

**City and County of San Francisco**  
**Sourcing Event ID 0000010752 | Dept Contract ID: OEWD RFP 232**

**Formal Request for Proposals for:**  
**WorkforceCentral and SmallBusiness Central Data Systems**  
**Hosting, Maintenance, and Enhancement Services**  
**Impact, Policy, and Communication Division**  
**Office of Economic and Workforce Development**

This Solicitation can be viewed on the City's Supplier Portal at: <https://sfcitypartner.sfgov.org/pages/index.aspx>



Proposal Phase	Tentative Date
Request for Proposals Issued	Tuesday, May 13, 2025
Optional Virtual Technical Assistance (TA) Conference	<p>Friday, May 16, 2025, 2:00 P.M.–3:00 P.M. PST  Location: Zoom Meeting  Zoom Webinar Link: Register <a href="#">here</a>.  Zoom Meeting ID: 875 9258 0615</p> <p>This event will be conducted remotely, in accordance with public health and accessibility guidelines. The event will include captioning. A recording of the meeting and all presentation materials will be posted to the RFP 232 website following the event. For accommodation due to a disability, contact 628-652-8400 or TDD 800-735-2929 (CRS), or email <a href="mailto:owd.procurement@sfgov.org">owd.procurement@sfgov.org</a> at least 3 business days prior to the meeting to ensure availability.</p>
Written Questions Due Date	<p>Friday, May 23, 2025, by 12:00 P.M. PST</p> <p>Email Written Questions to: <a href="mailto:owd.procurement@sfgov.org">owd.procurement@sfgov.org</a>  Answers to questions will be posted online to the RFP 232 website:  <a href="https://www.sf.gov/information--bid-opportunities">https://www.sf.gov/information--bid-opportunities</a></p> <p>Initial Posting of Answers: Tuesday, May 27, 2025, by 11:59 P.M. PST</p> <p>Final Posting of Answers: Friday, May 30, 2025, by 11:59 P.M. PST</p>
Proposal Due Date	<p>Tuesday, June 3, 2025, by 11:59 A.M. PST</p> <p>Proposal submissions will be accepted online only. A link to the online application will be published to the RFP 232 website:  <a href="https://www.sf.gov/information--bid-opportunities">https://www.sf.gov/information--bid-opportunities</a></p>
Notice of Intent to Award	Friday, June 13, 2025
Proposal Anticipated Start Date	Tuesday, July 1, 2025, or after
Period for Contesting Notice of Intent to Award	Within three (3) business days of the City's issuance of a Notice of Intent to Award.
Questions about the RFP	Technical assistance will be provided by phone or email in accordance with public health and accessibility guidelines. Need the RFP or application materials in alternative formats for persons with disabilities? Email: <a href="mailto:owd.procurement@sfgov.org">owd.procurement@sfgov.org</a>

### **Attachments**

- Attachment A: Proposal Questions – for reference only
- Attachment B: Proposed Budget Template– required document
- Attachment C: City’s Contract Terms – for reference only
- Attachment D: Applicant Requirements and Guidelines – for reference only
- Attachment E: Supplier Registration Instructions – for reference only
- Attachment F: HCAO and MCO Declaration Forms
- Attachment G: First Source Hiring Form

### **SUBMISSION REQUIREMENT CHECKLIST**

Proposers must submit the following items with their online Proposal. A Proposal that fails to provide the following Submission Requirements (SR) will not be eligible for further consideration.

SR #	Description
SR 1	Completed proposal submitted via online system by the deadline.
SR 2	Completed Attachment B, Proposed Budget template in Excel file format.
SR 3	Organizational Budget for the current or last completed fiscal year for the Primary Applicant, the entity that will hold the contractual obligation if awarded (no template provided).
SR 4	Organizational Chart for the Primary Applicant, the entity that will hold the contractual obligation if awarded (no template provided).

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## I. INTRODUCTION AND SOLICITATION SCHEDULE

### A. Introduction

#### 1. General

This Request for Proposals (hereinafter “RFP” or “Solicitation”) is being issued by the Office of Economic and Workforce Development (hereinafter, “OEWD” or “City”). OEWD’s mission is to advance equitable and shared prosperity for San Franciscans. We support businesses of all sizes, create great places to live and work, and help everyone achieve economic self-sufficiency. Learn more about our work at the following website: <https://sf.gov/departments/office-economic-and-workforce-development>

OEWD is seeking qualified suppliers (“Proposers” or “Applicants”) to provide proposals (“Proposal”) in furtherance of the public purpose of providing critical economic and workforce development resources to support San Francisco’s residents, businesses and visitors. The anticipated total amount of funding anticipated for the initial contract is **\$195,000 per year (\$780,000 for four years)**. Additional details regarding the funding limits and the expected term of the initial contract is summarized below and detailed in Section II of this document. The funding intends to support WorkforceCentral and SmallBusinessCentral Data Systems Hosting, Maintenance, and Enhancement Services. This work will be administered through the Data and Performance Team of OEWD’s **Impact, Policy, and Communication Division**.

When applicable and practical, Proposers are encouraged to reflect the diversity of San Francisco and include participation of businesses and residents from the City’s most disadvantaged communities including, but not limited to the Bayview/Hunters Point, Chinatown, Mission, South of Market, Tenderloin, Visitacion Valley and Western Addition neighborhoods. While encouraged to reflect the diversity of San Francisco, the City will not consider the race, ethnicity, gender, sexual orientation, or national origin of Proposer’s staff, leadership, and/or board of directors when making funding decisions.

#### 2. Selection Overview

Proposers are eligible to apply if they:

- Are a nonprofit (501(c)(3), 501(c)(4), 501(c)(6)) or for-profit organization registered with the Internal Revenue Service (IRS) and in good standing with the California Secretary of State (SOS), the Franchise Tax Board, the State of California’s Registry of Charities and Fundraisers (if applicable), and eligible to do business with the City and County of San Francisco. This includes Community Benefit Districts (CBDs) and Business Improvement Districts (BIDs);
- Are not debarred or suspended from participation in local, State or Federal programs;
- Meet all submission requirements as described in Section V below. Failure to satisfy the submission requirements will eliminate the applicant from further consideration;
- Can comply with all local, state or federal laws and regulations if funded. See **Attachment C** and **Attachment D** for more information about general terms and conditions of City funding opportunities.

As noted above, to receive a contract under this Solicitation, Proposer must be in good standing with the California Secretary of State, the Franchise Tax Board and the Internal Revenue Service. If Proposer is a **nonprofit organization**, it must also be in good standing with the California Attorney General’s Registry of Charities and Fundraisers. Proposer cannot be suspended or debarred by the City or any other governmental agency. Proposer must comply with all applicable legal requirements by the time of contract execution and must remain in good standing with these requirements during the term of the agreement. Upon request, Proposer must

provide documentation to the City demonstrating its good standing with applicable legal requirements. If Proposer will use any subcontractors/subrecipients to perform the agreement, Proposer will be responsible for ensuring they are also in compliance with all applicable legal requirements at the time of contract execution and for the duration of the agreement.

**Fiscal Sponsor.** A fiscal sponsor to another organization (or group of organizations) must serve as the lead applicant and meet all criteria described above. While subcontractors/subrecipients do not need to become City Suppliers, they must meet all other applicable compliance requirements. Should a fiscal sponsorship relationship terminate during the course of the agreement, OEWD will require documentation that proves that the new lead entity (which may be an approved subcontractor or a new fiscal sponsor) can meet all of the initial award criteria and can accept the terms of the remaining agreement. In the event that a new qualified fiscal sponsor cannot be identified, OEWD reserves the right to cancel the award and terminate the agreement.

Note: The City reserves the right to decline to enter into a contract due to the failure of an organization to be eligible to do business as a result of its non-compliance with the requirements of a governmental agency having jurisdiction, including, but not limited to, a nonprofit's failure to be in good standing with the California Registry of Charities and Fundraisers.

The City shall award a contract to the Proposer that meets the Submission Requirements of this Solicitation whose Proposal receives the highest-ranking score. Responsive Proposals will be evaluated by a panel ("Evaluation Panel") consisting of one or more parties with expertise related to the services being procured through this Solicitation. The Evaluation Panel may include staff from various City departments. Proposals will be evaluated based on the criteria outlined herein. If applicable, a Contract Monitoring Division (CMD) Contract Compliance Officer will assess Proposal compliance with Local Business Enterprise (LBE) requirements and assign a rating bonus to Proposal scores. The CMD-adjusted scores (if applicable) will then be tabulated, and Proposers will be ranked starting with the Proposer receiving the highest score, then continuing with the Proposer receiving the second highest score, and so on. The City does not guarantee that a contract will be awarded under this solicitation.

## **B. Anticipated Contract Term**

The contracts awarded pursuant to this Solicitation are expected to begin in **July 2025 or later** and shall be non-exclusive with an original term of up to four years. OEWD and the City, at its sole, absolute discretion, shall have the option to extend the term for six additional years for a total of not to exceed ten years, concluding no later than June 2035. The contracts may be negotiated for shorter or longer terms, and the funding award will be adjusted commensurate with the adjusted service period.

All decisions regarding the size, length, and scope of future funding awards are subject to OEWD approval and budget availability. Future funding is not guaranteed, and funding amounts and terms will depend upon the performance of the contractor during the initial award period, as well as other policy considerations as determined by OEWD. Contractor will be asked at a minimum to submit a final report of their activities and, if OEWD elects to renew the award, a revised scope of work and budget for the renewal period(s) for OEWD review. OEWD reserves the right, in its sole discretion, to not renew a funding award.

### C. Anticipated Contract Not to Exceed Amount

The funding amount listed in this RFP is the anticipated initial funding award, based on current budget availability. The actual award will be determined by the number of responsive proposals that meet OEWD strategies and objectives, and funding may be less or more. **Submit budget requests according to the limits in this RFP**; however, OEWD may negotiate different funding allocations, contract terms, and project goals before finalizing awards. This amount is based on the City's estimated spend over the advertised initial contract term. Should City's actual spend exceed its estimated spend for the initial term, City may in its sole discretion increase the contract NTE for the initial term. **The amount of the initial funding award may be as much as 400% of the proposed budget amount listed under the limits in this RFP.** Should City exercise its options to extend the contract beyond the initial term, City may also elect to increase the NTE proportionally. Should additional funding become available, the award amount may be increased significantly beyond the originally anticipated amount at a level commensurate to the cost-per-deliverable or cost-per-client detailed in the RFP.

Unless otherwise noted, the initial round of funding included in this RFP is expected to be local City funds ("General Fund"). OEWD may also award a variety of federal, state or local funding to support the program in future program years, including, but not limited to:

- Department of Labor - Workforce Innovation and Opportunity Act (WIOA), National Dislocated Worker Grant, American Apprenticeship Grant, Emergency Funds, etc.
- US Small Business Association (SBA)
- Housing and Urban Development - Community Development Block Grant (CDBG)
- Other city, state, federal and non-government sources, such as contributions from private foundations

Should any additional funding be identified to support the program in future program years, OEWD will disclose the terms and conditions related to those awards, and the contractor will be required to demonstrate the ability to comply with any additional terms and conditions prior to entering into or renewing a contract. Additional funding may become available through OEWD or other City departments, to be used for specific, targeted services. If there is an alignment between the targeted services and services provided in the program within the RFP, such additional funding may be used to fund the program in this RFP. Another City department other than OEWD may decide to award funding based on alignment of services requested. OEWD, or other City agencies, will disclose any additional regulations or requirements during the negotiation process for the contract that is awarded through this RFP and funded by other local, state, federal or non-city sources.

If a nonprofit organizations is funded by OEWD under this RFP, such organization may also be eligible to apply for funding under OEWD's nonprofit capacity fund, which has a separate application and selection process. The goal of OEWD's nonprofit capacity fund is to maintain continuity of economic and workforce development services by potentially assisting OEWD's nonprofit suppliers with one-time, as-needed funds to support administrative operations and organizational effectiveness (e.g. leadership transition, strategic partnership). The fund is dependent on funding availability and limited to nonprofit organizations who are currently funded by OEWD for the specific purpose of providing economic and workforce development services. When funding becomes available, eligible nonprofit organizations currently funded by OEWD will be notified of the opportunity to apply for funding.

**D. Reserved.**

**E. Reserved.**

**F. Solicitation Schedule**

The anticipated schedule for this Solicitation is set forth below. These dates are tentative and subject to change. It is the responsibility of the Proposer to check for any Addenda to this Solicitation or other published pertinent information.

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### Technical Assistance Conference Details

The optional virtual Technical Assistance Conference will begin at the specified time. Proposers' representatives are urged to arrive on time. Topics already covered will not be repeated for the benefit of late arrivals. **Failure to attend the Technical Assistance Conference shall not excuse the awarded Proposer from any obligations of a contract awarded pursuant to this Solicitation.** Any change or addition to the requirements contained in this Solicitation as a result of the Technical Assistance Conference will be executed by a written Addendum to this Solicitation posted on the RFP website. It is the responsibility of the Proposer to check for any Addendum to this Solicitation or other published pertinent information.

Each date is subject to change. For the latest schedule, check the RFP 232 website at <https://www.sf.gov/information--bid-opportunities>.

\*Note: Substantive questions regarding the program area under this RFP – such as clarifying questions regarding the eligibility of proposed projects – must be submitted by the above deadline. Purely technical questions regarding how to complete or submit the online RFP application will be answered until the proposal submission deadline. Send an email to [oewd.procurement@sfgov.org](mailto:oewd.procurement@sfgov.org) with substantive questions regarding the program area, or technical assistance needs. Applicants are responsible for reviewing all portions of this RFP, including the attached Addenda and to seek clarification of any ambiguity, discrepancy, omission, or error in the RFP, prior to submitting their proposal.

### G. Contract Terms and Negotiations

The successful Proposer will be required to enter into a contract which may be a modified form of the attached Attachment C, City's Contract Terms. Attachment C is only provided as a sample to inform Proposer of the type of City terms required for similar programs, and the final contract terms may vary. If a satisfactory contract cannot be negotiated in a reasonable time, the City, in its sole discretion, may terminate negotiations. Upon termination of negotiations, City may begin negotiation with the Proposer that meets the Submission Requirement of this Solicitation whose Proposal receives the next highest-ranking score.

## II. SERVICES REQUESTED

### A. Services Requested

This Solicitation is being issued by OEWD. OEWD is seeking qualified Proposers to provide Proposals for one distinct program under one OEWD Division specific to the Data and Performance Team.

*Press "Ctrl" and click the hyperlink (Program Area Name) to navigate to a specific program.*

### Data and Performance

#	Program Area Name	Maximum Budget Request per Proposal	Anticipated Number of Contract Awards	Target Neighborhood(s)	Eligible Applicants
A	<b>WorkforceCentral and SmallBusinessCentral Data Systems Hosting, Maintenance, and Enhancement Services</b>	\$195,000 per 12 months	One	Citywide	Nonprofits and for-profits

**Program Area A: WorkforceCentral and SmallBusinessCentral Data Systems Hosting, Maintenance, and Enhancement Services**

**Anticipated Number of Awards:** One

**Anticipated Initial Funding Award:** \$195,000 per year

**Expected Start Date:** July 1, 2025

**Eligible Neighborhoods:** None specified

**Physical Location:** None specified

**Target Population(s):** None specified

**Term of Service:** Four (4) years with options to extend, not to exceed a total of ten (10) years

**Eligible Applicants:** Both nonprofit and for-profit

**Program Area Summary:** The Office of Economic and Workforce Development (OEWD) is seeking proposals from qualified vendors to host, maintain, and enhance two web-based data management systems: WorkforceCentral and SmallBusinessCentral. These integrated systems track workforce, community, and economic development services funded through a combination of federal and state grants and local funding sources.

**Current Systems Environment:**

- **Technology Stack:** ASP.NET and Microsoft SQL Server
- **User Base:** Approximately 500 users across both systems
- **Primary Users:** OEWD staff and grantee organizations
- **Integration:** WorkforceCentral connects to the state Employment Development Department's CalJOBS system via API

**Glossary of Terms:**

- **WorkforceCentral:** OEWD's primary data system for tracking workforce development services and client outcomes
- **SmallBusinessCentral:** OEWD's data system for tracking small business technical assistance and economic development services
- **CalJOBS:** The State of California's workforce data system operated by the Employment Development Department (EDD)
- **Grant Code Systems:** Identifiers for different funding sources in the data systems
- **Agency Codes:** Unique identifiers for service provider organizations in the data systems
- **Agency Rules:** Business rules specific to each service provider organization
- **ETPL:** Eligible Training Provider List, a state-approved catalog of training providers
- **PII:** Personally Identifiable Information, sensitive data that can identify an individual

**Scope of Work:** This Scope of Work outlines required services but is not exhaustive of all potential tasks that may be necessary during the contract period.

## 1. System Maintenance and Development

The Selected Contractor shall:

- Maintain and enhance the existing client data management systems according to OEWD direction
- Track, manage, and resolve system issues and technical support requests from end-users in accordance with the response and resolution timeframes outlined in the Performance Measures section
- Participate in planning, designing, and implementing system improvements to meet evolving organizational needs and support efficient business operations
- Ensure systems maintain scalability and deliver services effectively
- Manage the API between WorkforceCentral and EDD's CalJOBS data system, including:
  - Ensuring reliable data transmission
  - Generate error report and email notifications
  - Managing errors and exceptions
  - Executing nightly error resubmissions
  - Performing troubleshooting as needed
  - Implementing necessary revisions to maintain compatibility
- Maintain the State Eligible Training Provider List (ETPL) in WorkforceCentral, including synchronizing provider data with the state's master ETPL database and supporting the addition, modification, and removal of training providers
- Administer user accounts, including:
  - Creating new accounts
  - Resetting passwords
  - Configuring role-based access controls
  - Enforcing security protocols for Personally Identifiable Information (PII)
- Develop and maintain system reporting capabilities, including:
  - Pre-defined standard reports
  - User-defined custom reports
  - Configurable parameters for assessing service delivery and performance
  - Oversee the administration of systems Agency Rules (business rules specific to organizations), including:
    - Grant Codes (funding source identifiers)
    - Programs and Project Codes (administrative identifiers)
    - Agency Codes (organization identifiers)
    - Activity Codes (service delivery identifiers)
- Generate daily email notifications to end users reporting system business processes
- Provide daily CSV exports of application files and activity records for OEWD staff
- Maintain a secure document management system that:
  - Supports multi-platform uploads (web and mobile)
  - Enforces role-based access controls
  - Includes document request capabilities
  - Provides comprehensive upload logs

## 2. System Documentation

The Selected Contractor shall maintain comprehensive, up-to-date documentation for all system components throughout the contract period. This documentation shall include:

- **System Architecture:** Detailed diagrams and descriptions of system architecture, data models, and integration points
- **Technical Documentation:** Complete documentation of:
  - All system forms and their functionality

- Data elements, definitions, and relationships
- Business rules and validation logic
- API specifications and integration protocols
- Database schema and data dictionary
- **Change Documentation:** Detailed records of:
  - All system revisions and releases
  - Configuration changes and enhancements
  - Process modifications and their impacts
  - Bug fixes and their resolutions

### 3. Data Security & Protection of Client Data

The Selected Contractor shall implement industry best practices to safeguard client data, including all personally identifiable information (PII) and sensitive workforce and business data in both production and development environments:

- **Data Encryption:** Encrypt all data in transit and at rest using industry-standard protocols
- **Access Controls:** Implement role-based access restrictions and maintain comprehensive audit logs of data access and modifications
- **Compliance:** Adhere to all federal, state, and local data privacy regulations and provide documentation for compliance purposes, including completing Cybersecurity Assessment forms as requested
- **Data Retention & Deletion:** Follow OEWD-compliant retention policies and securely delete obsolete data
- **Incident Response:** Maintain a documented response plan and promptly notify OEWD of any security incidents
- **Regular Security Audits:** Conduct periodic security assessments and provide OEWD with audit reports upon request

### 4. Application Hosting and Maintenance

The Selected Contractor shall provide comprehensive hosting, maintenance, and support services, including:

- **Application Hosting:** Provide secure, scalable hosting infrastructure compatible with ASP.NET and Microsoft SQL Server
- **Application Monitoring & Load Balancing:** Implement performance monitoring and load balancing to ensure system uptime
- **Data Hosting:** Provide secure data storage and reliable retrieval mechanisms
- **Data Backup & Recovery Services:** Execute daily backups and maintain recovery solutions to prevent data loss
- **Security:** Deploy advanced cybersecurity measures, including firewalls, intrusion detection, and encryption
- **Hardware & Software Support:** Perform ongoing maintenance of system infrastructure components

### 5. Developer, Technical, and End User Support

The Selected Contractor shall provide developer, technical, and end-user support to ensure system reliability and responsive customer service:

- Offer toll-free technical assistance during business hours (Monday through Friday, 8 a.m. to 5 p.m. Pacific Standard Time) for both OEWD staff and end users
- Provide multiple support channels including:
  - Live phone support

- Email assistance
- Online ticketing system
- Maintain an online tracking system enabling OEWD to monitor support ticket statuses
- Respond to OEWD users' support requests during business hours according to priority levels defined in section 5 (Performance Measures)
- Implement a formal protocol for system modifications, patches, and updates, including providing 30-day advance notice except for emergency fixes
- Establish system downtime notification protocols covering planned maintenance during nights, weekends, and holidays
- Develop and maintain business continuity and disaster recovery protocols for emergencies or natural disasters
- Implement security breach detection, mitigation, and notification protocols for affected users

## **6. Vendor Transition Plan**

The Selected Contractor shall:

- Begin maintenance and support services on July 1, 2025
- Develop a comprehensive transition plan in collaboration with OEWD
- Participate in knowledge transfer sessions with the current vendor
- Establish access to all necessary systems, documentation, and code repositories
- Validate system functionality prior to assuming full responsibility
- Demonstrate successful operation of all critical system functions before transition completion

**Performance Measures:** The Selected Contractor's performance will be evaluated based on the following key measures:

1. **System Uptime & Reliability:**
  - Maintain at least 99.5% uptime, excluding scheduled maintenance
  - Schedule all non-emergency maintenance during off-hours with advance notice
2. **Response & Resolution Time for Support Requests:**
  - Critical issues: Acknowledge within one hour, resolve within one business day
  - High-priority issues: Acknowledge within four hours, resolve within two business days
  - Medium-priority issues: Acknowledge within one business day, resolve within three business days
  - Low-priority issues: Acknowledge within two business days, resolve within five business days
3. **Data Accuracy & Compliance:**
  - Ensure 100% compliance with OEWD's data retention, encryption, and security policies
  - Conduct regular audits verifying data integrity and adherence to privacy regulations
  - Provide quarterly security assessment reports

**Minimum Qualifications:** To be considered for this contract, contractors must meet the following minimum qualifications:

- Applicant must be a fully established legal entity, duly formed, validly existing and in good standing with the IRS, California Secretary of State, California Office of the Attorney General (as applicable), and eligible to do business with the City and County of San Francisco.

- **Experience:** Demonstrate at least five (5) years of experience in hosting, maintaining, and supporting web-based data management systems for government or nonprofit organizations
- **Technical Expertise:** Prove expertise in ASP.NET, Microsoft SQL Server, database management, cloud-based application hosting, data security, API integration, and compliance with data privacy regulations
- **Security Compliance:** Demonstrate ability to implement and maintain robust cybersecurity measures, including encryption, access controls, and compliance with applicable security frameworks
- **Scalability & Reliability:** Provide scalable hosting solutions with high availability and disaster recovery capabilities
- **Support Capabilities:** Maintain capacity to provide dedicated technical and end-user support during business hours, including a ticketing system and escalation protocols
- **Data Management & Reporting:** Demonstrate experience managing data collection, reporting, and integration with third-party systems such as EDD's CalJOBS or other federal or state grant reporting systems
- **Project Management:** Show ability to manage system updates, patches, and enhancements with structured project management methodologies

**Preferred Qualifications:** None specified

**Supplementary Questions:** None specified

## **B. Regulatory and Compliance Requirements Specific to the Services Solicited**

Prior to submitting a Proposal in response to this Solicitation, Proposers must ensure they have fully read and understood the “Additional Requirements Incorporated by Reference” in Attachment C, City’s Contract Terms.

**C. Reserved.**

**D. Reserved.**

**E. Reserved.**

## **III. LOCAL BUSINESS ENTERPRISE (LBE) PROGRAM REQUIREMENTS**

### **A. CMD Compliance Officer**

The CMD Compliance Officer (CCO) for this Solicitation and any Contract awarded pursuant to this Solicitation is:

Michelle Kassatly  
Contract Monitoring Division  
City and County of San Francisco  
Tel: 650.821.1457  
Email: michelle.kassatly@sfgov.org  
Website: [www.sfgov.org/cmd](http://www.sfgov.org/cmd).

### **B. Application of LBE Rating Bonuses**

LBE Rating Bonuses shall be applicable at each phase of the Solicitation evaluation and selection process, in accordance with the values shown below.

1. **Reserved.**
2. **General and Professional Services**

<b>Estimated Contract Value</b>	<b>Small/Micro LBEs Rating Bonus</b>	<b>SBA LBEs Rating Bonus</b>
Greater than \$10,000 but less than or equal to \$400,000.	10%	0%
Greater than \$400,000 but less than or equal to \$10,000,000.	10%	5% <i>So long as it does not adversely affect a Small or Micro-LBE Proposer's participation or, for Professional Services, a JV Proposer's participation.</i>

3. **Professional Services by Joint Ventures**

<b>Estimated Contract Value</b>	<b>Small/Micro LBE Subcontracting Level</b>	<b>Rating Bonus</b>
Greater than \$10,000 but less than or equal to \$10,000,000.	Equals or exceeds 35%, but less than 40%	5%
	Equals or exceeds 40%, but less than 100%	7.5%
	100%	10%
If applying for an LBE rating discount as a Joint Venture (JV), the Micro and /or Small-LBE must be an active partner in the JV and perform work, manage the job and take financial risks in proportion to the required level of participation stated in the Proposal, and must be responsible for a clearly defined portion of the work to be performed and share in the ownership, control, management responsibilities, risks, and profits of the JV. The portion of the Micro and/or Small-LBE JV's work shall be set forth in detail separately from the work to be performed by the non-LBE JV. The Micro and/or Small-LBE JV's portion of the contract must be assigned a commercially useful function.		

**C. LBE Subcontracting Participation Requirements**

There shall be no LBE Subcontracting Requirement in this Solicitation because the LBE Subcontracting Requirements were waived by the Contract Monitoring Division.

**D. Reserved.**

**E. Reserved.**

**IV. PROPOSAL EVALUATION CRITERIA**

<b>Evaluation Phase</b>	<b>Maximum Points</b>
Written Proposal	100 Points
<b>TOTAL</b>	<b>100 Points</b>

## V. SUBMISSION REQUIREMENTS DOCUMENTATION REQUIRED WITH PROPOSAL

Proposers must submit documentation for each Submission Requirement (SR) listed below. Each Proposal will be reviewed for initial determination on whether Proposer meets the SRs referenced in this section. **A Proposal that fails to meet the Submission Requirements will not be eligible for further consideration in the evaluation process.** The City reserves the right to request clarifications from Proposers prior to rejecting a Proposal for failure to meet the Submission Requirements.

SR #	Description
SR 1	Completed proposal submitted via online system by the deadline.
SR 2	Completed Attachment B, Proposed Budget template in Excel file format.
SR 3	Organizational Budget for the current or last completed fiscal year for the Primary Applicant, the entity that will hold the contractual obligation if awarded (no template provided).
SR 4	Organizational Chart for the Primary Applicant, the entity that will hold the contractual obligation if awarded (no template provided).

## VI. WRITTEN PROPOSAL (100 POINTS)

In addition to submitting documents supporting each Submission Requirement as required by this Solicitation, Proposers shall also submit a complete Proposal consisting of each item set forth **below or in Attachment A, Proposal Questions (for reference only).**

First, OEWD will review all proposals to determine if they are complete and eligible. Incomplete, late or otherwise ineligible proposals will not be considered, and applicants will be notified if their proposals have been disqualified. Disqualified proposals may not be resubmitted for further consideration.

Next, the Evaluation Panel will read and score all complete and eligible proposals. The Evaluation Panel may consist of City and non-City staff and other individuals who have experience in the Program Area in this RFP. If applicants are current OEWD grantees or contractors, OEWD may consider prior performance in our review.

At the discretion of the City, the review process may require applicants to make an oral presentation before the panel and/or require the panel to conduct a site visit of the applicant's facility or proposed project area. The City will not reimburse applicants for any costs incurred in traveling to or from the interview location or site visit, or other costs associated with preparing for and submitting the proposal.

### Selection Criteria

Applications will be reviewed and evaluated using the criteria described in this section. Point values indicate the relative importance placed on each section and points will be awarded based on the extent to which the application addresses the criteria listed. Applicants should prepare their proposals with these criteria in mind.

Review of proposals will be evaluated on a **100-point scale**, broken down as follows:



### **Applicant Qualifications and Staff Assignments (20 points)**

- The applicant's professional qualifications and the experience of proposed partners, subcontractors/subgrantees, and staff
- Experience and track record implementing similar projects or proposed activities, including contractor's prior performance for other City projects, to the extent that such performance is relevant to this solicitation.
- Clarity and feasibility of proposed staffing assignments, taking into consideration accessibility, availability and workload.
- The application demonstrates a thorough understanding of the economic, social, financial, institutional or other issues that require a solution.

### **Approach, Activities, and Outcomes (45 points):**

1. **2.1 System Maintenance and Development (30 points)**
2. **2.2 Hosting and Technical Infrastructure (15 points)**

- The proposed project will contribute to achieving the goals and objectives stated in the RFP.
- The application presents a clear description of the proposed project, including a clear statement of goals and objectives.
- The application presents a plan of action with details on the specific scope of services applicant(s) propose and how the proposed work will be accomplished.
- The application presents a reasonable timeline for implementing the proposed project including major milestones and target dates. It addresses factors that might speed or hinder implementation and explains how these factors would be managed.
- The design of the project reflects current knowledge on effective practices supported by applicants' experience and/or research and literature.
- The proposed project would involve the collaboration of partner organizations, entities, consultants or key individuals who would maximize the effectiveness and efficiency of service delivery. If a collaborative application is proposed, specific activities and the role, capacity, and contributions each partner will make to the proposed project is detailed.
- The proposed project reflects performance targets appropriate for the program.
- The proposal demonstrates the organization's capacity to carry out the proposed project by connecting current or previous experience with the proposed programming.
- The application demonstrates community support for the proposed project or program.

### **Project Management Approach (15 Points)**

- Applicant outlines a thorough project management approach, methodology, communication plan, and resource allocation strategy.
- Applicant presents comprehensive plans for risk management and change management processes.
- Proposal outlines approach to timeline management and milestone tracking.

### **Support and Implementation Approach (10 Points)**

- The proposal outlines a thorough transition plan for the July 1, 2025 term start date.
- Applicant addresses how data on project activities, outputs and outcomes will be collected and reported.

- Applicant demonstrates they have or will develop the capacity to collect and manage data.
- The application provides an appropriate and feasible plan describing how data will be used to determine whether the needs identified are being met and whether project results are being achieved.

### **Financial Management and Budget (10 Points)**

- Applicant provides a detailed budget narrative presenting reasonable costs that relate to activities proposed.
- The proposed budget is submitted on the required template and applicant's overall budget is of a size to reasonably expect successful delivery of the program.
- Applicant maintains strong fiscal controls and would ensure the prudent use, proper and timely disbursement and accurate accounting of funds awarded under this RFP.
- Additional resources are available to ensure implementation and sustainability of programming (preferred)

### **Additional Considerations**

Depending on the number and quality of proposals, applicants may be invited to be interviewed by the review committee to make a final selection in case of a tie. Each application will be considered individually and the organization's overall capacity in relation to the number of projects proposed will also be considered when projects and proposals are recommended for funding.

### **Clarifications**

The City may contact applicants to clarify any portion of the proposal. All questions to the applicants will be submitted in writing and the answers, in writing, will be submitted, along with the proposals, to the Review Committee for scoring. Any attempt by an applicant to contact a City official, representative, or employee, including a member of the Review Committee, from the time the RFP is issued until the date the RFP is completed (either by cancelation or final award), other than submitting clarification questions to the OEWD team in charge of this RFP or responding to any City-initiated contact regarding the RFP) may result in the elimination of that proposal from consideration.

### **Selection**

After the Review Committees have concluded the evaluation and scoring of the proposals, the results will be submitted to the Executive Director of OEWD. The tentative awardee(s) whose proposal(s) are determined to meet the needs of the City will be authorized to negotiate a contract, and an intent to award notice will be sent to the top-ranked applicant(s). If an applicant submits multiple proposals, the organization's overall capacity in relation to the number of projects proposed will also be considered when proposals are recommended for funding

Applicants acknowledge that OEWD reserves the right to reject all proposals or cancel this RFP in whole or in part at any time prior to entering into a contract and may republish the RFP.

The tentative award may be conditioned on inclusion of changes/additional terms. If the City is unable to negotiate a satisfactory agreement with the winning applicant(s), the City may terminate negotiations with that applicant and proceed to negotiate with other qualified applicants in the descending order of their ranking in the evaluation process. This process may be repeated until a

satisfactory contract has been reached. Final award of the contract may be subject to approval by the Civil Service Commission, the Board of Supervisors, Mayor, or other governing body.

Applicants who do not receive an award may appeal the decision by filing a protest (described below). Applicants who receive a contract will be contacted to begin the contract negotiation process.

### **Negotiation Process**

Following the conclusion of the protest process (described below), OEWD will contact all awardees to begin scope and budget negotiations. During the negotiation period, OEWD will provide additional details to include an offer of funding, the expected start date of the contract, a proposed scope of work and budget, and disclose any fund source-specific criteria that the contractor will need to adhere to. OEWD will also request the necessary compliance documentation that is required for all City contracts.

## **VII. PRICE PROPOSAL**

### **A. Price Proposal Format and Allocation of Points**

Proposers shall submit a complete Price Proposal within the online submission consisting of **Attachment B, the Proposed Budget Template**.

Price proposals will be evaluated as explained above in Section VI, under Financial Management and Budget (10 points).

### **B. Price Proposal Evaluation Period**

The City will attempt to evaluate Price Proposals within one-hundred eighty (180) days after receipt of Proposals. If City requires additional evaluation time, all Proposers will be notified in writing of the new expected award date.

### **C. Reserved.**

### **D. Reserved.**

### **E. Application of Discounts for Evaluating Lowest Responsive Proposer**

#### **1. Application of LBE Bid Discount to Price Proposal**

Where price is a factor in City's evaluation process, Proposer's price shall be reduced by an amount equal to the applicable LBE Bid Discounts. The discount shall be applied solely for the purpose of determining the lowest responsive Price Proposal and shall be in addition to any other discounts, preferences, or adjustments required by City law.

#### **2. Reserved.**

#### **3. Reserved.**

#### **4. Reserved.**

## **VIII. RESERVED.**

## **IX. SUPPORTING DOCUMENTATION REQUIRED PRIOR TO CONTRACT EXECUTION**

Proposers must provide each Required Supporting Documentation ("RSD") identified below prior to contract execution. Failure to do so may result in the City, at its option, determining that the Proposer has abandoned its Proposal, and will not enter into contract negotiations with such Proposer.

<b>RSD 1</b>	Approved City Supplier status.
<b>RSD 2</b>	Current City Business Tax Registration.
<b>RSD 3</b>	Evidence that Proposer is compliant with San Francisco Labor and Employment Code Articles 131 (Nondiscrimination in Contracts, formerly known as Chapter 12B).
<b>RSD 4</b>	Attachment F: HCAO and MCO Declaration Forms
<b>RSD 5</b>	Attachment G: First Source Hiring Form
<b>RSD 6</b>	Proof of Insurance in accordance with Article 5 of Attachment C, City’s Contract Terms.
<b>RSD 7</b>	Active registration with the California Secretary of State, as applicable.
<b>RSD 8</b>	Current status with California Office of the Attorney General’s Registry of Charities and Fundraisers, as applicable.

## **X. FAILURE TO PROVIDE INSURANCE**

Unless otherwise stated, within ten business days of the receipt of a notice of award of a contract, the Proposer to whom the contract is awarded shall deliver the specified bond documents and/or insurance certificates and policy endorsements to City. If the Proposer fails or refuses to furnish the required bond and/or insurance within ten days after receiving notice to award a contract, City may, at its option, determine that the Proposer has abandoned its Proposal.

## **XI. CITY’S SOCIAL AND ECONOMIC POLICY REQUIREMENTS**

The San Francisco Municipal Code establishes a number of requirements for people seeking to do business with the City (“Social and Economic Policy Requirements”). These Social and Economic Policy Requirements can be found in Attachment C, City’s Contract Terms, which Proposers are encouraged to carefully review. The Social and Economic 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. Nondiscrimination Requirements**

A Proposer selected pursuant to this Solicitation may not, during the term of the Contract, 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 San Francisco Labor and Employment Code Articles 131 and 132. *Refer to Attachment C, City’s Contract Terms for additional details related to the application of this Ordinance to a contract awarded pursuant to this Solicitation.*

**B. Reserved.**

**C. Health Care Accountability Ordinance (HCAO)**

A Proposer selected pursuant to this Solicitation shall comply with Labor and Employment Code Article 121. For each Covered Employee, the awarded Contractor shall provide the appropriate health benefit set forth in Article 121.3. If the awarded Contractor 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 Article 121, as well as the Health Commission's minimum standards, is available on the web at <http://sfgov.org/olse/hcao>. An awarded Contractor is subject to the enforcement and penalty provisions in Article 121. Any Subcontract entered into by the awarded Contractor shall require any Subcontractor with 20 or more employees to comply with the requirements of the HCAO and shall contain contractual obligations substantially the same as those set forth in this Section. *Refer to Attachment C, City's Contract Terms for additional details related to the application of this Policy to a contract awarded pursuant to this Solicitation.*

**D. Minimum Compensation Ordinance (MCO)**

A Proposer selected pursuant to this Solicitation shall comply with Labor and Employment Code Article 111. For each Covered Employee, the awarded Contractor shall pay no less than the minimum compensation required by San Francisco Labor and Employment Code Article 111, including a minimum hourly gross compensation, compensated time off, and uncompensated time off. An awarded Contractor is subject to the enforcement and penalty provisions in Article 111. Information about and the text of Article 111 is available on the web at <http://sfgov.org/olse/mco>. An awarded Contractor is required to comply with all of the applicable provisions of Article 111, irrespective of the listing of obligations in this Section. *Refer to Attachment C, City's Contract Terms for additional details related to the application of this Policy to a contract awarded pursuant to this Solicitation.*

**E. First Source Hiring Program**

A Proposer selected pursuant to this Solicitation shall comply with all of the applicable provisions of the First Source Hiring Program, Chapter 83 of the San Francisco Administrative Code. *Refer to Attachment C, City's Contract Terms for additional details related to the application of this Policy to a contract awarded pursuant to this Solicitation.*

**F. Reserved.**

**G. Non-Profit Entities**

To receive a contract under this Solicitation, any nonprofit Proposer must be in good standing with the California Attorney General's Registry of Charities and Fundraisers by the time of contract execution and must remain in good standing during the term of the agreement. Upon request, Proposer must provide documentation to the City demonstrating its good standing with applicable legal requirements. If Proposer will use any nonprofit subcontractors to perform the agreement, Proposer will be responsible for ensuring they are also in compliance with all requirements of the Attorney General's Registry of Charities and Fundraisers at the time of Contract execution and for the duration of the agreement.

**H. Other Social Policy Provisions**

Attachment C, City's Contract Terms, identifies the City's applicable social policy provisions related to a contract awarded pursuant to this Solicitation. Proposers are encouraged to carefully review these terms and ensure they are able to comply with them.

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

### **A. 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 the online 12B Declaration for Article 131 (Equal Benefits Program) compliance 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.
- **Equal Benefits Program Inquiries:** For questions concerning the San Francisco Labor and Employment Code Articles 131 and 132, go to: [www.sfgov.org/cmd](http://www.sfgov.org/cmd).

### **B. Proposal Questions and Submissions**

#### **1. Proposer Questions and Requests for Clarification**

Proposers shall address any questions regarding this Solicitation to [oe wd.procurement@sfgov.org](mailto:oe wd.procurement@sfgov.org). Proposers who fail to submit questions concerning this Solicitation and its requirements will waive all further rights to protest based on the specifications and conditions herein. Questions must be submitted by email to [oe wd.procurement@sfgov.org](mailto:oe wd.procurement@sfgov.org) no later than Written Questions Due Date. A written Addendum will be executed addressing each question and answer and posted publicly. It is the responsibility of the Proposer to check for any Addenda and other updates that will be posted on the RFP website at <https://www.sf.gov/information--bid-opportunities>.

#### **2. Proposal Format**

Proposals must be submitted online. Information must be provided at a level of detail that enables effective evaluation and comparison between Proposals. Failure to follow submission or content requirements may negatively impact the evaluation of the Proposal.

#### **Best Practice Tips**

- Use the Submission Requirement Checklist to ensure a complete proposal.
- Carefully review the minimum qualifications.
- Write as clearly and succinctly as possible and respond directly to the questions as asked. Do not submit extra materials not requested.
- If submitting multiple proposals, do not cross-reference content between proposals. For example, do not respond to questions with statements such as "Please see this answer in my other proposal".
- No links to outside materials should be included in proposals, as the Review Committee will not review any websites, articles, videos, or documents during the review process.
- Include all requested files uploaded within the online proposal prior to submission; these attachments will not be accepted after the deadline.

### 3. Time and Place for Submission of Proposals

Prior to the Proposal submission deadline, Proposers must submit their complete Proposals through the online system. Late submissions will not be considered. Partial or complete omission of any required content may disqualify Proposals from further consideration. Late Proposal submissions will not be considered and failure to adhere to the above requirements may result in the complete rejection of the Proposal.

**Proposers are encouraged to upload their Proposals to the online system as early as possible to address any technical issues that may arise during the submission process.** Assistance with technical application issues is available until the submission deadline by contacting [oezd.procurement@sfgov.org](mailto:oezd.procurement@sfgov.org).

#### C. RFP 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 RFP website. **The Proposer shall be responsible for ensuring that its Proposal reflects any and all 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 website 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 PROPOSERS OF THE TERMS FOUND IN THIS SOLICITATION, ANY AND ALL ADDENDA ISSUED TO THIS SOLICITATION, AND THE PROPOSED CONTRACT TERMS.**

#### D. 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 (“RFP Materials”) 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.

Public disclosure may be made regardless of whether the RFP Materials are marked “confidential,” “proprietary,” “Copyright ©” or otherwise, and regardless of any statement purporting to limit the City’s right to disclose information, or requiring the City to inform or obtain the consent of the applicant prior to the disclosure of the RFP Materials. Submission of any proposal or communication pursuant to the RFP constitutes acknowledgment and consent by the applicant to the potential public disclosure of its RFP Materials.

#### E. Limitation on 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 via email to [oezd.procurement@sfgov.org](mailto:oezd.procurement@sfgov.org). Any attempt to communicate with any party other than the designated email address, [oezd.procurement@sfgov.org](mailto:oezd.procurement@sfgov.org) – 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. Proposal Selection Shall not Imply Acceptance**

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 approvals before the City may be legally bound thereby.

#### **G. Cybersecurity Risk Assessment**

As part of City's evaluation process, City may engage in Cybersecurity Risk Assessment (CRA). CRA may be performed for each entity manufacturing the product, performing technical functions related to the product's performance, and/or accessing City's networks and systems. Where a prime contractor or reseller plays an active role in each of these activities, CRA may also be required for the prime contractor or reseller.

To conduct a CRA, City may collect as part of this Solicitation process one of the following two reports:

- **SOC-2 Type 2 Report:** Report on Controls at a Service Organization Relevant to Security, Availability, Processing Integrity, Confidentiality or Privacy; or
- **City's Cyber Risk Assessment Questionnaire:** Proposer's responses to a City's Cyber Risk Assessment Questionnaire.

The above reports may be requested at such time City has selected or is considering a potential Proposer. The reports will be evaluated by the soliciting Department and the City's Department of Technology to identify existing or potential cyber risks to City. Should such risks be identified, City may afford a potential Proposer an opportunity to cure such risk within a period of time deemed reasonable to City. Such remediation and continuing compliance shall be subject to City's on-going review and audit through industry-standard methodologies, including but not limited to: on-site visits, review of the entities' cybersecurity program, penetration testing, and/or code reviews.

#### **H. Solicitation Errors and Omissions**

Proposers are responsible for reviewing all portions of this Solicitation. Proposers are to promptly notify the City, in writing and to the Solicitation contact person if the Proposer discovers any ambiguity, discrepancy, omission, or other error in the Solicitation. Any such notification should be directed to the City promptly after discovery, but in no event later than the deadline for questions. Modifications and clarifications will be made by Addenda as provided below.

#### **I. 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, no later than the deadline for questions, provide written notice to the City 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.



## **J. Protest Procedures**

### **1. 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.

### **2. Protest of Non-Responsible Determination**

Within three (3) business days of the City's issuance of a Notice of Non-Responsibility, a Proposer may submit a written Notice of Protest of Non-Responsibility. 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.

### **3. Protest of Contract Award**

Within three (3) 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.

### **4. 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 must be delivered by email to [owd.procurement@sfgov.org](mailto:owd.procurement@sfgov.org) and received by the due dates stated above. A Notice of Protest shall be transmitted by a means that will objectively establish the date the City received the Notice of Protest. Scanned and signed protest letters transmitted electronically must be sent in PDF format and be signed by an individual authorized to negotiate or sign agreements on behalf of the protesting organization.

## **K. Proposal Term**

Submission of a Proposal signifies that the proposed products, 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.

## **L. 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. Notify [owd.procurement@sfgov.org](mailto:owd.procurement@sfgov.org) that the prior version is being replaced in order to prevent review of the wrong version. In no case will a statement of intent to submit a revised Proposal, or commencement of a revision process, extend the Proposal Due Date

for any Proposer. At any time during the Proposal evaluation process, the City may require a Proposer to provide oral or written clarification of its Proposal. The City reserves the right to make an award without further clarifications of Proposals received.

#### **M. Proposal Errors and Omissions**

Failure by the City 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.

#### **N. 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.

#### **O. 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 or go to <https://sfethics.org/compliance/city-officers/city-contracts/city-departments/notifying-bidders-and-potential-bidders>.

#### **P. 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.

**Q. 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.

**R. Other**

1. The City may make such investigation, as it deems necessary, prior to the award of this contract to determine the conditions under which the goods are to be delivered or the work is to be performed. Factors considered by the City shall include, but not be limited to:
  - a. Any condition set forth in this Solicitation;
  - b. Adequacy of Proposer's plant facilities and/or equipment, location and personnel location to properly perform all services called for under the Purchase Order; and
  - c. Delivery time(s).
2. City reserves the right to inspect an awarded Proposer's place of business prior to award of and/or at any time during the contract term (or any extension thereof) to aid City in determining an awarded Proposer's capabilities and qualifications.
3. 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.
4. 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.
5. 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.