurate and confirm your final submission. **Responses will not be scored if this box is not checked.**

Overview of required attachments and preferred labeling and submission format is provided below.

- A. Attachment A: Resumes and Position Descriptions – upload materials requested in question 29 - 32 in the Survey Monkey application form.
- B. Application Required Attachment B - Signature Page Form. Attachment B Form can be downloaded at [www.first5sf.org](http://www.first5sf.org). Print, sign, scan and label as “Agency Name Attachment B - Signature Page Form”.
- C. Application Required Attachment C - Use Budget and Budget Narrative Excel Form Download Attachment C Budget Form found at [www.first5sf.org](http://www.first5sf.org). When form is complete put it into PDF and title "Agency Name Attachment C - Budget and Budget Narrative Form"

#### **B. Format**

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

These responses can then be copied into the Survey monkey.

#### **C. Content**

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

Proposal Evaluation Panel. The Respondent must ensure that the proposal addresses the Selection Criteria as outlined in later sections of this RFP.

**1. Cover Page/General Agency and Contact Information**

- Organization's name, address
- Executive Director's name, email, phone number
- Contact person's name, email, phone number
- Brief description of organization's mission and history

**2. Understanding Current Participation Patterns of RFP Population of Focus within Agency (Page Limits noted in online application)**

- Describe current rate of participation of RFP population of focus within agency services; include whether this is an increase or decrease and whether participation patterns tend to vary by service. Include any observation of or data regarding differential outcomes for population of focus families if available.
- Describe any patterns of inclusion or exclusion and initial areas for change and improvement noted by staff and/or participants, as well as any past successes or challenges addressing these.
- Describe and demonstrate a commitment to honest and rigorous examination and root-cause analysis to support a service culture that combats racism, and specifically anti-Black racism, including ways agency may have been complicit in past harms.

**3. Authentic Parent and Caregiver Engagement (Page Limits noted in online application)**

- Describe any successful past experiences engaging parents/caregivers from diverse cultural, ethnic and socioeconomic backgrounds; specifically describe how you will center and uplift the knowledge, wisdom and experience that population of focus parents and caregivers bring.
- Specifically describe how will you ensure parents are equal partners in the process with influence, shared power, and shared decision making.
- Describe communication and compensation strategies to ensure the process is bi-directional, mutually beneficial, and non-extractive.

**4. Project Description (Page Limits noted in online application)**

- Applicants must select and describe project that fits in at least one of the below areas in response to recommendations from the Family Innovation Hub:
  1. Development of authentic parent, caregiver, and family partnerships and intentional, impactful family connections through capacity-building followed by practice and policy change.
  2. Capacity-building, practice changes, service modifications, policy changes, and/or pilot launching of school readiness and success pathway within current essential services.
  3. Capacity-building, practice changes, service modifications, policy changes, and/or pilot launching of innovative strategies to ensure equitable access to resources.

- Provide a narrative description of the proposed project, including rationale for selecting, how the project represents something new and innovative that has not been tried before, and how you will define success. Please clearly distinguish in the narrative between the planning and action phases of the project, specifically detailing what will take place in each phase, and how the planning phase will set the foundation for the action phase.
- Describe attributes of your agency that will help support and foster the success of the project, including any organizational or agency-wide plans, strategies, and activities to discuss racial equity and inclusion among staff and program participants, as well as internal controls to regularly review current practices through the lens of racial equity and inclusion to identify areas of improvement.
- Describe proposed staff for the project and their roles, as well as any community partnerships already secured or intended.
- List the measurable activities, timeline, milestone outcomes, and data or other indicators you will track to measure success for the proposed project. Ensure that parent engagement activities and processes are highlighted throughout; ensure that activities and measures of success are specifically included for the planning phase as distinct from the action phase.
- Describe how you will incorporate mechanisms for sustainability into the project work and timeline.

**5. Budget (Page Limit 2)**

- Attach budget and budget narrative using template provided.

**IV. PROPOSAL EVALUATION CRITERIA**

**A. Minimum Qualifications (Pass/Fail)**

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

<b>MQ #</b>	<b>Description</b>
<b>MQ1</b>	Applicant lead agency is a current grantee of the City-funded Family Resource Center Initiative
<b>MQ2</b>	A nonprofit organization filed with a 501(c)(3) and/or equivalent.
<b>MQ3</b>	Has certified being willing and able to comply with the City contracting requirements set forth in Sections VII and VIII of this RFP.
<b>MQ4</b>	Current certified vendor or the ability to become a certified vendor with the City and County of San Francisco within ten (10) days of notice of award.

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

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

**B. Selection Criteria**

Proposals received will be reviewed using the scale below. Only applications deemed whole and complete will be reviewed. The City intends to evaluate the proposals generally in accordance with the criteria itemized below.

Section	Possible Points
Application is whole and complete, minimum eligibility met	Yes/No
Understanding of Current Participation	Up to 20 points
Authentic Parent Engagement	Up to 25 points
Project Description: Planning Phase	Up to 15 points
Project Description: Action Phase	Up to 20 points
Budget	Up to 20 points

A proposal review panel(s), consisting of individuals appointed by First 5 SF will review all completed applications that meet the minimum eligibility requirements. Members of the proposal review panel(s) will evaluate and score each proposal, and make a funding recommendation to First 5 San Francisco. First 5 SF will then make the final selection and conduct contract negotiations.

During contract negotiations period, specific activities, budgets and length of term may be negotiated differently from those described in the selected proposal(s).

If number of applications and requested budgets is less than or equal to the grants available, staff may review the received proposals to confirm proposal meets funding requirements and make recommendations for funding based on this review.

If recommended grants’ negotiated budgets is less than funds available, unallocated funds may be transferred to other proposals received at staff discretion or not disbursed.

**V. PRE-PROPOSAL CONFERENCE AND CONTRACT AWARD**

**A. Non-Mandatory Pre-Proposal Conference**

Proposers are encouraged to attend a non-mandatory Pre-Proposal Conference on March 24, 2022, at 10:00 a.m. to be held on Zoom, <https://us06web.zoom.us/j/83720365223>. All questions will be addressed at this conference and any available new information will be provided at that time. If you have further questions regarding the RFP, please contact the individual designated in Section VI.B.

**B. Contract Award**

First 5 San Francisco will select a proposer(s) with whom Agency staff shall commence contract negotiations. The selected proposal(s) will be part of the final contract and will be used

as a starting point for contract negotiations. The acceptance and/or selection of any Proposal(s) shall not imply acceptance by the City of all terms of the Proposal(s), which may be subject to further negotiations and approvals before the City may be legally bound thereby. If a satisfactory contract cannot be negotiated in a reasonable time First 5 San Francisco, in its sole discretion, may terminate negotiations with the highest ranked proposer and begin contract negotiations with the next highest ranked proposer.

### **C. Written Questions and Requests for Clarification**

Proposers are encouraged to submit written questions before the due date stated in Section I.D. to the individual designated in Section VI.B. All questions will be addressed, and any available new information will be provided in writing via email to proposers. All written questions must be submitted on or prior to March 21, 2022.

## **VI. TERMS AND CONDITIONS FOR RECEIPT OF PROPOSALS**

### **A. Solicitation Errors and Omissions**

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

### **B. Inquiries Regarding RFP**

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

Derik Aoki  
Sr. Program Officer  
Derik.Aoki@first5sf.org

### **C. Objections to Solicitation Terms**

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

### **D. Solicitation Addenda**

The City may modify this Solicitation, prior to the Proposal due date, by issuing an Addendum to the Solicitation, which will be posted on the San Francisco Supplier Portal and First 5 San Francisco's website, [www.first5sf.org](http://www.first5sf.org). Every Addendum will create a new version of the Sourcing Event and Proposers must monitor the event for new versions. **The Proposer shall be responsible for ensuring that its Proposal reflects any and all Solicitation Addenda issued by the City prior to the Proposal due date regardless of when the Proposal is submitted.** Therefore, the City recommends that the Proposer consult the websites frequently, including shortly before the Proposal due date, to determine if the Proposer has downloaded all

Solicitation Addenda. It is the responsibility of the Proposer to check for any Addenda, Questions and Answers documents, and updates, which may be posted to the subject Solicitation.

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

**E. Proposal Term**

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

**F. Revision to Proposal**

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

**G. Proposal Errors and Omissions**

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

**H. Financial Responsibility**

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

**I. Public Disclosure**

All documents under this solicitation process are subject to public disclosure per the California Public Records Act (California Government Code Section §6250 et. Seq) and the San Francisco Sunshine Ordinance (San Francisco Administrative Code Chapter 67). Contracts, Proposals, responses, and all other records of communications between the City and Proposers shall be open to inspection immediately after a contract has been awarded. Nothing in this Administrative Code provision requires the disclosure of a private person's or organization's net worth or other proprietary financial data submitted for qualification for a contract or other benefit until and unless that person or organization is awarded the contract or benefit.

If the City receives a Public Records Request ("Request") pertaining to this solicitation,

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

#### **J. Proposer’s Obligations under the Campaign Reform Ordinance**

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

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

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

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

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

#### **K. Reservations of Rights by the City**

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

1. Waive or correct any defect or informality in any response, Proposal, or Proposal

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

**L. No Waiver**

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

**M. Local Business Enterprise Goals and Outreach**

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

**N. Other**

1. Failure to timely execute a contract, or to furnish any and all insurance certificates and policy endorsements, surety bonds or other materials required in the contract, shall be deemed an abandonment of a contract offer. The City, in its sole discretion, may select another Proposer and may proceed against the original selectee for damages.
2. City reserves the right to reject any Proposal on which the information submitted by Proposer fails to satisfy City and/or if Proposer is unable to supply the information and documentation required by this Solicitation within the period of time requested.
3. Any false statements made by a Proposer or any related communication/clarification may result in the disqualification of its Proposal from receiving further evaluation and a contract award.

**VII. CITY'S SOCIAL POLICY REQUIREMENTS**

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

**A. Proposers Unable to do Business with the City**

**1. Generally**

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

## **2. Administrative Code Chapter 12X**

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

## **3. Administrative Code Chapter 12B**

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

### **B. Health Care Accountability Ordinance**

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

### **C. Minimum Compensation Ordinance**

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

#### **D. First Source Hiring Program**

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

#### **E. Contractor Vaccination Policy**

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

1. Contractor shall identify its Covered Employees who are or will be performing Work or Services under this Agreement and shall inform them of the COVID-19 vaccination requirements stated in the Contractor Vaccination Policy and the Emergency Declaration.
2. Contractor shall maintain a list of its Covered Employees by name and position, which list shall not include the employees’ vaccination status. Contractor shall update the list as needed to show all current Covered Employees, and Contractor shall provide that list to the City on request.
3. Contractor shall be responsible for determining the vaccination status of any Covered Employees working for their subcontractors on a project. Contractor shall ensure that its covered subcontractors submit required information to the Contractor to ensure its covered subcontractors’ compliance with the Contractor Vaccination Policy.
4. Proposer shall submit to the City the Attestation Form confirming its compliance with the Contractor Vaccination Policy before contract award. Contractors shall promptly submit to the City a completed Attachment A respecting any medical or religious vaccination exemptions granted to their Covered Employees, which shall be updated as needed.
5. Contractor shall coordinate with the City to confirm that the City can safely accommodate at its worksite any Covered Employee for whom the Contractor has granted a medical or religious vaccination exemption, which may include ensuring that exempt employees who are accommodated comply with any required health and safety protocols.

## VIII. CONTRACT REQUIREMENTS

### A. Contract Terms and Negotiations

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

### B. Conflicts of Interest

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

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

### C. Insurance Requirements

1. Types and Amounts of Coverage. Without limiting Grantee's liability, Grantee shall maintain in force, during the full term of the grant agreement, insurance in the following amounts and coverages:
  - a. Workers' Compensation, in statutory amounts, with Employers' Liability Limits not less than one million dollars (\$1,000,000) each accident, injury, or illness.
  - b. Commercial General Liability Insurance with limits not less than \$1,000,000 each occurrence and \$2,000,000 general aggregate for Bodily Injury and Property Damage, including Contractual Liability, Personal Injury, Products and Completed Operations; policy must include Abuse and Molestation coverage, and
  - c. Commercial Automobile Liability Insurance with limits not less than one million dollars (\$1,000,000) each occurrence Combined Single Limit for Bodily Injury and Property Damage, including Owned, Non-Owned and Hired auto coverage, as applicable.
  - d. Professional liability insurance for negligent acts, errors or omission with respect to professional or technical services, if any, required in the performance of this Agreement with limits not less than one million dollars (\$1,000,000) each claim.

2. Additional Requirements for General and Automobile Coverage. Commercial General Liability and Commercial Automobile Liability insurance policies shall:
  - a. Name as additional insured City and its officers, agents and employees.
  - b. Provide that such policies are primary insurance to any other insurance available to the Additional Insureds, with respect to any claims arising out of this Agreement, and that insurance applies separately to each insured against whom claim is made or suit is brought, except with respect to limits of liability.
3. Additional Requirements for All Policies. All policies shall be endorsed to provide at least thirty (30) days' advance written notice to City of cancellation of policy for any reason, nonrenewal or reduction in coverage and specific notice mailed to City's address for notices pursuant to Article 15.
4. Required Post-Expiration Coverage. Should any of the insurance required hereunder be provided under a claims-made form, Grantee shall maintain such coverage continuously throughout the term of this Agreement and, without lapse, for a period of three (3) years beyond the expiration or termination of this Agreement, to the effect that, should occurrences during the term hereof give rise to claims made after expiration or termination of the Agreement, such claims shall be covered by such claims-made policies.
5. General Annual Aggregate Limit/Inclusion of Claims Investigation or Legal Defense Costs. Should any of the insurance required hereunder be provided under a form of coverage that includes a general annual aggregate limit or provides that claims investigation or legal defense costs be included in such general annual aggregate limit, such general annual aggregate limit shall be double the occurrence or claims limits specified above.
6. Evidence of Insurance. Before commencing any operations under this Agreement, Grantee shall furnish to City certificates of insurance, and additional insured policy endorsements, in form and with insurers satisfactory to City, evidencing all coverages set forth above, and shall furnish complete copies of policies promptly upon City's request. Before commencing any operations under this Agreement, Grantee shall furnish to City certificates of insurance and additional insured policy endorsements with insurers with ratings comparable to A-, VIII or higher, that are authorized to do business in the State of California, and that are satisfactory to City, in form evidencing all coverages set forth above. Failure to maintain insurance shall constitute a material breach of this Agreement.
7. Effect of Approval. Approval of any insurance by City shall not relieve or decrease the liability of Grantee hereunder.
8. Insurance for Subcontractors and Evidence of this Insurance. If a subcontractor will be used to complete any portion of this agreement, the

grantee shall ensure that the subcontractor shall provide all necessary insurance and shall name the City and County of San Francisco, its officers, agents, and employees and the grantee listed as additional insureds.

9. Regarding Workers' Compensation, Contractor hereby agrees to waive subrogation which any insurer of Contractor may acquire from Contractor by virtue of the payment of any loss. Contractor agrees to obtain any endorsement that may be necessary to effect this waiver of subrogation. The Workers' Compensation policy shall be endorsed with a waiver of subrogation in favor of the City for all work performed by the Contractor, its employees, agents and subcontractors.
10. Should any required insurance lapse during the term of this Agreement, requests for payments originating after such lapse shall not be processed until the City receives satisfactory evidence of reinstated coverage as required by this Agreement, effective as of the lapse date. If insurance is not reinstated, the City may, at its sole option, terminate this Agreement effective on the date of such lapse of insurance.

#### **D. Compliance with Other Laws**

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

### **IX. PROTEST PROCEDURES**

#### **A. Protest of Non-Responsiveness Determination**

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

#### **B. Protest of Contract Award**

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

#### **C. Delivery of Protests**

A Notice of Protest must be written. Protests made orally (e.g., by telephone) will not be

considered. A Notice of Protest shall be transmitted by a means that will objectively establish the date the City received the Notice of Protest. If a Notice of Protest is mailed, the protestor bears the risk of non-delivery within the deadlines specified herein. All protests must be received by the due dates stated above. Protests must be delivered to – via email:

Theresa Zighera

Interim Executive Director

First 5 San Francisco

1650 Mission Street, Suite 300

San Francisco, CA 94103

[theresa.zighera@first5sf.org](mailto:theresa.zighera@first5sf.org)

**X. STANDARD FORMS**

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

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

**B. How to Register as a City Supplier**

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

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

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

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

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

**C. Vendor Eligibility and Invoice Payment**

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

**D. Supplemental Forms**

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

	subcontractors.
Health Care Accountability Ordinance (HCAO) Declaration ( <a href="#">pdf</a> )	You have at least \$25,000 (\$50,000 for non-profit organizations) in cumulative annual business with a City department or departments and have more than 20 employees (more than 50 employees for nonprofit organizations), including employees of any parent, subsidiaries or subcontractors.
Insurance Requirements ( <a href="#">pdf</a> )	The solicitation requires the successful proposer to demonstrate proof of insurance.
Local Business Enterprise Program Application ( <a href="#">Contract Monitoring Division</a> )	You desire to participate in the City's Local Business Enterprise Program which helps certain financially disadvantaged businesses increase their ability to compete effectively for City contracts

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