



HOUSING DEPARTMENT  
**REQUEST FOR PROPOSALS**  
**2021-2022**

**SAN JOSÉ BRIDGE PROGRAM**  
**&**  
**EMERGENCY INTERIM HOUSING**  
**PROGRAMS**

**RFP RESPONSE DUE DATE:**  
**OCTOBER 1, 2021**  
**12:00 PM NOON (Pacific Time)**

**Only applications submitted through WebGrants will be accepted.**  
**WebGrants can be found at: <http://grants.sanjoseca.gov>**

**All questions must be e-mailed to: [Mark.Gerhardt@sanjoseca.gov](mailto:Mark.Gerhardt@sanjoseca.gov)**

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## GENERAL INFORMATION

The following provides general information and instructions for applying for funds from the City of San José for services to be implemented in Fiscal Year 2021-2022. This document contains the requirements that all proposers must satisfy and/or complete. All proposers must complete the proposal in the City's Grants Management System (WebGrants). All proposers must also utilize the information in the attachments to complete the application in WebGrants.

Competitive proposals are collaborative, creative, leverage existing organization and/or community resources, and propose realistic objectives and costs. The selected organization(s) will have an outcome-oriented approach with a strong emphasis on concrete, measurable results. Competitive proposals are collaborative, and partnerships and/or consortiums are encouraged to apply.

### Invitation

The City of San José Housing Department (“City”) invites qualified organizations to submit proposals to oversee the San José Bridge Program and/or an Emergency Interim Housing Program. This Request for Proposals (RFP) seeks to contract with one or more organizations to manage the programs in coordination and collaboration.

The City seeks highly competitive proposals for the SJ Bridge and Emergency Interim Housing Programs. Successful proposals to administer the programs will demonstrate how they plan to seamlessly provide, either directly or through collaborations, all the services their clients need to become employed and permanently housed. The most highly competitive proposals are *consortium* proposals. Agencies may choose to enter into a limited partnership or subcontract with other agencies in order to provide a full range of services.

Highly Competitive	Consortiums (including identified lead agency and subcontractor) applying for both programs
Competitive	Partnerships (including Memorandums of Agreements) applying for both programs
Moderately competitive	Single Agency – (applying for both programs)
Fairly competitive	Single Agency – (applying for a single program)

*Example of a highly competitive proposal:* Agency “A” works with employers and Agency “B” works with program participants to secure permanent housing.

*Example of an unacceptable consortium:* Agency “A” and “B” both offer the same services, but in different areas of the City.

The City’s intent is to award a contract for the San José Bridge Program with an initial term of nineteen months (December 1, 2021 through June 30, 2023), with the option of three (3) one-year renewal options, unless terminated earlier or otherwise amended. The total amount

allocated for the 19-month San José Bridge Program is up to \$1,600,000. Funding will come from the American Rescue Plan and other local funds.

The City's intent is to award a contract(s) for the Emergency Interim Housing Program from the date of execution through June 30, 2023, with the option of three (3) one-year renewal options, unless terminated earlier or otherwise amended. The budget for an Emergency Interim Housing Program contract is up to \$2,850,000. Funding will come from the American Rescue Plan and the State of California.

### **Geographic Area**

The location of the services provided must be within San José city limits and serve its residents.

### **Eligibility Requirements**

All proposers must be a public entity or a non-profit organization 501(c)3. All non-profit organizations applying for funding must meet the following Organizational Requirements:

**1) Governing Body**

Governance of the organization should be vested in a voluntary Board meeting at least quarterly.

**2) Personnel**

The organization must provide adequate administration of the program to ensure delivery of services. One person should be designated as the director of the organization. If the project is awarded funding, the organization must provide a copy of its Personnel Policies and Procedures, which must include policies prohibiting discrimination, conflict of interest, grievance procedures, and affirmative hiring practices.

**3) Non-Discrimination**

Each organization receiving funds from the City is required to assure the City it will conduct its business in compliance with the non-discrimination requirements of the City, State, and Federal governments, as applicable.

**4) Prohibition of Gifts**

City of San José officials are subject to several legal and policy limitations regarding receipt of gifts from persons, firms, or corporations either engaged in business with the City, or proposing to do business with the City. The offering of any illegal gift shall be grounds to disqualify a proposer. To avoid even the appearance of impropriety, proposers should not offer any gifts or souvenirs, even of minimal value, to City officers or employees. The proposer shall be subject to the City's prohibition. Said prohibition is found in Chapter 12.08 of the San José Municipal Code. Proposers agree not to offer any City officer or designated employee any gift prohibited by said Chapter. The offer or giving of any gift prohibited by Chapter 12.08 shall constitute a material breach of the Agreement by the successful proposer. In addition to other remedies the City may have by law or equity, City may terminate the Agreement for such breach.

**5) Conflict of Interest**

Each proposer is expected to have read and understand Section 7 of Council Resolution 77135 (“Consolidated open government and ethics resolution”) (formerly, Council Policy 0-35 on Procurement and Contract Process Integrity and Conflict of Interest adopted on February 6, 2007). A complete copy of the policy can be found at:

<https://records.sanjoseca.gov/Resolutions/RES77135.PDF>

See Section 7, pg. 69, Procurement and Contract Process Integrity and Conflict of Interest. Any proposer who violates the Policy will be subject to disqualification. Generally, the grounds for disqualification include:

- Contact regarding this RFP with any City official or employee or evaluation team other than communication with the identified contact, Mark Gerhardt, from the time of issuance of this solicitation until the end of the protest period.
- Evidence of collusion, directly or indirectly, among proposers in regard to the amount, terms, or conditions of this proposal.
- Influencing any City staff member or evaluation team member throughout the solicitation process, including the development of specifications.
- Evidence of submitting incorrect information in the response to a solicitation or misrepresent or fail to disclose material facts during the evaluation process.
- In addition to violations of the Process Integrity Guidelines, the following conduct may also result in disqualification:
  - Offering gifts or souvenirs, even of minimal value, to City officers or employees.
  - Existence of any lawsuit, unresolved contractual claim or dispute between proposer and the City.
  - Evidence of proposer's inability to successfully complete the responsibilities and obligations of the proposal.
  - Proposer's default under any City agreement, resulting in termination of such agreement.

Accordingly, each proposer shall avoid all conflict of interest, or appearance of conflict of interest, in performance under contract with the City. Any proposer that has any conflict or appearance of conflict, including serving as consultant, officer or staff to a borrower or Developer/Operator currently or previously conducting business in San José, shall report such a conflict in the response to this RFP. Any conflict or appearance of conflict after this contract is awarded, must be immediately reported to the City.

**6) Accounting**

Each organization shall maintain accounting records which are in accordance with generally accepted accounting practices, such as those described in 24 CFR Part 200, “Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards,” or in the American Institute of Certified Public Accountants (AICPA) “Accounting and Financial Reporting for Voluntary Health and Welfare Organizations”. 24 CFR Part 200 is available online at: <http://www.ecfr.gov/cgi-bin/text->

7) **Audited Financial Statements**

Funded projects, regardless of the size of the contract, will be required to have an independent audit performed. The organization annual audit will need to be submitted within 150 days of the end of the organization's fiscal year.

8) **Insurance**

Proposer must adhere to the insurance requirements as indicated in Section 13 of the RFP Instructions.

## TIMELINE AND PROCESS

Dates and/or the process in this timeline may be changed by the City if deemed necessary. Any changes to the dates below will be posted to the [Housing Department's Funding Opportunities](#) page and as an addendum to the RFP in WebGrants. The City will make every effort to adhere to following anticipated schedule:

ITEM	DATE
1	RFP Release
2	Optional RFP Workshop
3	Deadline to Submit RFP Questions
4	Responses to Questions
5	<b>RFP GRANT PROPOSALS DUE</b>
6	Proposal Evaluation
7	Notice of Intent to Award
8	Appeal Period
9	Contract Start Date

### **RFP Release**

This RFP is being issued by the City of San José Housing Department. This RFP, including supporting documents, may be obtained through the City's WebGrants System, accessed at: <http://grants.sanjoseca.gov>.

The City's goal is to assist proposers in preparing applications. The Housing Department Grants Program will provide technical assistance to proposers through email only. Proposers should e-mail questions to: [Mark.Gerhardt@sanjoseca.gov](mailto:Mark.Gerhardt@sanjoseca.gov). In person and telephone consultations are not accepted.

### **Optional RFP Workshop**

The City's goal is to assist proposers in preparing proposals. The City's Housing staff will conduct a NON-MANDATORY RFP workshop at the following date and time to assist all RFP respondents in offering technical assistance, completing the proposal and required forms, and enhancing their understanding of applicable requirements and project evaluation criteria:

#### **Virtual Workshop**

**August 30, 2021 3:00pm – 4:00pm**

<https://zoom.us/j/95242479525?pwd=V2JhQjYrK2gvZE9ZcTB2R2lmWWtlZz09>

Meeting ID: 952 4247 9525

Passcode: 953883

Phone: 1(669) 219-2599 Passcode: 95242479525#

Attendance at the workshop is highly encouraged for RFP respondents. To request any reasonable accommodations for the workshop, please contact Mark Gerhardt at [mark.gerhardt@sanjoseca.gov](mailto:mark.gerhardt@sanjoseca.gov).

### **Deadline to Submit RFP Questions**

To encourage a fair process, individual or telephone consultations will not be accepted. Proposers may submit written questions to this RFP via email until 12pm noon on Monday, September 13, 2021. Proposers should e-mail questions to Mark Gerhardt at [Mark.Gerhardt@sanjoseca.gov](mailto:Mark.Gerhardt@sanjoseca.gov). Each question must reference the RFP title in the subject line of the email. The City will not respond to questions submitted in any other manner or format.

### **Responses to RFP Questions**

Written responses to emailed questions, as well as all questions from the workshop, regarding RFP substance will be issued as an Addendum posted in WebGrants and on the [Housing Department's Funding Opportunities](#) website on or before Wednesday, September 15, 2021.

### **RFP Grant Proposals Due**

Proposals must be submitted in WebGrants by 12:00 PM Noon on Friday, October 1, 2021. WebGrants can be accessed at <http://grants.sanjoseca.gov>. The City will not accept proposals submitted in any other manner or format. Prior to submission, respondents should carefully check their applications to ensure all responses to questions are complete and all attachments are included. Refer to the Checklist in Section 1 to ensure that all required documents are included in the proposal. NOTE: Supplemental information necessary for clarification will only be accepted if it is requested by staff.

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**No grace period will be allowed for missing components to be submitted. No additional submissions will be accepted after the October 1, 2021 12:00PM proposal deadline. Any application that is late will not be considered for funding.**

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### **Proposal Evaluation**

A non-conflicted Evaluation Panel will review and rank the proposals in October 2021 and make a recommendation for award(s). The Evaluation Panel will evaluate proposals in accordance with the following scoring criteria. The proposal should give clear, concise information in sufficient detail. Proposers may be invited to meet with the panel to provide a brief presentation and clarify panelist questions. Proposers that do not score a minimum of 70 points (on a 100-point scale) shall not move forward in the selection process.

AREA	POINTS
Program Narrative (Section 4)	Maximum 35 points
Cultural Competence & Equitable Service Delivery (Section 5)	Maximum 15 points
Organizational Capacity & Experience (Section 6)	Maximum 25 points
Numerical Goals & Outcomes (Section 7)	Maximum 15 points
Budget (Section 8 & Section 13- Budget Narrative)	Maximum 10 points
TOTAL POINTS: 100	
Current/Past Performance with City Contracts*	Maximum 5 points deducted from score. Does not apply to

	organizations without City contracts.
Audit Review**	Pass/Fail

\*The Housing Department Grants Program will conduct an evaluation of the past performance of organizations that apply for funding. The goal is to determine whether organizational performance was satisfactory. The results of these evaluations will be scored on a scale from 0 to 5, with organizations that have not been previously funded receiving a score of 0. Based on the status as of June 30, 2021, organizations will have zero to one point deducted to their final score for their performance on each of the following grant activities:

- Timeliness of draw requests
- Quality of draw requests (adequate paperwork, etc.)
- Quarterly performance reports
- Cooperation in clearing/participating in audits
- Responsiveness to staff questions and information requests

\*\*A proposer with a “Fail” rating for the Audit Review will not be recommended for funding.

The proposal(s) with the highest score(s) will not automatically be awarded a contract. In making the final selection of organization(s) and funding levels, the Director of Housing will consider the evaluation panel’s ranking, proposers’ past performance, and the City’s overall needs. The final selection and contract award(s) will be within the sole judgment and discretion of the City.

#### **Notice of Intent to Award**

The Housing Department will provide email notification letters to proposers in October 2021 advising of the Director’s decision of the selected finalist(s) with intent to award.

#### **Appeals Process**

RFP proposers will be advised in writing if their application is not eligible for funding, including the reason(s) the proposed project is ineligible. All proposers will be notified of the amount of funding being recommended for awarded projects. Proposers may appeal in writing, to the Director of the Housing Department, Jacky Morales-Ferrand, at [Jacky.morales-ferrand@sanjoseca.gov](mailto:Jacky.morales-ferrand@sanjoseca.gov).

The deadline for submitting an appeal letter is ten days after the Notice of Intent to Award letter is released. The appeal letter must contain the name, street address, email address, and signature of the person submitting the appeal. The appeal letter must state the grounds, factual basis, and provide all information supporting the appeal. The grounds for the appeal may only be based on one or more of the following:

- A belief that there was abuse of process by City officials or evaluation panel members.
- A belief that there was misconduct or impropriety by City officials or evaluation panel members.
- A belief that there was abuse of discretion by City officials or evaluation panel members.

The Director will respond to all appeals within five working days of the close of the appeals process. The Director's decision is final, and there is no further appeal process concerning his/her decision after it is rendered.

### **Audit Review Process**

In conjunction with the proposal evaluation, the Housing Department staff will perform a review and analysis of the responding organizations audited financial statements. Proposers may be disqualified from funding consideration if major concerns are raised through a review of the organization's financial capacity. Justification for disqualification includes:

- Failure to submit the organization's two most recent audits
- Incomplete Audit Report
- Federal Debarment
- Evidence of financial irregularities or malfeasance

The Director of Housing may approve exceptions to this policy under warranted circumstances when it is determined that the service provided meets a critical community need. If an exception is warranted, the organization may be required to:

- 1) Submit a detailed explanation of the identified deficiency or deficiencies and a realistic plan to resolve them;
- 2) Provide complete documentation with each reimbursement request; and
- 3) Agree to additional monitoring visits.

The Housing Department staff will conduct a more detailed financial review as part of the Organizational and Financial Capacity assessment. A detailed explanation of the financial audit review process is described in Section 12.

## RFP INSTRUCTIONS

### **Introduction**

The RFP instructions contain the requirements all proposers must satisfy and/or complete. Many Sections contain Reference Documents. To apply for funds, please submit your application through the City of San José's WebGrants system by the application deadline. The City is charged to move quickly on this RFP to initiate these services by December 1, 2021. This RFP will result in the award of one or more contracts to one or more organizations. The estimated term of the contract(s) will be December 1, 2021 through June 30, 2023 with the option to extend up to three additional years, at the City's sole discretion and contingent upon funding availability. The selected proposer(s) will be required to enter into an agreement with the City containing the terms and conditions set forth in Attachment A: Proposed Grant Agreement. Any exceptions to the standard terms and conditions must be noted in the proposal cover sheet; otherwise, no changes will be considered or granted.

The City reserves the right to accept or reject any item or group(s) of items of a response/proposal. The City also reserves the right to waive any informality or irregularity in any proposal. Additionally, the City may, for any reason, decide not to award an agreement as a result of this RFP or cancel the RFP. The City shall not be obligated to respond to any proposal submitted, nor be legally bound in any manner by submission of this proposal.

The City reserves the right to verify any information provided during the RFP process and may contact references listed or any other persons known to have contracted with the proposer.

The City reserves the right, without limitation to execute an agreement with one or more proposers based solely on the proposal and any approved additions and to enter into an agreement with another organization in the event that the originally selected proposer defaults or fails to execute an agreement with the City.

The following sections should be completed and submitted online in WebGrants. You can access WebGrants at <http://grants.sanjoseca.gov>. Any proposal that is late, fails to meet eligibility requirements, or fails to follow submission instructions will not be considered for funding.

### **Scope of Work**

The 2019 biennial homeless census counted 6,097 homeless persons in San José of which 84% were unsheltered (were living in on the streets, in vehicles, in parks, in abandoned or storage structures, or in homeless encampments). In San José's high cost housing market, obtaining living wage employment is critical in ensuring housing stability.

Proposer(s) selected must demonstrate experience delivering effective supportive employment, commitment to the work of ending homelessness, and adaptability to address varying levels of job-readiness, all while promoting long-term housing stability. Proposers must demonstrate ability to work with the County of Santa Clara's Continuum of Care's supportive

housing system, coordinated entry, and Homeless Management Information System (HMIS). Selected proposers will provide services in alignment with Continuum of Care (CoC) Quality Assurance Standards, including but not limited to Housing First approaches, protection of participant choice, cultural competency, and equal access regardless of actual or perceived sexual orientation, gender, marital status, race or ethnicity.

This Request for Proposals (RFP) seeks to contract with one or more organizations to manage the San José Bridge Program and upcoming Emergency Interim Housing Program(s), in coordination with one another. Proposers may apply for one or both programs. Competitive proposals are collaborative and consortiums that can jointly operate SJ Bridge and Emergency Interim Housing to offer employment with supportive interim housing are highly encouraged.

The **San José Bridge Program** (SJ Bridge) is an employment program for homeless San José residents. The SJ Bridge will employ homeless individuals, assist in job training and long-term career goals and placement, as well as housing search and placement in San José. This previously implemented program employed homeless individuals as part of cleaning crews to combat blight and supported homeless individuals to reclaim a path to self-sufficiency in the form of job training and good wages.

The new San José Bridge program has been expanded to include; 1) employment focused on litter clean-up and beautification projects with a focus on the Guadalupe River Park, 2) support and training that transitions participants from litter cleanup to living wage employment and 3) combining employment with housing support by leveraging the City's emergency interim housing. Responders should consider a pilot "restroom attendant" program component that may provide light cleaning, restocking of materials and physical presence that deters unwanted behavior. The primary programs under the SJ Bridge:

1. *Employment Training and Housing Support*
  - a. Provide pathways to self-sufficiency, revitalize the community and ultimately, transition 100 participants from litter clean ups to living wage employment and housing through the Emergency Interim Housing Program or other housing opportunities.
2. *Litter Clean-up Crews Program*
  - a. Clean litter in dozens of identified routes or "hot spots", identified by the BeautifySJ program.
  - b. Activities include but are not limited to the removal and disposal of any litter and debris, including paper, plastic, wood pieces, glass, shopping carts, furniture, mattresses, auto parts, tires, leaves, tree limbs, pine needles, pinecones, etc.
  - c. Coordinate with other City departments, particularly the Departments of Parks, Recreations and Neighborhood Services and Transportation, to identify "hot spots" and share resources.
  - d. Coordinate routes and activities with BeautifySJ, homeless outreach teams, Keep Coyote Creek Beautiful, South Bay Clean Creeks Coalition, the Trash Punx, and other partners as specified by the City.

3. *Partnership with Guadalupe River Park Conservancy (GRPC) on clean-up and beautification projects*

- a. Retrieve and dispose of litter and debris in priority areas and routes, with emphasis on household waste, shopping carts, furniture, auto parts, and landscape trimmings.
  - b. Beautification activities include park and trails planting management, light landscaping, graffiti removal, maintenance of park assets and furnishings, etc.
  - c. Coordinate routes and activities with GRPC, BeautifySJ, homeless outreach teams, and other City and community clean-up and beautification efforts.
  - d. Conduct regular (at least quarterly) coordination meetings with GRPC.

#### *4. Public Restroom Attendant Pilot Program*

- a. Clean, monitor, restock materials and maintain public bathrooms and ensure public access.
  - b. Pilot in one or two public park restrooms, such as Columbus Park, Arena Green, McEnery Park, or the Guadalupe River Park.
  - c. Intent is to circumvent public health risks and nuisance and reduce blight of public urination and defecation.
  - d. Provide a presence in designated restroom(s) so users feel safe and may mitigate unwanted uses or damages.

The **Emergency Interim Housing Programs** (EIH) are temporary housing programs for homeless San José residents. Recently, the City built three new EIH communities, two serving single adults and couples and the third serving families. A new, fourth EIH will be constructed at 702 Guadalupe Parkway, a City owned parking Lot E adjacent to the San José Police station in downtown (east side of Hwy 87 from the Guadalupe River Park) on or around Spring 2022. A target population for the next EIH may be; a) occupants of a pre-determined homeless encampment(s), and b) participants in the SJ Bridge Program. Locations for any future EIHs are to be determined.

Selected proposer(s) will manage safe, private, and secure one or more communities intended to be a bridge from homelessness to permanent housing. The EIH offers onsite property management, operations and services, including individualized support to up to 100 participants per site to build stability and self-sufficiency. An EIH operator must provide a good neighbor plan, as well as facilitation of advisory and neighborhood meetings.

## **Section 1: Application Checklist**

Please check each box in WebGrants as appropriate to indicate that the items are attached in your RFP response.

## **Section 2: Cover Sheet**

Please provide the legal name of the organization, organization details, the program name, the amount requested, and the name, title, address, telephone number, and email of the program contact person. The Housing Department staff will use email to correspond with proposers.

### **Section 3: Project Summary**

*(Limit 5,000 characters)*

Provide a summary containing highlights of the proposal's approach. Please describe briefly the need your program will address and the structure of your program. Summarize the goals and outcomes of the program. Identify the population(s) to be served.

### **Section 4: Program Narrative**

*(Limit 20,000 characters)*

Please provide detailed responses to the following questions. Please reference the question to which you are responding to in this narrative section. Make sure to refer to the Scope of Work.

#### **General Questions (all proposers)**

1. Describe in detail how your organization will design, structure, implement and operate the proposed program(s), referring to the Scope of Work. Please identify how the two strategic programs will collaborate in regard to participant referrals and how the programs will work together.
2. Describe any additional, new or existing resources within or outside your organization to leverage in order to enhance the proposed service and increase the likelihood of its success.
3. Describe how many individuals and households your organization plans to serve and what supportive services and case management they will receive. How will participants be identified, selected and engaged? Describe the eligibility criteria. Describe how participants will be connected to resources needed to obtain and maintain permanent housing.

#### **SJ Bridge Questions (only proposers applying for SJ Bridge)**

1. Describe how your organization will pay SJ Bridge participants for their employment, how the work schedule will be structured and whether or not health benefits will be offered. For reference, between July 1, 2020 and June 30, 2021, the City of San José defines a living wage as \$23.31 per hour if health benefits are offered or \$24.56 per hour if health benefits are not offered. Participants should be on the selected organization's payroll.
2. Describe how your organization will demonstrate the ability to identify long term employment opportunities and provide support and assistance to ensure participants obtain and maintain employment and housing.
3. Participants may not possess a resume, work history, or identified career path to detect challenges, opportunities, and/or convey a sense of what will be required to obtain and maintain employment. Describe how your organization will offer individual employment development and support to program participants relative to the employment and housing needs and desires of each participant. Describe existing or committed partnership(s) with businesses to make appropriate employment placements.
4. Explain the plan to provide direct referrals for SJ Bridge participants to the Emergency Interim Housing Program. Describe any imaginative approaches that may be used in

leveraging resources, such as SJ Bridge employees providing maintenance, janitorial, or security services at the Emergency Interim Housing location.

**EIH Questions (only proposers applying for EIH)**

1. Describe your organization's management plan for the site to address security, hours of operation, staffing and other property management issues. In addition to the housing units with private bathrooms, the EIH sites will have common or communal facilities to meet the participants' cooking and dining needs, space to meet with case managers and other service providers, pet accommodations including dog parks, and parking. The selected operator will be responsible for purchasing all furnishings and supplies.
2. Describe how your organization will ensure client-focused, coordinated, and integrated care that combines housing, supportive services, and employment linkages. The selected organization will create program guidelines facilitating the provision of case management and similar supportive services with the goal of creating a community environment and transitioning participants to permanent housing.
3. Explain the plan to provide direct referrals for the EIH participants to the San José Bridge Program, in addition to using the coordinated entry system. Describe any imaginative approaches that may be used in leveraging resources, such as SJ Bridge employees providing maintenance, janitorial, or security services at the EIH locations.

**Section 5: Cultural Competence & Equitable Service Delivery**

*(Limit 20,000 characters)*

Please provide detailed responses to the following questions. Identify the population(s) to be served. Identify methods ensuring cultural competency and equal access to and delivery of services across gender, race, and ethnicity.

1. Explain the efforts that are in place to ensure that the SJ Bridge and/or the EIH Programs will prioritize racial equity and provide culturally competent and linguistically accessible services to persons from diverse backgrounds, including non-English speaking communities.
2. Explain outreach strategies to underserved and marginalized communities, particularly communities of color, including Black, Latinx, Asian, Pacific Islander, and Native and Indigenous communities.
3. Describe how the program(s) will incorporate meaningful collaboration with individuals that have lived experience being homeless.

**Section 6: Organizational Capacity and Experience**

*(Limit 20,000 characters)*

Please provide detailed responses to the following questions. Please reference the question to which you are responding to in this narrative section.

1. Describe your organization's strengths and experience operating employment and/or interim housing programs, including length of time providing similar services.

2. Explain management and staff experience that qualifies your organization for the administration and implementation of the SJ Bridge and/or the EIH Programs. How does your organization's staffing plan support the proposed service(s)? Explain how oversight and supervision will occur. For any of the staff members who will provide services under this proposal, please provide resumes and/or job descriptions and attach them as stated in Section 12.
3. Include proposed changes (if any) you would need to make in order to fulfill your duties administering the program, and when your organization will be ready to commence services.

### **Section 7: Numerical Goals and Outcomes**

Please discuss the goals and objectives for the SJ Bridge and/or the EIH Programs. Identify the population(s) to be served and separate the goals and objectives between the two populations. In addition, describe alignment to CoC System Performance Standards, if applicable.

1. Total Number of Unduplicated Participants: Provide the total number of unduplicated participants that will be served by each proposed service, regardless of the number of activities in which they participate. Each participant should be counted only once for the year.
2. Activities: This component should address a specific activity or set of activities that affect a specific group to accomplish outcomes. An activity is what a program does with the services it provides to fulfill its mission. Detail the number of participants served by each activity.
3. Number of Units of Service: Define a unit of service for each service provided and list the number of units of service to be provided. Be as specific and detailed as possible when defining the unit of service. For example, if your organization proposed to track the number of case management sessions, provide the average length of the sessions.
4. Outcome Measures: Outcome measures are ways to measure program outcomes. Please detail at least one outcome measure that will be used for each program outcome chosen. Express your outcome measure as a percentage of participants who participated in the activity that exhibit the desired change in behavior or desired result. Examples include 75% of individuals who participate in case management will be permanently housed within 120 days of intake as measured in HMIS or 85% of participants will remain employed for at least 6 months.
5. Data Collection Method or Measurement Methodology: Specify the method and calculation to be used to measure the organization's objective. Data collection methods include HMIS, surveys, focus groups, interviews, report cards, and pre- and post-tests. (If a survey, questionnaire, pre- or post-test will be used for outcomes, attach the applicable document to this application and discuss the frequency of collection). The funded organization will be expected to provide quarterly reports on each program's activities and unduplicated participants and semi-annual reports on each program's outcomes.

**Section 8: Budget (if applying for both the SJ Bridge and EIH programs, please complete one spreadsheet for each proposal)**

Identify the population(s) to be served and distinguish separate budgets between the two programs.

Please download the budget spreadsheet attachment, complete the spreadsheet in Excel, then upload it under section 8 in Webgrants. Please note that we are requesting a budget narrative as well as a budget spreadsheet. The budget narrative shall be uploaded under section 13 and is intended to explain or justify the amount entered for each line item in the budget spreadsheet, including methodology for determining the budgeted amounts and the reasoning behind the amounts allocated. How does each budget item relate to the implementation of the proposed project and the achievement of the proposed performance goals?

The contract will be reimbursed on a monthly cost-reimbursable basis. Reimbursements will be based on the actual expenditure of costs listed in the project's budget. The funded organization will be expected to produce receipts, cancelled checks, and supporting documents as necessary to verify expenditures.

*Definitions*

**Personnel Services:** The sum of staff salary expense to be paid by the City.

**Fringe/Benefits:** Included in this line item are payroll-related costs such as FICA, health insurance and retirement benefits, Workers' Compensation, and other payments made on behalf of the employee.

NOTE: Grantees must submit time distribution reports and payroll registers of all staff members whose cost will be fully or partially reimbursed by the grant funds. Time distribution reports must identify the actual number of hours spent on the grant activities. Reimbursement on percentages is not an approved method of determining personnel cost reimbursement.

**Program Supplies:** The materials needed to operate the program.

**Office Supplies:** The materials, such as ink, pens, or paper, that are consumed within an office setting during normal business operations which render services essential to the operation of the program.

**Communication:** Costs for telephone, postage, and other communication costs that are essential to the operation of the program.

**Printing and Advertising:** Costs for printing and duplicating services, newspaper printing by contract; and newspaper advertising which is essential to the operation of the program. Supplies such as paper or fluids for a copy machine owned or leased by the organization for project use may be charged to this category.

Travel: Cost for automobile mileage, transportation, and all necessary and ordinary travel expenses while on official program business within and outside of Santa Clara County. All out-of-state travel must be approved in writing, by City, prior to any expenditure for such travel. Such travel not previously approved will NOT be reimbursed.

Occupancy: The prorated costs for water, gas, electric, garbage and trash collection, and similar shared expenses for the organization offices.

Insurance: Prorated cost of insurance and other related services for the program.

Equipment Rental/Maintenance: Rental of equipment, such as portable toilets, that is essential for the operation of the program. Equipment is defined as tangible property other than land and buildings.

Audit Fees: Audit fees are reimbursable.

Management and General: Allocable portion of necessary and reasonable costs that are not related to direct provision of workforce services, including but not limited to accounting, budgeting, financial and cash management, payroll, audit and general legal services, oversight and monitoring of administrative activities or the development of information systems and procedures related to administrative functions.

### **Section 9: References**

Please provide three references (outside City of San José personnel) that can speak to your organization's ability to successfully implement and administer the proposed program.

### **Section 10: Certifications and Assurances**

The authorized organization representative's name must be listed in the Certifications and Assurances Form.

### **Section 11: Certification Regarding Non-Suspension or Debarment**

The Debarment and Suspension Certification must list authorized organization representative's name. This certifies that neither the organization nor any of its principals have been suspended or debarred from receiving any federal assistance due to contract violations. A search on the federal Excluded Parties List System will be performed prior to contract execution.

### **Section 12: Certification Regarding Drug Free Workplace Requirements**

The authorized organization representative's name must be listed in the Certification Regarding Drug Free Workplace Requirements.

### **Section 13: Required Attachments**

Please provide required supportive documents described below. Convert all of the following documents to PDF format and upload them in this section. **ONLY PDF DOCUMENTS WILL BE REVIEWED.**

- **Staff Resumes and Job Descriptions Attachments**  
Please submit resumes for all relevant and filled positions for the program. The resumes must be updated on an annual basis. Please submit all job descriptions for relevant program staff, including senior staff.
- **Organizational Chart Attachment**  
Please submit the most recent Organizational Chart for the organization. The organizational chart must be updated on an annual basis.
- **Numerical Goals and Outcomes Measurement Methodology (Optional Narrative)**  
Please attach the measurement methodology document(s) referenced in Section 7, with any additional explanation/narrative as necessary.
- **Budget Narrative**  
Provide a budget narrative to explain or justify the amount entered for each budget item in the budget (completed in Section 8), including methodology for determining the budgeted amounts and the reasoning behind the amounts allocated. How does each budget item relate to the implementation of the proposed project and the achievement of the proposed performance goals?
- **Letter from IRS for 501(C)(3) Tax Exempt Status Attachment**  
Please provide a copy of the letter from the IRS confirming the organization's 501(C)3 Tax Exempt Status.
- **Letter from the Franchise Tax Board for Tax Exempt Status Attachment**  
Please provide a copy of the letter from the Franchise Tax Board confirming the organization's Tax-Exempt Status.
- **List of Board of Directors Attachment**  
Please provide a list of the organization's Board of Directors. Please include each member's occupation & years of service as board member.
- **Board Approval Attachment**  
Please provide a letter from the Board of Directors, on organization letterhead, that confirms approval to submit this proposal.
- **Articles of Incorporation Attachment**  
Please submit the articles of incorporation for the organization.
- **By-Laws Attachment**  
Please submit the By-Laws that govern the organization.
- **Audit Review Attachment**

In conjunction with the application evaluation, proposers are required to submit their organization's two most recent Annual Agency Financial Audits and Management Letters. The Housing Department staff will perform a review and analysis of the proposers' audited financial statements. Proposers may be disqualified from funding consideration if major concerns are raised through a review of the organization's financial capacity. The financial review will include an evaluation of:

- The organization's Audit Report to ensure it was prepared by a certified accounting firm and according to generally accepted accounting principles;
  - Completeness of the Audit Report;
  - Liquidity, Safety and Efficiency Ratios;
  - Ability to Service Long Term Debt;
  - Auditor Opinion (Qualified, Unqualified, Threat of a Going Concern);
  - Any "Reportable Conditions" or "Material Weaknesses" in the organization's audits; and
  - The organization's response to any Management Letters and/or Reportable Conditions.
- **Liability Insurance Requirements Attachment**  
The selected organization, at their sole cost and expense, and for the full term of this grant or any renewal thereof, shall obtain and maintain at least all of the following minimum insurance requirements prior to receiving any monies under the grant:
    - Commercial General Liability: \$2,000,000 per occurrence for bodily injury, personal injury and property damage. If Commercial Liability Insurance or other form with a general aggregate limit is used, either the general aggregate limit shall apply separately to this project/location or the general aggregate limit shall be twice the required occurrence limit and
    - Automobile Liability: \$1,000,000 combined single limit per accident for bodily injury and property damage:
      - a. The City of San Jose, its officers, employees, agents and contractors are to be covered as additional insureds as respects: Liability arising out of activities performed by or on behalf of, GRANTEE; products and completed operations of GRANTEE; premises owned, leased or used by GRANTEE; and automobiles owned, leased, hired or borrowed by GRANTEE.
      - b. GRANTEE's insurance coverage shall be primary insurance as respects CITY, its officers, employees, agents and contractors. Any insurance or self-insurance maintained by CITY, its officers, employees, agents or contractors shall be excess of GRANTEE's insurance and shall not contribute with it.
      - c. Any failure to comply with reporting provisions of the policies by GRANTEE shall not affect coverage provided CITY, its officers, employees, agents, or contractors.

- d. Coverage shall state that GRANTEE's insurance shall apply separately to each insured against whom claim is made or suit is brought, except with respect to the limits of the insurer's liability.
  - e. Coverage shall contain a waiver of subrogation in favor of the City, its officers, employees, agents and contractors.
- Workers' Compensation and Employers Liability: Workers' Compensation limits as required by the applicable statute and Employers Liability limits of \$1,000,000 per accident:
    - a. Coverage shall contain waiver of subrogation in favor of the City of San Jose, its officers, employees, agents and contractors.
  - Professional Liability Errors & Omissions \$1,000,000 per occurrence/ aggregate limit.
  - GRANTEE shall include all subcontractors as insureds under its policies or shall obtain separate certificates and endorsements for each subcontractor.
  - Proof of insurance shall be emailed in pdf format to: [Riskmgmt@sanjoseca.gov](mailto:Riskmgmt@sanjoseca.gov):  
City of San Jose—Finance  
Risk Management  
200 East Santa Clara Street, 13th Floor Tower  
San Jose, CA 95113-1905