

AGREEMENT FOR SERVICES #8783
Navigation Center Operations

THIS AGREEMENT is made and entered into by and between the County of El Dorado, a political subdivision of the State of California (hereinafter referred to as "County"), and Volunteers of America Northern California and Northern Nevada, Inc., a California Domestic Non-Profit, duly qualified to conduct business in the State of California, whose principal place of business is 3434 Marconi Avenue, Sacramento, California 95821 (hereinafter referred to as "Contractor");

RECITALS

WHEREAS, County has determined that it is necessary to obtain a Contractor to provide case management and operation services at the short-term congregate Navigation Center (hereinafter referred to as "Shelter");

WHEREAS, Contractor responded to Request for Qualifications (RFQ) #24-952-039 for Navigation Center operations on April 5, 2024, wherein Contractor represented to County that it is qualified to perform the special services described in ARTICLE I, Scope of Services;

WHEREAS, Contractor has represented to County that it is specially trained, experienced, expert, and competent to perform the special services described in ARTICLE I, Scope of Services; that it is an independent and bona fide business operation, advertises and holds itself as such, is in possession of a valid business license, and is customarily engaged in an independently established business that provides similar services to others; and County relies upon those representations;

WHEREAS, it is the intent of the parties hereto that such services be in conformity with all applicable federal, state, and local laws;

WHEREAS, County has determined that the provision of such services provided by Contractor are in the public's best interest and that there are specialty skills, qualifications, and equipment not expressly identified in County classifications involved in the performance of the work in accordance with El Dorado County Ordinance Code, Chapter 3.13.030(b), El Dorado County Charter, Section 210(b)(6), and/or Government Code Section 31000;

NOW, THEREFORE, County and Contractor mutually agree as follows:

ARTICLE I

Scope of Services: Contractor agrees to furnish the personnel and equipment necessary to provide all services for operation and case management for the Shelter as outlined below, including at minimum, low-barrier, housing-focused, person-centric case management, and operation services for up to sixty (60) unhoused adults at a time. The Shelter does not allow walk-ups and operates on a referral basis only. Contractor shall utilize evidence-based best practices in ending homelessness to coordinate necessary care, facilitate timely access to services, and prepare facility participants for the transition from the Shelter into permanent housing. The Contractor shall oversee and coordinate all Shelter operations twenty-four (24) hours a day, seven (7) days a week.

- A. **Operations:** Shelter operations will, at a minimum, include the following:
1. Oversight of program and support staff including hiring, training, meetings, accountability, staff schedules, and the timely and accurate entry of data into the local Homeless Management Information System (HMIS).
 2. Ensure all day-to-day operations are conducted and led in a safe and non-judgmental manner.
 3. Act as a point of contact for partner agencies' day-to-day needs.
 4. Establish and act as a point of contact for a set of community agreements to respect the neighbors and surrounding neighborhoods with regards to noise, cleanliness, security and safety, and mutual accountability.
 5. Address complaints and grievances by participants, staff, partner agencies, and neighbors.
 6. Complete Shelter intakes with Shelter participants.
 7. Orient participants on Shelter policies, rules, rights, responsibilities, and ensure participants are reoriented on a regular basis.
 8. Maintain accurate and up-to-date records on orientations, skills training, and classes provided.
 9. Provide monthly (or more frequently upon request) data reports to County and applicable community partners.
 10. Perform daily safety checks inside and outside the facility.
 11. Control excessive noise or loitering from participants both inside and outside the facility.
 12. De-escalate issues and intervene in disturbances.
- B. **Case Management:** Case management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet individual needs. In this context, case management and supportive services are designed to focus on needs related to establishing and maintaining housing and assist the individual to become stably housed. Critical components in the provision of case management services will at a minimum include the following:
1. Establish procedures for screening participants at program entry and intake for eligibility and connection to services.
 2. Work with Shelter participants to create personalized, participant-directed housing goals. Set individual service plans with participants based on assessed information, and participant-self-determined goals within five (5) working days of participant entering program.
 3. Create individualized housing plans with participants to include the path from current homelessness to permanent stable housing during the course of receiving assistance from Contractor (the plan may include assistance in accessing food, assistance in coordinating transportation to/from necessary appointments, and other individualized supports).
 4. Help Shelter participants establish "document readiness" necessary for them to meet common lease and/or rehousing program application requirements.
 5. Assist Shelter participants in the identification of appropriate shared housing options.
 6. Provide information and referrals to other providers, warm hand-offs, and linkages to services. Coordinate with community support partners, and healthcare contacts for service planning and case conferencing where appropriate.
 7. Within first thirty (30) days, assess participant income, credit, legal issues, and help participants prioritize employment options when appropriate.
 8. Provide or coordinate with community partners to provide classes for financial literacy, credit repair, tenant counseling, landlord-tenant mediation, and referrals to legal support for court proceedings related to housing issues for Shelter participants.

9. Connect eligible participants to community based or County mental health support and addiction services, domestic violence and/or sexual assault services, legal services, and rehabilitation support. Referrals should be directly related to resolution of housing barriers.
 10. Provide resource information and appropriate case planning specific to any participant who has a physical or cognitive impairment.
 11. Support participants in attending necessary appointments and accompany guests to appointments as needed. Assist with the coordination of transportation through ride-share, bus passes and public transportation, or Contractor's staff transporting client directly.
 12. Assist in income stabilization and collaborate with County to document participant enrollment in public assistance programs to maximize income will support transition into housing, including but not limited to shared housing sites as they become available.
 13. Act as a source of engagement, information sharing, and problem solving for participants.
 14. Provide storage for participants' medications and personal supplies and participant access to the items as necessary.
- C. Case Records:** Case records management will, at a minimum, include the following:
1. Contractor shall ensure that participants are screened for eligibility prior to admission to County Shelter programs and shall upload completed documentation to the participant's HMIS file.
 2. Contractor shall comply with the El Dorado Opportunity Knocks (EDOK) Continuum of Care (CoC) HMIS Policies and Procedures, available at <https://www.edokcoc.org/coc-governance>, including all updates thereto, and incorporated by reference herein.
 3. HMIS Data Quality: Contractor shall ensure that HMIS data reporting requirements are met, and participant data is collected and reported in the HMIS system accurately and timely.
- D. Training:** Training will, at a minimum, include the following:
1. Contractor shall be trained in cardiopulmonary resuscitation (CPR), Trauma-informed Care, De-escalation, and Motivational Interview Training.
 2. Contractor shall facilitate or coordinate Shelter participants' Living Skills Training groups and Substance Abuse Educational groups.
- E. Facilities Maintenance and Supplies:** Contractor shall, at a minimum, maintain the facility and supplies, including but not limited to the following:
1. Stay up-to date and in compliance with all federal, state, and local COVID-19 protocols including safety protocols and sanitation guidelines with Shelter participants, staff, and guests to protect guests and staff from exposure to COVID-19.
 2. Ensure cleanliness and sanitation of the interior and exterior of facility.
 3. Assure supplies are stocked and appropriately secured in maintenance storerooms, maintain cleanliness and order of storerooms, and perform regular inventory of cleaning supplies and minor repair items.
 4. Check facility daily for any safety concerns and understand local and state safety codes.
 5. Report all building deficiencies to County.
 6. Coordinate with County about all planned general, preventative, and repair maintenance at the Shelter.
 7. Coordinate any scheduled maintenance or repair work.
- F. Communication:** Communication will, at a minimum, include the following:
1. Serve as liaison to County and city contract personnel and elected officials.
 2. Participate in developing community relations and maintain positive image of the program.
 3. Maintain safe relationships with participants, staff, and all community service agencies.
 4. Assist other staff, partners, and law enforcement officers as needed.

G. Reporting/Project Deliverables: Contractor is responsible for submitting on-time reports to County's Health and Human Services Agency (HHS) staff that demonstrate the successful performance of the Scope of Services detailed above. Contractor shall meet the deliverables and timelines as described in Exhibit A, marked "El Dorado Navigation Center Reporting Template," incorporated herein and made by reference a part hereof. The Contractor required data reporting included in Exhibit A is subject to change by the County and may be updated by County Contract Administrator throughout the term of this Agreement. County will notify Contractor of any revisions made to Exhibit A via written notice in accordance with the Article titled, "Notice to Parties." Contractor shall perform the services and tasks required under this Agreement in a safe, professional, skillful and collaborative manner. Contractor is responsible for ensuring that its employees including any subcontracted or volunteer staff working under their leadership perform the services and tasks required under this Agreement accordingly.

ARTICLE II

Term: This Agreement shall become effective upon final execution by both parties hereto and shall cover the initial period of September 30, 2024 through September 30, 2027. The parties shall have the option to extend the term for two (2) additional one (1) year terms after the initial expiration date through September 30, 2029, with the same terms and conditions contemplated in this Agreement, or as amended.

The option to renew shall be subject to County Contract Administrator and HHS Director approval, based upon the Contractor meeting the minimum requirements of the Agreement during the initial term and budget availability. Upon approval by the County Contract Administrator and HHS Director, Contractor shall be notified of the extension in writing, in accordance with the Article titled, "Notice to Parties."

ARTICLE III

Compensation for Services:

- A. Rates:** For the purposes of this Agreement, the estimated budget shall be as defined in Exhibit B, marked "El Dorado Navigation Center Operations Budget," incorporated herein and made by reference a part hereof. All expenses and their distribution among tasks are estimates only. Contractor shall bill the non-staffing operating costs at a flat rate based on 1/12th of the estimated annual operating costs identified in Exhibit B. Contractor shall bill actual staffing costs not to exceed the annual budget. Contractor may request to reallocate the expenses listed herein among the various staffing positions, contingent upon written approval by the County Contract Administrator in accordance with the Article titled, "Notice to Parties." In no event shall the total not-to-exceed amount of the Agreement surpass the amount shown in Exhibit B. Unused staffing funds from any year will be rolled into the next year automatically and will not increase the total not-to-exceed amount for the contract term.
- B. Invoices:** It is a requirement of this Agreement that Contractor shall submit an original invoice. The invoice shall include the following:
1. The Agreement number, 8783;
 2. Subrecipient name, address, and phone number;
 3. Current budget with available balance;
 4. Operations payment amount due per Agreement's flat rate (i.e., 1/12th of annual operations budget);
 5. Actual staffing costs by job title, including supporting documentation; and
 6. Admin allocation at 15% of actual staffing and flat rate operations expenses.

The invoice shall be similar in content and format with the HHSa invoice template linked online at <https://ElDoradoCounty.ca.gov/HHSA-Contractor-Resources>, and shall reference this Agreement number on their faces.

Invoices shall be sent as follows, or as otherwise directed in writing by County:

<i>Email (preferred method):</i>	<i>U.S. Mail:</i>
<p><u>CSinvoice@edcgov.us</u> Please include in the subject line: "Contract #, Service Month, Description / Program</p>	<p>County of El Dorado Health and Human Services Agency Attn: Finance Unit 3057 Briw Road, Suite B Placerville, CA 95667-5321</p>

or to such other location or email as County directs.

For services provided herein, including any deliverables that may be identified herein, Contractor shall submit invoices for services forty-five (45) days following the end of a "service month" for all months, excluding June. June invoices must be received no later than July 10th for processing during fiscal year end. For billing purposes, a "service month" shall be defined as a calendar month during which Contractor provides services in accordance with ARTICLE I, Scope of Services. For all satisfactory services provided herein, County agrees to pay Contractor monthly in arrears and within forty-five (45) days following the County's receipt and approval of invoice(s) identifying services rendered.

Supplemental Invoices: For the purpose of this Agreement, supplemental invoices shall be defined as invoices submitted for additional services, previously disallowed services, or inadvertently not submitted services rendered during a month for which a prior invoice has already been submitted to County. Supplemental invoices should include the standard invoice format with description of services rendered. Supplemental Invoices for services provided during the period July 1st through June 30th for each fiscal year of this Agreement and received by County after July 31st of the subsequent fiscal year, shall be neither accepted nor paid by the County. Requests for exceptions to pay an invoice received after July 31st of the subsequent year, must be submitted in writing, and must be approved by the Health and Human Services Agency's Chief Fiscal Officer.

Upon request from County's Contract Administrator, Contractor shall submit audited financial reports specific to this Agreement within forty-five (45) days of County request. The audit shall be conducted in accordance with generally accepted accounting principles and generally accepted auditing standards.

In the event that Contractor fails to deliver, in the format specified, the deliverables and financial reports required by this Agreement, County at its sole option may delay the payment for the period of time of the delay, cease all payments until such time as the required deliverables or financial reports are received, or proceed as set forth below in the Article titled "Default, Termination, and Cancellation," herein.

ARTICLE IV

Maximum Obligation: The maximum obligation for services and deliverables provided under this Agreement shall not exceed \$5,323,544 for the initial term of the Agreement. If the options to renew

are executed for both consecutive one (1) year term additions, Contractor shall receive an additional \$1,958,678 for the first one (1) year term addition and \$2,056,612 for the second one (1) year term addition, for a total maximum obligation not to exceed \$9,338,835, inclusive of all costs, taxes, and expenses.

ARTICLE V

Federal Funding Notification: An award/subaward or contract associated with a covered transaction may not be made to a subrecipient or contractor who has been identified as suspended or debarred from receiving federal funds. Additionally, counties must annually verify that the subrecipient and/or contractor remains in good standing with the federal government throughout the life of the agreement/contract.

Contractor agrees to comply with Federal procedures in accordance with 2 Code of Federal Regulations (CFR) Part 200, Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards.

Any costs for which payment has been made to Contractor that are determined by subsequent audit to be unallowable under 48 CFR Part 31 or 2 CFR Part 200 are subject to repayment by Contractor to County.

Consistent with 2 CFR 180.300(a), County has elected to verify whether Contractor has been suspended from using the federal System for Award Management (SAM). The federal SAM is an official website of the federal government through which counties can perform queries to identify if a subrecipient or contractor is listed on the federal SAM excluded list and thus suspended or debarred from receiving federal funds.

A. System for Award Management: Contractor is required to obtain and maintain an active Universal Entity Identifier (UEI) No. in the System for Award Management (SAM) system at <https://sam.gov/content/home>. Noncompliance with this requirement shall result in corrective action, up to and including termination pursuant to the provisions contained herein this Agreement under the Article(s) titled “Fiscal Considerations” or “Default, Termination, and Cancellation.”

1. The Contractor must register and maintain an “Active” status within SAM at <https://sam.gov/content/home>.
2. If County cannot access or verify “Active” status, the Contractor must immediately update the information as required.

B. Catalog of Federal Domestic Assistance: Pursuant to the Office of Management and Budget (OMB) Uniform Grants Guidance, all recipients and sub-recipients of federal funds must be provided the Assistance Listing Numbers (ALN) number at the time the contract is awarded. The following are ALN numbers, award specific information, and program titles for programs administered by the County on behalf of California Department of Housing and Community Development (HCD) that may apply to this contract:

Federal Funding Information		
Contractor:	Volunteers of America Northern California and Northern Nevada, Inc.	UEI #: PNW8G83VQVP6

Federal Funding Information			
Award Term:	9/30/2024-9/30/2027, with the option for annual renewals through 9/30/2029		EIN #:
Total Federal Funds Obligated: Up to \$200,000			
Federal Award Information			
ALN Number	Federal Award ID Number (FAIN)	Federal Award Date / Amount	Program Title
21.019		Up to \$200,000	Community Development Block Grant (CDBG) Program authorized under the Coronavirus Aid, Relief, and Economic Security (CARES) Act
Project Description:	Navigation Center Operations		
Awarding Agency:	United States Department of Housing and Urban Development (HUD) awarded to Housing and Community Development (HCD)		
Pass-through Entity	County of El Dorado, Health and Human Services Agency		
Indirect Cost Rate or de minimus	Indirect Cost Rate:		De minimus <input checked="" type="checkbox"/>
	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Award is for Research and development.

Upon written approval by County's Contract Administrator, the federal funding information above may be adjusted during the term of this Agreement, contingent upon funding availability, in accordance with the Article titled "Notice to Parties." The total maximum contractual obligation of the Agreement shall not be exceeded.

ARTICLE VI

Lobbying Certification: The Contractor, by signing this Agreement, hereby certifies to the best of his or her knowledge and belief, that:

- A. No federally appropriated funds have been paid or will be paid, by or on behalf of the Contractor, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any federal contract, the making of any federal grant, the making of any federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal contract, grant, loan, or cooperative agreement.
- B. If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any federal agency, a Member of Congress, an officer or employee of Congress or an employee of a Member of Congress in connection with this federal contract, grant, loan or cooperative agreement, the Contractor shall complete and submit Standard Form SF-LLL, OMB Number 0348-0046 "Disclosure of Lobbying Activities" in accordance with its instructions. A copy

of Form SF-LLL can be downloaded and completed at grants.gov/forms/forms-repository/post-award-reporting-forms.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. This certification is a prerequisite for making or entering into this transaction imposed by Section 1352, Title 31, U. S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.

ARTICLE VII

Audits, Compliance, and Monitoring:

- A. Contractor shall provide a copy of any Audit to County within thirty (30) days of completion of said audit.
- B. Audits and compliance monitoring by any representative of the Federal government, State government, or County may include the review of any and all terms related to this Agreement. Audits or monitoring by the County may be performed by way of annual Contract Monitoring Surveys. Contractors receiving a Contract Monitoring Survey shall, within sixty (60) days of receipt, complete and return the survey along with all documentation, details, and supporting materials required by the survey or otherwise necessary for the County to verify compliance with the terms and conditions of the Agreement. Failure to return the survey within the specified time period may result in the withholding of payment from the Contractor until such time as compliance with the terms of the Agreement can be verified. Verifying compliance may necessitate additional on-site reviews should information submitted by the Contractor be deemed insufficient or inaccurate.
- C. All files, records, documents, sites, and personnel are subject to review by representatives from County, State or Federal government.
- D. Upon notification of an exception or finding of non-compliance, the Contractor shall submit evidence of Corrective Action within thirty (30) days, or as otherwise specified in the notice of required corrective action provided by the County. Continued non-compliance beyond due date for submission of Corrective Action may lead to termination of this Agreement in accordance with the Article titled "Default, Termination, and Cancellation."
- E. Failure by County to notify or require Corrective Action does not constitute acceptance of the practice of waiver of the County's right to enforce.

ARTICLE VIII

Nondiscrimination:

- A. County may require Contractor's services on projects involving funding from various state and/or federal agencies, and as a consequence, Contractor shall comply with all applicable nondiscrimination statutes and regulations during the performance of this Agreement including but not limited to the following: Contractor and its employees and representatives shall not unlawfully discriminate against any employee or applicant for employment because of race, religion, color, national origin, ancestry, physical handicap, mental disability, medical condition, genetic information, military or veteran status, marital status, age, gender, gender identity, gender expression, sexual orientation, or sex; Contractor shall, unless exempt, comply with the applicable provisions of the Fair Employment and Housing Act (Government Code, section 12900 et seq.) and applicable regulations promulgated thereunder (California Code of Regulations, Title 2, section 11000 et seq.); the applicable regulations of the Fair Employment and Housing Commission implementing Government Code, section

12990, set forth in Subchapter 5 of Chapter 5 of Division 4.1 of Title 2 of the California Code of Regulations incorporated into this Agreement by reference and made a part hereof as if set forth in full; and Title VI of the Civil Rights Act of 1964, as amended. Contractor and its employees and representatives shall give written notice of their obligations under this clause as required by law.

- B. Where applicable, Contractor shall include these nondiscrimination and compliance provisions in any of its agreements that affect or are related to the services performed herein.
- C. Contractor's signature executing this Agreement shall provide any certifications necessary under the federal laws, the laws of the State of California, including but not limited to Government Code Section 12990 and Title 2, California Code of Regulations, Section 11102.
- D. Contractor shall comply with Exhibit C, marked "Vendor Assurance of Compliance with Nondiscrimination in State and Federally Assisted Programs," incorporated herein and made by reference a part hereof. Contractor shall acknowledge compliance by signing and returning Exhibit C upon request by County.

ARTICLE IX

Taxes: Contractor certifies that as of today's date, it is not in default on any unsecured property taxes or other taxes, or fees owed by Contractor to County. Contractor agrees that it shall not default on any obligations to County during the term of this Agreement.

ARTICLE X

Executive Order N-6-22 – Russia Sanctions: On March 4, 2022, Governor Gavin Newsom issued Executive Order N-6-22 (the EO) regarding Economic Sanctions against Russia and Russian entities and individuals. "Economic Sanctions" refers to sanctions imposed by the U.S. government in response to Russia's actions in Ukraine, as well as any sanctions imposed under state law. The EO directs state agencies to terminate contracts with, and to refrain from entering any new contracts with, individuals or entities that are determined to be a target of Economic Sanctions. Accordingly, if this Agreement is funded by state funds and County determines Contractor is a target of Economic Sanctions or is conducting prohibited transactions with sanctioned individuals or entities, that shall be grounds for termination of this agreement. The County shall provide Contractor advance written notice of such termination, allowing Contractor at least thirty (30) calendar days to provide a written response. Termination shall be at the sole discretion of the County.

ARTICLE XI

Changes to Agreement: This Agreement may be amended by mutual consent of the parties hereto. Said amendments shall become effective only when in writing and fully executed by duly authorized officers of the parties hereto.

ARTICLE XII

Contractor to County: It is understood that the services provided under this Agreement shall be prepared in and with cooperation from County and its staff. It is further understood that this Agreement does not create an exclusive relationship between County and Contractor, and Contractor may perform similar work or services for others. However, Contractor shall not enter into any agreement with any other party or provide any information in any manner to any other party, that would conflict with Contractor's responsibilities or hinder Contractor's performance of services hereunder, unless County's Contract Administrator, in writing, authorizes that agreement or sharing of information.

ARTICLE XIII

Confidentiality: Contractor shall maintain the confidentiality and privileged nature of all records, including billing records, together with any knowledge therein acquired, in accordance with all applicable state and federal laws and regulations, as they may now exist or may hereafter be amended or changed. Contractor, and all Contractor's staff, employees, and representatives, shall not use or disclose, directly or indirectly at any time, any said confidential information, other than to County's Contract Administrator for the purpose of, and in the performance of, this Agreement. This confidentiality provision shall survive after the expiration or earlier termination of this Agreement.

ARTICLE XIV

Health Insurance Portability and Accountability Act (HIPAA) Compliance: As a condition of Contractor performing services for County, Contractor shall execute Exhibit D, marked "HIPAA Business Associate Agreement," incorporated herein and made by reference a part hereof.

ARTICLE XV

Assignment and Delegation: Contractor is engaged by County for its unique qualifications and skills as well as those of its personnel. Contractor shall not subcontract, delegate, or assign services to be provided, in whole or in part, to any other person or entity without prior written consent of County.

In the event Contractor receives written consent to subcontract services under this Agreement, Contractor is required to ensure subcontractor remains in compliance with the terms and conditions of this Agreement. In addition, Contractor is required to monitor subcontractor's compliance with said terms and conditions and provide written evidence of monitoring to County upon request.

ARTICLE XVI

Independent Contractor: The parties intend that an independent contractor relationship will be created by this contract. Contractor is, and shall be at all times, deemed independent and shall be wholly responsible for the manner in which it performs services required by the terms of this Agreement. Contractor exclusively assumes responsibility for acts of its employees, agents, affiliates, and subcontractors, if any are authorized herein, as they relate to the services or work to be performed under this Agreement during the course and scope of their employment by Contractor. Those persons will be entirely and exclusively under the direction, supervision, and control of Contractor.

County may designate the tasks to be performed and the results to be accomplished under this Agreement, provide information concerning the work or services, approve or disapprove the final work product and/or services provided, and set deadlines for the completion of the work or services, but County will not control or direct the manner, means, methods, or sequence in which Contractor performs the work or services for accomplishing the results. Contractor understands and agrees that Contractor lacks the authority to bind County or incur any obligations on behalf of County.

Contractor, including any subcontractor or employees of Contractor, shall not receive, nor be eligible for, any benefits County provides for its employees, including, but not limited to, vacation pay, paid holidays, life insurance, health insurance, social security, disability insurance, pension, or 457 plans. Contractor shall not receive, nor be eligible for, workers' compensation, including

medical and indemnity payments. County is not responsible for withholding, and shall not withhold, Federal Income Contribution Act amounts or taxes of any kind from any payments which it owes Contractor. Contractor shall not be subject to the work schedules or vacation periods that apply to County employees.

Contractor shall be solely responsible for paying its employees, and for withholding Federal Income Contribution Act amounts and other taxes, workers' compensation, unemployment compensation, medical insurance, life insurance, or any other benefit that Contractor provides for its employees.

Contractor acknowledges that it has no authority to bind the County or incur any obligations on behalf of the County with regard to any matter, and Contractor shall not make any agreements or representations on the County's behalf.

ARTICLE XVII

Fiscal Considerations: The parties to this Agreement recognize and acknowledge that County is a political subdivision of the State of California. As such, County is subject to the provisions of Article XVI, section 18 of the California Constitution and other similar fiscal and procurement laws and regulations and may not expend funds for products, equipment, or services not budgeted in a given fiscal year. It is further understood that in the normal course of County business, County will adopt a proposed budget prior to a given fiscal year, but that the final adoption of a budget does not occur until after the beginning of the fiscal year.

Notwithstanding any other provision of this Agreement to the contrary, County shall give notice of cancellation of this Agreement in the event of adoption of a proposed budget that does not provide for funds for the services, products, or equipment subject herein. Such notice shall become effective upon the adoption of a final budget, which does not provide funding for this Agreement. Upon the effective date of such notice, this Agreement shall be automatically terminated and County released from any further liability hereunder.

In addition to the above, should the County's Board of Supervisors during the course of a given year for financial reasons reduce or order a reduction in the budget for any County department for which services were contracted to be performed, pursuant to this paragraph in the sole discretion of County, this Agreement may be deemed to be canceled in its entirety subject to payment for services performed prior to cancellation.

ARTICLE XVIII

Audit by California State Auditor: Contractor acknowledges that if total compensation under this agreement is greater than \$10,000.00, this Agreement is subject to examination and audit by the California State Auditor for a period of three (3) years, or for any longer period required by law, after final payment under this Agreement, pursuant to California Government Code §8546.7. In order to facilitate these potential examinations and audits, Contractor shall maintain, for a period of at least three (3) years, or for any longer period required by law, after final payment under the contract, all books, records and documentation necessary to demonstrate performance under the Agreement.

ARTICLE XIX

Default, Termination, and Cancellation:

A. Termination by Default: If either party becomes aware of an event of default, that party shall give written notice of said default to the party in default that shall state the following:

1. The alleged default and the applicable Agreement provision; and
2. That the party in default has ten (10) days upon receiving the notice to cure the default (Time to Cure).

If the party in default does not cure the default within ten (10) days of the Time to Cure, then such party shall be in default and the party giving notice may terminate the Agreement by issuing a Notice of Termination. The party giving notice may extend the Time to Cure at their discretion. Any extension of Time to Cure must be in writing, prepared by the party in default for signature by the party giving notice, and must specify the reason(s) for the extension and the date in which the extension of Time to Cure expires.

If County terminates this Agreement, in whole or in part, for default:

1. County reserves the right to procure the goods or services, or both, similar to those terminated, from other sources and Contractor shall be liable to County for any excess costs for those goods or services. County may deduct from any payment due, or that may thereafter become due to Consultant, the excess costs to procure from an alternate source.
2. County shall pay Contractor the sum due to Contractor under this Agreement prior to termination, unless the cost of completion to County exceeds the funds remaining in the Agreement. In which case the overage shall be deducted from any sum due Contractor under this Agreement and the balance, if any, shall be paid to Contractor upon demand.
3. County may require Contractor to transfer title and deliver to County any completed work under the Agreement.

The following shall be events of default under this Agreement:

1. Failure by either party to perform in a timely and satisfactory manner any or all of its obligations under this Agreement.
2. A representation or warranty made by Contractor in this Agreement proves to have been false or misleading in any respect.
3. Contractor fails to observe and perform any covenant, condition or agreement on its part to be observed or performed under this Agreement, unless County agrees, in writing, to an extension of the time to perform before that time period expires.
4. A violation of the Article titled "Conflict of Interest."

B. Bankruptcy: County may terminate this Agreement immediately in the case of bankruptcy, voluntary or involuntary, or insolvency of Contractor.

C. Ceasing Performance: County may terminate this Agreement immediately in the event Contractor ceases to operate as a business or otherwise becomes unable to substantially perform any term or condition of this Agreement.

D. Termination or Cancellation without Cause: County may terminate this Agreement, in whole or in part, for convenience upon thirty (30) calendar days' written Notice of Termination, in accordance with the Article titled "Notice to Parties." If such termination is effected, County will pay for satisfactory services rendered before the effective date of termination, as set forth in the Notice of Termination provided to Contractor, and for any other services that County agrees, in writing, to be necessary for contract resolution. In no event, however, shall County be

obligated to pay more than the total amount of the Agreement. Upon receipt of a Notice of Termination, Contractor shall promptly discontinue all services affected, as of the effective date of termination set forth in such Notice of Termination, unless the Notice directs otherwise.

ARTICLE XX

Notice to Parties: All notices to be given by the parties hereto shall be in writing, with both the County Health and Human Services Agency and County Chief Administrative Office addressed in said correspondence and served by either United States Postal Service mail or electronic email. Notice by mail shall be served by depositing the notice in the United States Post Office, postage prepaid and return receipt requested, and deemed delivered and received five (5) calendar days after deposit. Notice by electronic email shall be served by transmitting the notice to all required email addresses and deemed delivered and received two (2) business days after service.

Notices to County shall be addressed as follows:

COUNTY OF EL DORADO
Health and Human Services Agency
3057 Briw Road, Suite B
Placerville, CA 95667
ATTN: Contracts Unit
Email: hhsa-contracts@edcgov.us

with a copy to:

COUNTY OF EL DORADO
Chief Administrative Office
Procurement and Contracts Division
330 Fair Lane
Placerville, CA 95667
ATTN: Purchasing Agent
Email: procon@edcgov.us

or to such other location or email as the County directs.

Notices to Contractor shall be addressed as follows:

VOLUNTEERS OF AMERICA NORTHERN
CALIFORNIA NORTHERN NEVADA, INC.
3434 Marconi Avenue
Sacramento, CA 95821
ATTN: Christie Holderegger, CEO, or successor
cholderegger@voa-ncnn.org

or to such other location or email as the Contractor directs.

ARTICLE XXI

Change of Address: In the event of a change in address for Contractor's principal place of business, Contractor's Agent for Service of Process, or Notices to Contractor, Contractor shall notify County in writing pursuant to the provisions contained herein above under the Article titled "Notice to Parties." Said notice shall become part of this Agreement upon acknowledgment in writing by the County Contract Administrator, and no further amendment of the Agreement shall be necessary provided that such change of address does not conflict with any other provisions of this Agreement.

ARTICLE XXII

Indemnity: To the fullest extent permitted by law, Contractor shall defend at its own expense, indemnify, and hold the County harmless, its officers, employees, agents, and volunteers, against

and from any and all liability, claims, suits, losses, damages, or expenses of every name, kind and description, including attorney's fees and costs incurred, brought for, or on account of, injuries to or death of any person, including but not limited to workers, County employees, and the public, or damage to property, or any economic or consequential losses, which are claimed to or in any way arise out of or are connected with the acts or omissions of Contractor or its officers, agents, or employees in rendering the services, operations, or performance hereunder, except for liability, claims, suits, losses, damages or expenses arising from the sole negligence or willful acts of the County, its officers and employees, or as expressly prescribed by statute. This duty of Contractor to indemnify and save County harmless includes the duties to defend set forth in California Civil Code Section 2778.

The insurance obligations of Contractor are separate, independent obligations under the Agreement, and the provisions of this defense and indemnity are not intended to modify nor should they be construed as modifying or in any way limiting the insurance obligations set forth in the Agreement.

Nothing herein shall be construed to seek indemnity in excess of that permitted by Civil Code section 2782, et seq. In the event any portion of this Article is found invalid, the Parties agree that this Article shall survive and be interpreted consistent with the provisions of Civil Code section 2782, et seq.

ARTICLE XXIII

Insurance: Contractor shall provide proof of a policy of insurance satisfactory to the County of El Dorado Risk Manager and documentation evidencing that Contractor maintains insurance that meets the following requirements:

- A. Full Worker's Compensation and Employer's Liability Insurance covering all employees of Contractor as required by law in the State of California.
- B. Commercial General Liability Insurance of not less than \$1,000,000.00 combined single limit per occurrence for bodily injury and property damage and a \$2,000,000.00 aggregate limit.
- C. Automobile Liability Insurance of not less than \$1,000,000.00 is required in the event motor vehicles are used by the Contractor in the performance of the Agreement.
- D. In the event Contractor is a licensed professional or professional consultant, and is performing professional services under this Agreement, professional liability is required with a limit of liability of not less than \$1,000,000.00 per occurrence.
- E. Contractor shall furnish a certificate of insurance satisfactory to the County of El Dorado Risk Manager as evidence that the insurance required above is being maintained.
- F. The insurance will be issued by an insurance company acceptable to Risk Management, or be provided through partial or total self-insurance likewise acceptable to Risk Management.
- G. Contractor agrees that the insurance required above shall be in effect at all times during the term of this Agreement. In the event said insurance coverage expires at any time or times during the term of this Agreement, Contractor agrees to provide at least thirty (30) days prior to said expiration date, a new certificate of insurance evidencing insurance coverage as provided for herein for not less than the remainder of term of the Agreement, or for a period of not less than one (1) year. New certificates of insurance are subject to the approval of Risk Management and Contractor agrees that no work or services shall be performed prior to the giving of such approval. In the event the Contractor fails to keep in effect at all times insurance coverage as herein provided, County may, in addition to any other remedies it may have, terminate this Agreement upon the occurrence of such event.

- H. The certificate of insurance must include the following provisions stating that:
1. The insurer will not cancel the insured's coverage without prior written notice to County; and
 2. The County of El Dorado, its officers, officials, employees and volunteers are included as additional insured on an additional insured endorsement, but only insofar as the operations under this Agreement are concerned. This provision shall apply to the general liability policy.
- I. The Contractor's insurance coverage shall be primary insurance as respects the County, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the County, its officers, officials, employees or volunteers shall be in excess of the Contractor's insurance and shall not contribute with it.
- J. Any deductibles or self-insured retentions must be declared to and approved by the County, either: the insurer shall reduce or eliminate such deductibles or self-insured retentions as respects the County, its officers, officials, employees and volunteers; or the Contractor shall procure a bond guaranteeing payment of losses and related investigations, claim administration and defense expenses.
- K. Any failure to comply with the reporting provisions of the policies shall not affect coverage provided to the County, its officers, officials, employees or volunteers.
- L. The insurance companies shall have no recourse against the County of El Dorado, its officers and employees or any of them for payment of any premiums or assessments under any policy issued by any insurance company.
- M. Contractor's obligations shall not be limited by the foregoing insurance requirements and shall survive expiration of this Agreement.
- N. In the event Contractor cannot provide an occurrence policy, Contractor shall provide insurance covering claims made as a result of performance of this Agreement for not less than three (3) years following completion of performance of this Agreement.
- O. Certificate of insurance shall meet such additional standards as may be determined by the contracting County Department either independently or in consultation with Risk Management, as essential for protection of the County.

ARTICLE XXIV

Force Majeure: Neither party will be liable for any delay, failure to perform, or omission under this Agreement that is due to any cause that it is beyond its control, not due to its own negligence, and cannot be overcome by the exercise of due diligence. In that event, the affected party will:

- A. Promptly give written notice to the other of the fact that it is unable to so perform and the cause(s) that is beyond its control; and
- B. Once the cause(s) has ceased, provide written notice to the other party and immediately resume its performance under this Agreement.

For purposes of this Article, "cause that is beyond its control" includes labor disturbances, riots, fires, earthquakes, floods, storms, lightning, epidemics, war, disorders, hostilities, expropriation or confiscation of properties, failure of and delays by carriers, interference by civil or military authorities, whether legal or de facto, and whether purporting to act under some constitution, decree, or law, or otherwise, or acts of God.

ARTICLE XXV

Waiver: No failure on the part of the parties to exercise any rights under this Agreement, and no course of dealing with respect to any right hereunder, shall operate as a waiver of that right, nor shall any single or partial exercise of any right preclude the exercise of any other right. The remedies herein provided are cumulative and are not exclusive of any other remedies provided by law.

ARTICLE XXVI

Conflict of Interest: The parties to this Agreement have read and are aware of the provisions of Government Code Section 1090 et seq. and the Political Reform Act of 1974 (Section 87100 et seq.), relating to conflict of interest of public officers and employees. Individuals who are working for Contractor and performing work for County and who are considered to be a Contractor within the meaning of Title 2, California Code of Regulations, Section 18700.3, as it now reads or may thereafter be amended, are required to file a statement of economic interest in accordance with County's Conflict of Interest Code. County's Contract Administrator shall at the time this Agreement is executed make an initial determination whether or not the individuals who will provide services or perform work pursuant to this Agreement are Consultants within the meaning of the Political Reform Act and County's Conflict of Interest Code. Statements of economic interests are public records subject to disclosure under the California Public Records Act.

Contractor covenants that during the term of this Agreement neither it, or any officer or employee of the Contractor, has or shall acquire any interest, directly or indirectly, in any of the following:

- A. Any other contract connected with, or directly affected by, the services to be performed by this Agreement.
- B. Any other entities connected with, or directly affected by, the services to be performed by this Agreement.
- C. Any officer or employee of County that are involved in this Agreement.

If Contractor becomes aware of a conflict of interest related to this Agreement, Contractor shall promptly notify County of the existence of that conflict, and County may, in its sole discretion, immediately terminate this Agreement by giving written notice as detailed in the Article titled "Default, Termination and Cancellation."

Pursuant to Government Code section 84308 (SB 1439, the Levine Act), Contractor shall complete and sign the attached Exhibit E, marked "California Levine Act Statement," incorporated herein and made by reference a part hereof, regarding campaign contributions by Contractor, if any, to any officer of County.

ARTICLE XXVII

California Residency (Form 590): If Contractor is a California resident, Contractors must file a State of California Form 590, certifying its California residency or, in the case of a corporation, certifying that it has a permanent place of business in California. The Contractor will be required to submit a Form 590 prior to execution of an Agreement or County shall withhold seven (7) percent of each payment made to the Contractor during term of the Agreement. This requirement applies to any agreement/contract exceeding \$1,500.00.

ARTICLE XXVIII

County Payee Data Record Form: All independent Contractors or corporations providing services to County who do not have a Department of the Treasury Internal Revenue Service Form W-9 (Form W-9) on file with County must file a County Payee Data Record Form with County.

ARTICLE XXIX

County Business License: County's Business License Ordinance provides that it is unlawful for any person to furnish supplies or services, or transact any kind of business in the unincorporated territory of El Dorado County without possessing a County business license unless exempt under County Ordinance Code Section 5.08.070. Contractor warrants and represents that it shall comply with all of the requirements of County's Business License Ordinance, where applicable, prior to beginning work under this Agreement and at all times during the term of this Agreement.

ARTICLE XXX

Licenses: Contractor hereby represents and warrants that Contractor and any of its subcontractors employed under this Agreement has all the applicable licenses, permits, and certifications that are legally required for Contractor and its subcontractors to practice its profession or provide the services or work contemplated under this Agreement in the State of California. Contractor and its subcontractors shall obtain or maintain said applicable licenses, permits, or certificates in good standing throughout the term of this Agreement.

ARTICLE XXXI

Contract Administrator: The County Officer or employee with responsibility for administering this Agreement is Alyson McMillan, Program Manager, Housing and Homelessness Services, HHSA, or successor. In the instance where the named Contract Administrator no longer holds this title with County and a successor is pending, or HHSA has to temporarily delegate this authority, County Contract Administrator's Supervisor shall designate a representative to temporarily act as the primary Contract Administrator of this Agreement and HHSA Administration shall provide the Contractor with the name, title and email for this designee via notification in accordance with the Article titled "Notice to Parties" herein.

ARTICLE XXXII

Authorized Signatures: The parties to this Agreement represent that the undersigned individuals executing this Agreement on their respective behalf are fully authorized to do so by law or other appropriate instrument and to bind upon said parties to the obligations set forth herein.

ARTICLE XXXIII

Electronic Signatures: Each party agrees that the electronic signatures, whether digital or encrypted, of the parties included in this Agreement, are intended to authenticate this writing and to have the same force and effect as manual signatures. Electronic Signature means any electronic visual symbol or signature attached to or logically associated with a record and executed and adopted by a party with the intent to sign such record, including facsimile or email electronic signatures, pursuant to the California Uniform Electronic Transactions Act (Cal. Civ. Code §§ 1633.1 to 1633.17) as amended from time to time.

ARTICLE XXXIV

Partial Invalidity: If any provision of this Agreement is held by a court of competent jurisdiction to be invalid, void or unenforceable, the remaining provisions will continue in full force and effect without being impaired or invalidated in any way.

ARTICLE XXXV

California Forum and Law: Any dispute resolution action arising out of this Agreement, including, but not limited to, litigation, mediation, or arbitration, shall be brought in El Dorado County, California, and shall be resolved in accordance with the laws of the State of California.

ARTICLE XXXVI

No Third Party Beneficiaries: Nothing in this Agreement is intended, nor will be deemed, to confer rights or remedies upon any person or legal entity not a party to this agreement.

ARTICLE XXXVII

Counterparts: This Agreement may be executed in one or more counterparts, each of which will be deemed to be an original copy of this Agreement and all of which, when taken together, will be deemed to constitute one and the same agreement.

ARTICLE XXXVIII

Entire Agreement: This document and the documents referred to herein or exhibits hereto are the entire Agreement between the parties and they incorporate or supersede all prior written or oral Agreements or understandings.

Requesting Contract Administrator Concurrence:

By: *Alyson McMillan* Dated: 09/05/2024
Alyson McMillan (Sep 5, 2024 10:46 PDT)
Alyson McMillan
Program Manager, Housing and Homelessness Services
Health and Human Services Agency

Requesting Department Head Concurrence:

By: *Olivia* Dated: 09/06/2024
Olivia Byron-Cooper (Sep 6, 2024 06:30 PDT)
Olivia Byron-Cooper, MPH
Director
Health and Human Services Agency

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the dates indicated below.

-- COUNTY OF EL DORADO --

Dated: 9/24/24

By: Wendy Thomas
Chair
Board of Supervisors
"County"

ATTEST:
Kim Dawson
Clerk of the Board of Supervisors

By: Kyra Schaubfuley
Deputy Clerk

Dated: 9/24/24

-- VOLUNTEERS OF AMERICA NORTHERN CALIFORNIA AND NORTHERN NEVADA, INC. --

By: Christie Holderegger
Christie Holderegger (Sep 5, 2024 15:33 PDT)
Christie Holderegger
Chief Executive Officer
"Contractor"

Dated: 09/05/2024

By: Melissa Liou
Melissa Liou (Sep 5, 2024 10:47 PDT)
Melissa Liou
Interim Chief Operating Officer
"Contractor"

Dated: 09/05/2024

Volunteers of America Northern California and Northern Nevada, Inc.
Exhibit A
El Dorado Navigation Center Reporting Template
 Navigation Center Activities Report

Reporting Month: _____ Reported By: _____

Participant intakes _____ New _____ Returning _____

Intakes held this month? Y/N If Yes, Why? _____

Unduplicated Census Male _____ Female _____ Total Persons _____ Cats _____ Dogs _____

TRAINING AND SKILL BUILDING

Skills Classes

Class Date	Name of Class	# Attending	Attendance sheet attached? Y/N
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Community Meeting Attendance (Staff)

Meeting Date	Name of Meeting	# Attending	Attendance sheet attached? Y / N
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

Staff Training

Navigation Center Activities Report

Training Date	Training Name	# Attending	Attendance sheet attached? Y / N
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

CASE MANAGEMENT

Case Management

Hours of Case Management <i>attended</i>	_____
Referrals to services made	Attach list of agencies and number
Persons engaged in Services	Attach list of agencies and number
Completed Coordinated Entry Services (CES) Intake	_____
New Individual Housing Plan Developed	_____
New Individual Employment Plan Developed	_____
VOA Team Rides Provided	_____
Uber/Lyft Rides Coordinated	_____
Bus Passes Provided	_____

Benefits Assistance

	Number of Participants Assisted
Medi-CAL	_____
MediCare	_____
CalFresh	_____
CalWORKs	_____
General Assistance	_____

Navigation Center Activities Report

Case Management

Document Readiness

Number of Participants Assisted

Drivers License _____
 State-Issued ID _____
 Social Security Card _____
 Birth Certificate _____
 Passport _____
 Permanent Resident Card (Green Card) _____
 Other (list if needed) _____

Actively Engaged Behavioral Health in Services
 Substance Use Disorder Services
 Behavioral Health

County	El Dorado Community Health Center (EDCHC)	Marshall CARES	AEGIS	Other
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Income Maximization

Number of Participants Assisted

Applied for Employment _____
 Actively Employed _____
 Referred for Housing and Disability Advocacy Program (HDAP) _____
 Enrolled in HDAP _____
 Non-HDAP applied for Social Security _____
 Non-HDAP applied for other disability _____
 Unemployment benefits _____

Volunteers of America Northern California and Northern Nevada, Inc.
Exhibit B
El Dorado Navigation Center Operations Budget

	Contract Year 1 (9/30/24 - 9/30/25)	Contract Year 2 (10/1/25-9/30/26)	Contract Year 3 (10/1/26-9/30/27)	Optional Additional Year 4	Optional Additional Year 5	Not-To-Exceed Budget 9/30/24 - 9/30/29
	Estimated Budget	Estimated Budget	Estimated Budget	Estimated Budget	Estimated Budget	
STAFFING COSTS						
Program Director	\$109,366	\$114,834	\$120,576	\$126,605	\$132,935	\$604,316
Support Supervisor	\$94,176	\$98,885	\$105,829	\$109,021	\$114,472	\$520,383
Case Manager	\$294,952	\$309,700	\$325,185	\$341,444	\$358,516	\$1,629,798
Maintenance/Janitorial	\$61,974	\$65,073	\$68,326	\$71,743	\$75,330	\$342,446
Lead Support	\$184,099	\$193,304	\$202,970	\$213,118	\$223,774	\$1,017,265
Support	\$606,070	\$636,373	\$668,192	\$701,602	\$736,682	\$3,348,918
STAFFING COSTS TOTAL	\$1,350,638	\$1,418,170	\$1,489,078	\$1,563,532	\$1,641,709	\$7,463,127
ESTIMATED OPERATING COSTS	\$114,583	\$123,685	\$133,015	\$139,666	\$146,650	\$657,599
SUBTOTAL ESTIMATED DIRECT PROGRAM EXPENSES	\$1,465,221	\$1,541,855	\$1,622,094	\$1,703,198	\$1,788,358	\$8,120,726
Admin Allocation (15%)	\$219,783	\$231,278	\$243,314	\$255,480	\$268,254	\$1,218,109
ESTIMATED TOTAL EXPENSES	\$1,685,004	\$1,773,133	\$1,865,408	\$1,958,678	\$2,056,612	\$9,338,835

**Volunteers of America Northern California and Northern Nevada, Inc.
Exhibit C**

Vendor Assurance of Compliance with Nondiscrimination in State and Federally Assisted Programs

HEREBY AGREES THAT it will comply with Title VI and VII of the Civil Rights Act of 1964 as amended; Section 504 of the Rehabilitation Act of 1973 as amended; the Age Discrimination Act of 1975 as amended; the Food Stamp Act of 1977, as amended and in particular section 272.6; Title II of the Americans with Disabilities Act of 1990; California Civil Code Section 51 et seq., as amended; California Government Code section 11135-11139.5, as amended; California Government Code section 12940 (c), (h) (1), (i), and (j); California Government Code section 4450; Title 22, California Code of Regulations section 98000 – 98413; Title 24 of the California Code of Regulations, Section 3105A(e); the Dymally-Alatorre Bilingual Services Act (California Government Code Section 7290-7299.8); Section 1808 of the Removal of Barriers to Interethnic Adoption Act of 1996; and other applicable federal and state laws, as well as their implementing regulations [including 45 Code of Federal Regulations (CFR) Parts 80, 84, and 91, 7 CFR Part 15, and 28 CFR Part 42], by ensuring that employment practices and the administration of public assistance and social services programs are nondiscriminatory, to the effect that no person shall because of ethnic group identification, age, sex, color, disability, medical condition, national origin, race, ancestry, marital status, religion, religious creed or political belief be excluded from participation in or be denied the benefits of, or be otherwise subject to discrimination under any program or activity receiving federal or state financial assistance; and HEREBY GIVE ASSURANCE THAT it will immediately take any measures necessary to effectuate this agreement.

THIS ASSURANCE is given in consideration of and for the purpose of obtaining any and all federal and state assistance; and THE VENDOR/RECIPIENT HEREBY GIVES ASSURANCE THAT administrative methods/procedures which have the effect of subjecting individuals to discrimination or defeating the objectives of the California Department of Social Services (CDSS) Manual of Policies and Procedures (MPP) Chapter 21, will be prohibited.

BY ACCEPTING THIS ASSURANCE, the vendor/recipient agrees to compile data, maintain records and submit reports as required, to permit effective enforcement of the aforementioned laws, rules and regulations and permit authorized CDSS and/or federal government personnel, during normal working hours, to review such records, books and accounts as needed to ascertain compliance. If there are any violations of this assurance, CDSS shall have the right to invoke fiscal sanctions or other legal remedies in accordance with Welfare and Institutions Code section 10605, or Government Code section 11135-11139.5, or any other laws, or the issue may be referred to the appropriate federal agency for further compliance action and enforcement of this assurance.

THIS ASSURANCE is binding on the vendor/recipient directly or through contract, license, or other provider services, as long as it receives federal or state assistance.

09/05/2024
Date

Christie Holderegger
Christie Holderegger (Sep 5, 2024 15:55 PDT)
Signature

3434 Marconi Ave. Sacramento, Ca 95821
Address of vendor/recipient

(08/13/01)

Volunteers of America Northern California and Northern Nevada, Inc.
Exhibit D
HIPAA Business Associate Agreement

This Business Associate Agreement is made part of the base contract (“Underlying Agreement”) to which it is attached, as of the date of commencement of the term of the Underlying Agreement (the “Effective Date”).

RECITALS

WHEREAS, County and Contractor (hereinafter referred to as Business Associate (“BA”) entered into the Underlying Agreement pursuant to which BA provides services to County, and in conjunction with the provision of such services, certain Protected Health Information (“PHI”) and Electronic Protected Health Information (“EPHI”) may be disclosed to BA for the purposes of carrying out its obligations under the Underlying Agreement;

WHEREAS, the County and BA intend to protect the privacy and provide for the security of PHI and EPHI disclosed to BA pursuant to the Agreement in compliance with the Health Insurance Portability and Accountability Act, Pub. L. No. 104-191 of 1996 (“HIPAA”), the Health Information Technology for Economic and Clinical Health Act, Public Law 111-005 (the “HITECH” Act), and regulation promulgated thereunder by the U.S. Department of Health and Human Services (the “HIPAA Regulations”) and other applicable laws as may be amended from time to time;

WHEREAS, County is a Covered Entity, as defined in the Privacy Rule and Security Rule, including but not limited to 45 CFR Section 160.103;

WHEREAS, BA, when a recipient of PHI from County, is a Business Associate as defined in the Privacy Rule, the Security Rule, and the HITECH Act, including but not limited to 42 USC Section 17938 and 45 CFR Section 160.103;

WHEREAS, “Individual” shall have the same meaning as the term “individual” in 45 CFR § 164.501 and shall include a person who qualifies as a personal representative in accordance with 45 CFR § 164.202(g);

WHEREAS, “Breach” shall have the meaning given to such term under the HITECH Act under 42 USC Section 17921; and

WHEREAS, “Unsecured PHI” shall have the meaning to such term under the HITECH Act and any guidance issued pursuant to such Act including, but not limited to 42 USC Section 17932(h).

NOW, THEREFORE, in consideration of the mutual promises and covenants contained herein, the Parties agree as follows:

- I. Definitions. Unless otherwise provided in this Business Associate Agreement, capitalized terms shall have the same meanings as set forth in the Privacy Rule, as may be amended from time to time.
- II. Scope of Use and Disclosure by BA of County Disclosed PHI
 - A. BA shall not disclose PHI except for the purposes of performing BA's obligations under the Underlying Agreement. Further, BA shall not use PHI in any manner that would constitute a violation of the minimum necessary policies and procedures of the County, Privacy Rule, Security Rule, or the HITECH Act.
 - B. Unless otherwise limited herein, in addition to any other uses and/or disclosures permitted or authorized by this Business Associate Agreement or required by law, BA may:
 1. Use the PHI in its possession for its proper management and administration and to fulfill any legal obligations.
 2. disclose the PHI in its possession to a third party for the purpose of BA's proper management and administration or to fulfill any legal responsibilities of BA, or as required by law
 3. Disclose PHI as necessary for BA's operations only if:
 - a) Prior to making a disclosure to a third party, BA will obtain written assurances from such third party including:
 - (1) To hold such PHI in confidence and use or further disclose it only for the purpose of which BA disclosed it to the third party, or as required by law; and
 - (2) The third party will immediately notify BA of any breaches of confidentiality of PHI to the extent it has obtained knowledge of such breach.
 4. Aggregate the PHI and/or aggregate the PHI with that of other data for the purpose of providing County with data analyses related to the Underlying Agreement, or any other purpose, financial or otherwise, as requested by County.
 5. Not disclose PHI disclosed to BA by County not authorized by the Underlying Agreement or this Business Associate Agreement without patient authorization or de-identification of the PHI as authorized in writing by County.
 6. De-identify any and all PHI of County received by BA under this Business Associate Agreement provided that the de-identification conforms to the requirements of the Privacy Rule, 45 CFR and does not preclude timely payment and/or claims processing and receipt.
 - C. BA agrees that it will neither use nor disclose PHI it receives from County, or from another business associate of County, except as permitted or required by this Business Associate Agreement, or as required by law, or as otherwise permitted by law.
- III. Obligations of BA. In connection with its use of PHI disclosed by County to BA, BA agrees to:
 - A. Implement appropriate administrative, technical, and physical safeguards as are necessary to prevent use or disclosure of PHI other than as permitted by the Agreement that reasonably and appropriately protects the confidentiality, integrity, and availability of the PHI in accordance with Title 45 of the Code of Federal Regulations, Part 160 and Part 164, Subparts A and C (the "HIPAA Privacy Rule" and the "HIPAA Security Rule") in effect or as may be amended, including but not limited to 45 CFR 164.308,

164.310, 164.312, and 164.504(e)(2). BA shall comply with the policies, procedures, and documentation requirements of the HIPAA Security Rule.

- B. Report to County within 24 hours of any suspected or actual breach of security, intrusion, or unauthorized use or disclosure of PHI of which BA becomes aware and/or any actual or suspected use or disclosure of data in violation of any applicable federal or state laws or regulations. BA shall take prompt corrective action to cure any such deficiencies and any action pertaining to such unauthorized disclosure required by applicable federal and state laws and regulations.
- C. Report to County in writing of any access, use, or disclosure of PHI not permitted by the Underlying Agreement and this Business Associate Agreement, and any Breach of Unsecured PHI of which it becomes aware without unreasonable delay and in no case later than five (5) days. To the extent the Breach is solely a result of BA's failure to implement reasonable and appropriate safeguards as required by law, and not due in whole or part to the acts or omissions of the County, BA may be required to reimburse the County for notifications required under 45 CFR 164.404 and CFR 164.406.
- D. BA shall not use or disclose PHI for fundraising or marketing purposes. BA shall not disclose PHI to a health plan for payment or health care operations purposes if the patient has requested this special restriction, and has paid out of pocket in full for the health care item or service to which the PHI solely relates. BA shall not directly or indirectly receive remuneration in exchange of PHI, except with the prior written consent of the County and as permitted by the HITECH Act, 42 USC Section 17935(d)(2); however, this prohibition shall not affect payment by County to BA for services provided pursuant to the Agreement.

IV. PHI Access, Amendment, and Disclosure Accounting. BA agrees to:

- A. Provide access, at the request of County, within five (5) days, to PHI in a Designated Record Set, to the County, or to an Individual as directed by the County. If BA maintains an Electronic Health Record, BA shall provide such information in electronic format to enable County to fulfill its obligations under the HITECH Act, including, but not limited to, 42 USC Section 17935(e).
- B. Within ten (10) days of receipt of a request from County, incorporate any amendments or corrections to the PHI in accordance with the Privacy Rule in the event that the PHI in BA's possession constitutes a Designated Record Set.
- C. To assist the County in meeting its disclosure accounting under HIPAA:
 - 1. BA agrees to implement a process that allows for an accounting to be collected and maintained by BA and its agents or subcontractors for at least six (6) years prior to the request. However, accounting of disclosure from Electronic Health Record for treatment, payment, or health care operations purposes are required to be collected and maintained for only three (3) years prior to the request, and only to the extent that BA maintains an electronic health record and is subject to this requirement. At the minimum, the information collected shall include: (i) the date of disclosure; (ii) the name of the entity or person who received PHI and, if known, the address of the entity or person; (iii) a brief description of PHI disclosed and; (iv) a brief statement of purpose of the disclosure that reasonably informs the individual of the basis for the disclosure, or a copy of the individual's authorization, or a copy of the written request for disclosure.

2. Within in 30 days of notice by the County, BA agrees to provide to County information collected in accordance with this section to permit the County to respond to a request by an Individual for an accounting of disclosures of PHI.
 - D. Make available to the County, or to the Secretary of Health and Human Services (the "Secretary"), BA's internal practices, books and records relating to the use of and disclosure of PHI for purposes of determining BA's compliance with the Privacy Rule, subject to any applicable legal restrictions. BA shall provide County a copy of any PHI that BA provides to the Secretary concurrently with providing such information to the Secretary.
- V. Obligations of County.
- A. County agrees that it will promptly notify BA in writing of any restrictions on the use and disclosure of PHI agreed to by County that may affect BA's ability to perform its obligations under the Underlying Agreement, or this Business Associate Agreement.
 - B. County agrees that it will promptly notify BA in writing of any changes in, or revocation of, permission by any Individual to use or disclose PHI, if such changes or revocation may affect BA's ability to perform its obligations under the Underlying Agreement, or this Business Associate Agreement.
 - C. County agrees that it will promptly notify BA in writing of any known limitation(s) in its notice of privacy practices to the extent that such limitation may affect BA's use of disclosure of PHI.
 - D. County shall not request BA to use or disclose PHI in any manner that would not be permissible under the Privacy Rule if done by County, except as may be expressly permitted by the Privacy Rule.
 - E. County will obtain any authorizations necessary for the use or disclosure of PHI, so that BA can perform its obligations under this Business Associate Agreement and/or the Underlying Agreement.
- VI. Term and Termination.
- A. Term. This Business Associate Agreement shall commence upon the Effective Date and terminate upon the termination of the Underlying Agreement, as provided therein when all PHI provided by the County to BA, or created or received by BA on behalf of the County, is destroyed or returned to the County, or, or if it is infeasible to return or destroy PHI, protections are extended to such information, in accordance with the termination provisions in this Section.
 - B. Termination for Cause. Upon the County's knowledge of a material breach by the BA, the County shall either:
 1. Provide an opportunity for the BA to cure the breach or end the violation and terminate this Agreement if the BA does not cure the breach or end the violation within the time specified by the County.
 2. Immediately terminate this Agreement if the BA has breached a material term of this Agreement and cure is not possible; or
 3. If neither termination nor cures are feasible, the County shall report the violation to the Secretary.
 - C. Effect of Termination.
 1. Except as provided in paragraph (2) of this section, upon termination of this Agreement, for any reason, the BA shall, at the option of County, return or destroy

all PHI that BA or its agents or subcontractors still maintain in any form, and shall retain no copies of such PHI.

2. In the event that the County determines that returning or destroying the PHI is infeasible, BA shall provide to the County notification of the conditions that make return or destruction infeasible, and BA shall extend the protections of this Agreement to such PHI to those purposes that make the return or destruction infeasible, for so long as the BA maintains such PHI. If County elects destruction of the PHI, BA shall certify in writing to County that such PHI has been destroyed.

VII. Indemnity

- A. BA shall indemnify and hold harmless all Agencies, Districts, Special Districts and Departments of the County, their respective directors, officers, Board of Supervisors, elected and appointed officials, employees, agents and representatives (collectively "County") from any liability whatsoever, based or asserted upon any services of BA, its officers, employees, subcontractors, agents or representatives arising out of or in any way relating to BA's performance under this Business Associate Agreement, including but not limited to property damage, bodily injury, or death or any other element of any kind or nature whatsoever including fines, penalties or any other costs and resulting from any reason whatsoever to the extent arising from the performance of BA, its officers, agents, employees, subcontractors, agents or representatives under this Business Associate Agreement. BA shall defend, at its sole expense, all costs and fees including but not limited to attorney fees, cost of investigation, defense and settlements or awards against the County in any claim or action based upon such alleged acts or omissions.
- B. With respect to any action or claim subject to indemnification herein by BA, BA shall, at its sole cost, have the right to use counsel of its choice, subject to the approval of County, which shall not be unreasonably withheld, and shall have the right to adjust, settle, or compromise any such action or claim without the prior consent of County; provided, however, that any such adjustment, settlement or compromise in no manner whatsoever limits or circumscribes BA's indemnification of County as set forth herein. BA's obligation to defend, indemnify and hold harmless County shall be subject to County having given BA written notice within a reasonable period of time of the claim or of the commencement of the related action, as the case may be, and information and reasonable assistance, at BA's expense, for the defense or settlement thereof. BA's obligation hereunder shall be satisfied when BA has provided to County the appropriate form of dismissal relieving County from any liability for the action or claim involved.
- C. The specified insurance limits required in the Underlying Agreement of this Business Associate Agreement shall in no way limit or circumscribe BA's obligations to indemnify and hold harmless the County herein from third party claims arising from the issues of this Business Associate Agreement.
- D. In the event there is conflict between this clause and California Civil Code Section 2782, this clause shall be interpreted to comply with Civil Code Section 2782. Such interpretation shall not relieve the BA from indemnifying the County to the fullest extent allowed by law.
- E. In the event there is a conflict between this indemnification clause and an indemnification clause contained in the Underlying Agreement of this Business

Associate Agreement, this indemnification shall only apply to the subject issues included within this Business Associate Agreement.

- VIII. Amendment. The parties agree to take such action as is necessary to amend this Business Associate Agreement from time to time as is necessary for County to comply with the Privacy Rule, 45 CFR, and HIPAA generally.
- IX. Survival. The respective rights and obligations of this Business Associate Agreement shall survive the termination or expiration of this Business Associate Agreement.
- X. Regulatory References. A reference in this Business Associate Agreement to a section in the Privacy Rule means the section as in effect or as amended.
- XI. Conflicts. Any ambiguity in this Business Associate Agreement and the Underlying Agreement shall be resolved to permit County to comply with the Privacy Rule, 45 CFR, and HIPAA generally.

Approval and Signatures

By: Christie Holderegger
Christie Holderegger (Sep 5, 2024 15:53 PDT) Dated: 09/05/2024
Christie Holderegger
CEO
Volunteers of America Northern California and Northern Nevada, Inc.
"BA Representative"

By: Olivia
Olivia Byron-Cooper (Sep 6, 2024 06:30 PDT) Dated: 09/06/2024
Olivia Byron-Cooper, MPH
Director
El Dorado County Health and Human Services Agency (HHSA)
"HHSA Representative"

Volunteers of America Northern California and Northern Nevada, Inc.
Exhibit E
California Levine Act Statement

California Government Code section 84308, commonly referred to as the "Levine Act," prohibits any officer of El Dorado County from participating in any action related to a contract if he or she accepts, solicits, or directs any political contributions totaling more than two hundred and fifty dollars (\$250) within the previous twelve (12) months, and for twelve (12) months following the date a final decision concerning the contract has been made, from the person or company awarded the contract. The Levine Act also requires disclosure of such contribution by a party to be awarded a specific contract. An officer of El Dorado County includes the Board of Supervisors, any elected official, and the chief administrative officer (collectively "Officer"). It is the Contractor's responsibility to confirm the appropriate "Officer" and name the individual(s) in their disclosure.

Have you or your company, or any agent on behalf of you or your company, made any political contribution(s), or been solicited to make a contribution by an Officer or had an Officer direct you to make a contribution of more than \$250 to an Officer of the County of El Dorado in the twelve months preceding the date of the submission of your proposals or the anticipated date of any Officer action related to this contract?

_____ YES _____ NO

If yes, please identify the person(s) by name:
If no, please type N/A.

Do you or your company, or any agency on behalf of you or your company, anticipate or plan to make any political contribution(s) of more than \$250 to an Officer of the County of El Dorado in the twelve months following any Officer action related to this contract?

_____ YES _____ NO

If yes, please identify the person(s) by name:
If no, please type N/A.

Answering YES to either of the two questions above does not preclude the County of El Dorado from awarding a contract to your firm or any taking any subsequent action related to the contract. It does, however, preclude the identified Officer(s) from participating in any actions related to this contract.

09/05/2024

Date

Volunteers of America Northern Nevada and Northern California

Type or write name of company

Christie Holderegger

Christie Holderegger (Sep 5, 2024 19:33 PDT)

Signature of authorized individual

Christie Holderegger

Type or write name of authorized individual

Agreement # 8783

Legistar # 24-0921

AGREEMENT CONTRACT ROUTING SHEET

Date Prepared: 07/12/2024

Need Date: 07/23/2024

PROCESSING DEPARTMENT:

Department: Health and Human Services Agency
Dept. Contact: Kiera Garcia
Phone: x6923
Department Head Signature: Alisha Bryden
Digitally signed by Alisha Bryden
Date: 2024.07.12 10:55:54 -07'00'
Alisha Bryden
Administrative Analyst Supervisor

CONTRACTOR:

Name: Volunteers of America - Northern CA, Northern NV
Address: 3434 Marconi Ave
Sacramento, CA 95821
Phone: 916-265-3970
Org Code: 5210110
Project #
(if applicable): _____
Funding Source: Federal

CONTRACTING DEPARTMENT: HHSA

Service Requested: Review of #8783 (renewal of #6722)

Description: Homeless Navigation Center Operations and Case Management Services

Contract Term: 9/30/24-9/30/27, w/ option to renew through 9/30/29 Contract Value: \$ 5,323,544.00

5-year NTE: \$9,338,835

COUNTY COUNSEL: (Must approve all contracts and MOU's)

Approved: Disapproved: Date: 07/15/2024 By: Nicole Wright
Digitally signed by Nicole Wright
Date: 2024.07.16 18:35:19 -07'00'
Approved: Disapproved: Date: _____ By: _____

with edit noted in email.

HR APPROVAL: WILL BE REVIEWED THROUGH WORKFLOW

RISK MANAGEMENT: WILL BE REVIEWED THROUGH WORKFLOW

PLEASE EMAIL SIGNED DOCUMENT TO:

Thank you!

**County of El Dorado
Chief Administrative Office
Procurement and Contracts Division**
on behalf of the
Health and Human Services Agency



**Request for Qualifications (RFQ)
#24-952-039**

for

Navigation Center Operations and Meal Services

Submittal Deadline:

April 5, 2024, not later than 3:00:00 PM (Pacific)

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Attachment A – Sample Agreement for Services*

Attachment B – RFQ Response Information and Certification

Attachment C – Team Qualifications and Experience

Attachment D – Experience of Firm

Attachment E – Proposed Work Plan and Workload

Attachment F – References

Attachment G – HHSA Budget Tool

*The attached Sample Agreement for Services is for reference only. Other terms and conditions may apply based on the types of services and funding involved.

1.0 INTRODUCTION

The County of El Dorado (hereinafter referred to as County) is located in Northern California and is bordered by Sacramento, Placer, Amador and Alpine counties in California, and Douglas County, Nevada. The two (2) incorporated cities in the County are Placerville and South Lake Tahoe. The United States (US) Census estimates that, as of 2020, the population of the County is 194,940. The largest city in the County is South Lake Tahoe, a resort city located in the Sierra Nevada Mountains, with a reported US Census 2020 population of 22,487.

The County's Health and Human Services Agency (HHSA) offers a variety of services to vulnerable individuals including those individuals who are either currently homeless or at risk of homelessness.

In February 2022, the County opened the sixty (60) bed Navigation Center (hereinafter referred to as "Shelter"), a housing first, low-barrier, service-enriched facility focused on moving homeless individuals into permanent housing. The Shelter provides temporary facilities while case managers connect individuals experiencing homelessness to income, public benefits, health services, and housing. The Shelter's focus is on reducing unsheltered homelessness and connecting participants to services and housing solutions, offering low-barrier shelter that allows guests to remain with partners, pets, and possessions.

The County's Procurement and Contracts Division, on behalf of the HHSA, is soliciting sealed Statements of Qualifications (SOQ) from highly qualified and experienced service providers (hereinafter referred to as "Respondent" or "firm") to help support the County's system of homeless care with the provision of two (2) services categories: 1) Operations of the Shelter; and 2) Meal Services to Shelter Participants. Firms must have and demonstrate their experience in providing the services specified in this Request for Qualifications (RFQ) that address and support the County's efforts in addressing homelessness within the County.

The purpose of this RFQ is to establish qualified lists for the two (2) service categories identified in Section 2.0 of this RFQ. The County will name successful Respondents (as used herein, a "Respondent" is a person, entity, or organization that submits a response to this RFQ) to each Qualified List (hereinafter referred to as QL), which shall be valid for a maximum period of three (3) years from the date of award. Respondents may request consideration for a single service category, or both service categories described in this RFQ for which they are qualified. The County intends on awarding one (1) or multiple Agreements for these services as described below, and each Agreement will have an initial term of three (3) years, with an optional extension term of two (2) years.

The County makes no specific guarantee of a minimum or maximum amount of services which shall be requested of any Respondents named to each resulting QL. The County will assign work by either selecting a Respondent from each QL

and negotiating a contract with that firm or soliciting informal submittals from the Respondents listed on the QL for specific tasks, and will negotiate a contract with the selected Respondent based on the experience and expertise required for the work, Respondent's current workload, ability to respond, or other relevant criteria. This RFQ includes a description of the scope of work, submittal requirements, and instructions for submitting your SOQ.

The County of El Dorado is an equal opportunity employer (EOE). All individuals are encouraged to participate. The County will not discriminate against any individual because of race, religion, color, national origin, ancestry, physical handicap, mental disability, medical condition, genetic information, military or veteran status, marital status, age, gender, gender identity, gender expression, or sexual orientation.

The following schedule for this RFQ process is listed below for reference purposes and is subject to change:

RFQ Issuance	March 5, 2024
Deadline for Final Questions	March 22, 2024
Answers Posted on or About	March 29, 2024
Due Date for Submissions	April 5, 2024
Date reserved for Interviews (if deemed necessary by County)	April 26, 2024

In the event that it becomes necessary to revise any part of this RFQ, written addenda will be issued and posted at:

<https://pbsystem.planetbids.com/portal/48157/portal-home> ("PlanetBids").

Any amendment to this RFQ is valid only if in writing and issued by the Chief Administrative Office, Procurement and Contracts Division. Verbal conversations or agreements with any officer, agent, or employee of the County that modify any terms or obligations of this RFQ are invalid.

All interpretations or corrections, as well as any additional RFQ provisions that the County may decide to include, will be made only as an official addendum that will be posted to PlanetBids and it shall be the Respondent's responsibility to ensure they have received all addendums before submitting their submittal. Any addendum issued by the County shall become part of the RFQ and shall be incorporated into the submittal.

County will not be bound by oral responses or inquires or written responses other than written addenda.

2.0 SCOPE OF WORK

Any reference in this RFQ to specific terms of the agreement are for illustrative purposes only and shall not limit the scope of the obligations to be assumed by the successful Respondent under the agreement. In the event of any conflict between a provision of this RFQ and the provisions of the agreement attached as Attachment A, the terms of the agreement shall govern.

Successful Respondents named to each service category QL will provide the following services:

Service Category 1: Operations of the Shelter

The successful Respondent will provide all services for operation and case management for the Shelter as outlined below, including at a minimum, low-barrier, housing-focused, person-centric case management, and operation services for up to sixty (60) unhoused adults at a time. The Shelter does not allow walk-ups and operates on a referral basis only. The successful Respondent will utilize evidence based best practices in ending homelessness to coordinate all the necessary care, facilitate timely access to services, and improve the transition of the facility participants from the Shelter into permanent housing. The successful Respondent will oversee and coordinate all Shelter operations twenty-four (24) hours a day, seven (7) days a week.

- 1) **Operations:** Shelter operations will at a minimum include the following:
 - a. Oversight of program and support staff including hiring, training, meetings, accountability, staff schedules, and data entry into the local Homeless Management Information System (HMIS).
 - b. Ensure all day-to-day operations are conducted and led in a safe and non-judgmental manner.
 - c. Act as a point of contact for partner agencies' day to day needs.
 - d. Establish and act as a point of contact for a set of community agreements to respect the neighbors and surrounding neighborhoods with regards to noise, cleanliness, security and safety, and mutual accountability.
 - e. Address complaints and grievances by participants, staff, partner agencies, and neighbors.
 - f. Complete Shelter intakes with Shelter participants.
 - g. Orient participants on Shelter policies, rules, rights, responsibilities, and ensure participants are reoriented on a regular basis.
 - h. Maintain accurate and up-to date records on orientations provided.
 - i. Provide monthly (or more frequently upon request) data reports to County and applicable community partners.
 - j. Perform daily safety checks inside and outside the facility.

- k. Control excessive noise or loitering from participants both inside and outside the facility.
 - l. Deescalate issues and intervene in disturbances.
- 2) **Case Management:** Case management is a collaborative process of assessment, planning, facilitation, care coordination, evaluation, and advocacy for options and services to meet individual needs. In this context, case management and supportive services are designed to focus on housing needs and assist the individual to become stably housed. Critical components in the provision of case management services will at a minimum include the following:
- a. Establish procedures for screening participants at program entry and intake for eligibility and connection to services.
 - b. Work with Shelter participants to create personalized, participant-directed housing goals. Set individual service plans with participants based on assessed information and participant-self-determined goals within five (5) working days of participant entering program.
 - c. Create individualized housing plans with participants to include the path from current homelessness to permanent stable housing during the course of receiving assistance from the successful Respondent (The plan may include assistance in accessing food, assistance in coordinating transportation to/from necessary appointments, and other individualized supports).
 - d. Help Shelter participants establish "document readiness" necessary for them to meet common lease and/or rehousing program application requirements.
 - e. Assist Shelter participants in the identification of appropriate shared housing options.
 - f. Provide information and referrals to other providers, warm hand-offs, and linkages to services. Coordinate with community support partners, and health-care contacts for service planning and case conferencing where appropriate.
 - g. Assess participant income, credit, legal issues, and help participants prioritize employment options when appropriate. Provide or coordinate with community partners to provide classes for financial literacy, credit repair, tenant counseling, landlord-tenant mediation, and legal referrals for court proceedings related to housing issues for Shelter participants.
 - h. Connect eligible participants to county mental health support and addiction services, domestic violence and/or sexual assault services, legal services, and rehabilitation support. Referrals should be directly related to resolution of housing barriers.
 - i. Provide resource information and appropriate case planning specific to any participant who has a physical or cognitive impairment.

- j. Support participants in attending necessary appointments and accompany guests to appointments as needed. Supply bus passes and/or assist in the coordination of transportation.
- k. Assist in income stabilization and collaborate with the County to document participant enrollment in public assistance programs in order to ensure income will support transition into shared housing sites as they become available.
- l. Act as a source of engagement, information sharing, and problem solving for participants.
- m. Provide storage of participant's medication and personal supplies and participant access to the items as necessary.

3) **Case Records:** Case records management will at a minimum include the following:

- a. The successful Respondent will ensure that participants are screened for eligibility prior to admission to County Shelter programs and will upload completed documentation to the participant's HMIS file.
- b. The successful Respondent will comply with the El Dorado Opportunity Knocks Continuum of Care (CoC) HMIS Policies and Procedures, available at <https://www.edokcoc.org/coc-governance>, including all updates thereto, and incorporated by reference herein.
- c. HMIS Data Quality: The successful Respondent will ensure that HMIS data reporting requirements are met, and participant data is collected and reported in the HMIS system accurately and timely.

4) **Training:** Training will at a minimum include the following:

- a. The successful Respondent's staff will be trained in cardiopulmonary resuscitation (CPR), Trauma Informed Care, De-escalation, & Motivational Interviewing Training.
- b. The successful Respondent's staff will facilitate Shelter participant's Living Skills Training groups and Substance Abuse Educational groups.

5) **Facilities Maintenance and Supplies:** Facilities maintenance and supplies will at a minimum include the following:

- a. Stay up-to date and in compliance with all federal, state, and local COVID-19 protocols including safety protocols and sanitation guidelines with Shelter participants, staff, and guests to protect guests and staff from exposure to COVID-19.
- b. Ensure cleanliness and sanitation of the interior and exterior of facility.
- c. Assure supplies are stocked and appropriately secured in maintenance storerooms, maintain cleanliness and order of

- storerooms, and perform regular inventory of cleaning supplies and minor repair items.
 - d. Check facility daily for any safety concerns and understand local and state safety codes.
 - e. Report all building deficiencies to County.
 - f. Coordinate with County about all planned general, preventative, and repair maintenance at the Shelter.
 - g. Coordinate any scheduled maintenance or repair work.
- 6) **Communication:** Communication services will at a minimum include the following:
- a. Serve as liaison to County and city contract personnel, and elected officials.
 - b. Participate in developing community relations and maintain positive image of the program.
 - c. Maintain safe relationships with participants, staff, and all community service agencies.
 - d. Assist other staff, partners, and law enforcement officers as needed.

Service Category 2: Meal Services to Shelter Participants

The successful Respondent named to the QL for this service category will deliver three (3) meals a day in support of participants in the Shelter, as defined below:

- 1) The successful Respondent will perform the required shopping and meal preparation to provide three (3) meals a day consisting of a continental breakfast, bag lunch, and hot dinner daily for each participant identified by the Shelter staff.
- 2) The successful Respondent will ensure that these meals are prepared, available, and delivered at a regularly scheduled time to the Shelter once per day.
- 3) The successful Respondent will provide all disposable tableware and utensils needed for the meals.

3.0 SUBMITTAL FORMAT REQUIREMENTS

Each response to this RFQ shall include the information described in this section. Failure to include all of the elements specified may be cause for rejection. Additional information may be provided but should be succinct and relevant to the goals of this RFQ. Excessive information will not be considered favorably. The response documents shall be 8-1/2 inches by 11 inches in size or shall be folded to that size. Unnecessarily elaborate responses, enclosures, and specialized binding

are not desired, and may be construed as an indication of Respondent's lack of cost consciousness.

If Respondent is submitting a response for more than one (1) service category, the response may be submitted by grouping the multiple categories together in one (1) response.

All submittals shall contain the following elements, and in the order given:

3.1 RFQ Response Information and Certification: Submit a completed and signed RFQ Response Information and Certification form (included with this RFQ as Attachment B). Respondents should identify (apply a check mark) the service categories it is qualified to perform in accordance with the services listed in Section 2.0 of this RFQ.

3.2 Team Qualifications and Experience: A Response Document (Team Qualifications and Experience - Attachment C) has been provided to assist Respondents in providing:

- The qualifications and experience of the team members that will be dedicated to providing the proposed services.
- The specific qualifications and experience with projects similar to the requested services, including local government or municipality experience for key team members.
- An organization chart of the proposed staff to be assigned to the proposed services.
- A brief discussion of current project commitments made to other agencies, showing the percentage of time key staff members are available during the effective period of the resulting contract.
- The firm name, area of expertise, the names of individual staff assigned to this project, and their role on the team for any subcontractor to be used.

3.3 Experience of Firm: A Response Document (Experience of Firm - Attachment D) has been provided to assist Respondents in providing:

- A description of the firm's experience and history providing similar services, detailing any related experience in providing services to homeless individuals (including the number of homeless individuals the organization currently serve per year).
- The firm's mission, experience, and history, including any successful outcomes, including any experience with local Continuums of Care entities and government agencies.

3.4 Proposed Work Plan and Workload: A Response Document (Proposed Work Plan and Workload - Attachment E) has been provided to assist Respondents in providing:

- A description of services to be provided, proposed service models that will be implemented, and any optional/additional or complimentary services that will enhance service quality and delivery to Shelter participants.
- A brief narrative regarding the firm's plan for services as related to each task listed in Section 2.0. Respondents that plan on utilizing subcontractors shall provide a brief narrative to explain how the use of subcontractors will not negatively impact the Respondent's work plan and quality of service provided to the County.
- A thorough discussion of methodologies the firm believes are essential to providing the necessary services, including: 1) project constraints; 2) milestones; and 3) required approvals relating to the project to ensure services are performed in a timely manner. Provide a narrative of proposed staffing size, current workload, and with consideration of the Respondent's current projects, confirm the Respondent's ability to perform the work as described herein.

3.5 References: Using Attachment F – References, include at least three (3) references of related projects, including client's name, name of the project, contact person's first and last name with current email address and direct phone number along with a brief description of the project (including project completion date). Verify that all reference information is current and accurate especially that of the contacts and contact information prior to submitting their response.

3.6 Cost Proposal: Cost proposal submission will be required for all Respondents; however, cost proposals will only be retained for the successful Respondents named to the resulting QL. All Respondents must complete and submit a proposed budget using Attachment G – HHS Budget Tool, outlining the expected cost of the services, broken down by major cost categories. **It is important to note that if Respondent is submitting SOQs for both service categories (1 and 2), they submit different Cost Proposals for each service category.**

Important considerations are as follows:

- 1) The completed budget should include all direct costs necessary to perform the services proposed in Section 2.0, for an anticipated three (3) year initial term (complete budget tab in Attachment G labeled Contractor Budget). The Respondent shall also complete the optional

two (2) year additional term budget tab (labeled 2 Additional Years [Optional]), thereby providing a total five (5) year term budget for proposed costs. Proposed direct costs are those costs directly related to the services solicited. They may include staff time, or performing other activities directly related to the scope of work.

- 2) All proposed costs should include a description or formula indicating how the total cost amount was determined. Attachment G provides a sample for creating a consistent format.
- 3) Respondents should identify all personnel/position costs inclusive of salary and benefits, any contract or subcontract costs that will be incurred (whether for goods or services), any operational costs, as well as indirect costs (Facilities & Administrative [F&A] costs).
- 4) Indirect costs (F&A costs) can only be reimbursed as a percentage of actual costs billed on a monthly basis. As a result, Respondents must factor these costs as a percentage of the total direct costs proposed. Indirect cost rates in excess of ten percent (10%) of the total direct costs proposed will not be evaluated favorably.

IMPORTANT: Firms submitting electronic submittals to the PlanetBids website must not include their Cost Proposal submittal in their main submittal. PlanetBids will allow Respondents to submit their Cost Proposal information as separate response attachments (one electronic file per response attachment). Firms that submit hard-copy responses shall follow the instructions in Section 5.2 below.

- 3.7 Exceptions:** List all exceptions to this RFQ and related attachments, if applicable.

4.0 RESPONDENT QUESTIONS

- 4.1 Questions regarding this RFQ must be submitted in writing by email or U.S. mail to the Procurement and Contracts Office, or using the PlanetBids website, and must be received no later than 5:00:00 p.m. (Pacific) on **March 22, 2024**.
- 4.2 All emails must have “**RFQ #24-952-039 – QUESTION**” as their subject, and all envelopes or containers must be clearly marked “**RFQ #24-952-039 – QUESTION**” for convenience purposes. Emails, envelopes, and/or containers not clearly labeled may be overlooked and not responded to.
- 4.3 Questions will not be accepted by telephone, facsimile (fax), or orally.

- 4.4 The County reserves the right to decline a response to any question if, in County's assessment, the information cannot be obtained and shared with all potential organizations in a timely manner.
- 4.5 A summary of the questions submitted, including responses deemed relevant and appropriate by County, will be posted to the PlanetBids website on or about **March 29, 2024**. Any addenda to this RFQ is valid only if in writing and issued by the County Procurement and Contracts Division.
- 4.6 All inquiries shall be submitted by email to: tyler.prince@edcgov.us
or by U.S. Mail to:

County of El Dorado
Procurement and Contracts
330 Fair Lane
Placerville, California 95667
RFQ #24-952-039 – Question

- 4.7 Respondents are cautioned that they are not to rely upon any oral statements that they may have obtained. Respondents shall direct all inquiries to the contact above and shall not contact the requesting department directly regarding any matter related to this RFQ. Information provided by persons other than Procurement and Contracts staff may be invalid and responses which are submitted in accordance with such information may be declared non-responsive.

5.0 SUBMITTAL INSTRUCTIONS

- 5.1 Respondents are strongly encouraged to submit their responses online to assure a complete and timely response. To respond online firms must register with the County's online bidding system, PlanetBids, at <https://pbsystem.planetbids.com/portal/48157/portal-home>. Respondents are cautioned that the timing of their online submission is based on when the submittal is RECEIVED by PlanetBids, not when a submittal is initiated by a Respondent. Online submittal transmissions can be delayed in an "Internet Traffic Jam" due to file transfer size, transmission speed, etc. For these reasons, the County recommends that Respondents allow sufficient time to upload their response and attachment(s) (if applicable) and to resolve any issues that may arise. The closing date and time shall be governed by the PlanetBids' web clock, which does not allow submittals after the closing date and time. PlanetBids will send a confirmation email to the Respondent advising that their online submission (eBid) was submitted. If you do not receive a confirmation email you are advised to contact the PlanetBids Support team by phone (818-992-1771 Monday through Friday between 7 a.m. and 5 p.m. Pacific, excluding statutory U.S. holidays) or by submitting a Support Ticket (visit:

<https://home.planetbids.com/support/> to complete and submit the ticket form).

- 5.2** Respondents that decide to submit a hard-copy response do so at their own risk. All hard-copy submittals must include all of the same information required for online submittals. Incomplete submittals will be rejected as non-responsive. Respondents shall submit one (1) original copy and one (1) electronic copy of your submittal in PDF format on a flash/USB drive. IMPORTANT: Respondents who submit hard-copy responses must submit their Cost Proposal (refer to Section 3.6 above) in a separate, sealed envelope clearly marked "**RFQ 24-952-039 – Cost Proposal**" on the outside of the envelope. All hard-copy submittals shall be submitted in a sealed envelope or container and clearly marked with the RFQ number, title, and closing date and time noted on the outside of the parcel.
- 5.3** It is the sole responsibility of the Respondent to ensure that the submittal is received in the Procurement & Contracts Division prior to the RFQ submittal deadline. All responses must be submitted not later than the date and time posted on PlanetBids. Hard-copy responses shall be submitted ONLY to:

County of El Dorado
Procurement and Contracts Division
330 Fair Lane
Placerville, CA 95667

- 5.4** The County shall not be responsible for submittals delivered to a person or location other than specified herein. Submittals submitted to a location other than the above will not be considered duly delivered or timely. The County shall not be responsible for rerouting submittals delivered to a person or location other than that specified above.
- 5.5** Faxed or emailed submittals will not be accepted.
- 5.6** Late submittals will not be accepted or considered.
- 5.7** All submittals, whether selected or rejected, shall become the property of the County and shall not be returned.
- 5.8** The County reserves the right to waive minor defects and/or irregularities in submittals, and shall be the sole judge of the materiality of any such defect or irregularity.
- 5.9** All costs associated with submittal preparation and submission, including any interviews conducted at the sole discretion of the County, shall be borne by the Respondent.

5.10 County staff will open submittals following the submittal deadline. The only information that will be made available to the public after the submittal deadline has passed will be the names of the Respondents that submitted submittals. The contents of all submittals, or any other medium which discloses any aspect of the submittal, shall be held in strictest confidence until the County releases a Notice of Award or Notice of Intent to Award.

5.11 Any hard-copy submittal received prior to the date and time specified for receipt of submittals may be withdrawn or modified by written request of the Respondent. Requests for modification must be received in writing, and in the same number of copies as the original submittal, prior to the date and time specified above for receipt of submittals.

6.0 EVALUATION PROCESS

All submittals will be evaluated initially to determine if they are responsive to the requirements of this RFQ. An evaluation panel, consisting of County staff and members selected by County staff, will review and evaluate all responsive submittals received by the submittal date as set forth in this RFQ, or as amended by addenda, and the submittals will be evaluated based on the thoroughness, clarity, and quality of the material presented. The County reserves the right to request additional information and clarification of any information submitted and to allow corrections of errors or omissions.

Respondents who have the qualifications (expertise and skills) and experience (documented, successful, and relevant) necessary to meet the requirements of this RFQ will be scored and ranked using the criteria and point assignments listed below. Respondents submitting the most highly ranked submittals may be invited for interviews.

	Evaluation Criteria – Written Submittals	Maximum Possible Points
A.	Team Qualifications and Experience	30
B.	Experience of Firm	30
C.	Proposed Work Plan and Workload	30
D.	References	10
	TOTAL POSSIBLE POINTS	100

Evaluation Criteria – Interviews (if held)

If the County elects to hold interviews, the following evaluation criteria and rating points will be used to evaluate the Respondents who are invited to interview.

	Evaluation Criteria – Interviews	Maximum Possible Points
A.	Experience and Qualifications of Firm	35
B.	Experience and Qualifications of Staff/Team	35
C.	Response to Interview Questions	10
D.	Project Management and Approach	20
	TOTAL POSSIBLE POINTS	100

NOTE: Cost Proposals will remain unopened until the County's selection committee has identified the qualified Respondent(s) as the result of the evaluation processes described above. Once the County has awarded the successful Respondent(s) to the resulting QL the County will return all unopened (hard-copy) Cost Proposals to the unsuccessful Respondents.

7.0 SELECTION PROCEDURE

- 7.1** Submittals will be reviewed for responsiveness. A selection committee will then evaluate responsive submittals in accordance with the criteria specified in Section 6.0 above. The firm(s) submitting the highest ranked submittals may be invited for an interview. Interviews will be conducted solely at the County's option. The County reserves the right to select the most qualified firm solely on the content of the submittal. If the County chooses to conduct interviews, the Respondent's Primary Contact identified in the Respondent's RFQ Response Information and Certification form (completed Attachment B) shall represent the Respondent at the interview at a minimum. After evaluation of the interviews, the Committee will recommend the firm(s) with the highest overall value, based on evaluation ranking, for approval by the County Purchasing Agent or Board of Supervisors.
- 7.2** The County reserves the right to make an award without further discussion of the submittal with the Respondent. Therefore, the submittal should be submitted initially on the most favorable terms that the firm or individual may propose.
- 7.3** The County reserves the right to award one or more contracts to the firms or individuals who, in the sole judgment of the County, present the most favorable response to this RFQ pursuant to the evaluation criteria indicated above.
- 7.4** The County reserves the right to reject any and all submittals, or to waive minor irregularities in said submittals, or to negotiate minor deviations with

the successful firm. The County shall be the sole judge of the materiality of any such defect or irregularity.

- 7.5 The Procurement and Contracts Division does not mail out hard copy letters advising participating Respondents of RFQ results. For RFQ results, please visit the PlanetBids website at:

<https://pbsystem.planetbids.com/portal/48157/portal-home>

RFQ results are also available at:

<https://www.edcgov.us/Government/Contracts/Pages/Bid-Results.aspx>

- 7.6 The results of this RFQ will be posted on the PlanetBids and County websites listed in Section 7.5 above at the earliest possible opportunity in accordance with County policy. The timeline for posting RFQ results may vary depending on the nature and complexity of the RFQ.
- 7.7 Response and selection of a submittal will not necessarily result in the award of a contract with the County. The act of opening a submittal and selecting a Respondent does not constitute awarding of a contract. Contract award is by action of the Purchasing Agent or Board of Supervisors and is not in force until fully executed.
- 7.8 Once contract negotiations are initiated, the County reserves the right to select the next ranked Respondent if for any reason a contract cannot be negotiated with the selected Respondent.

8.0 EL DORADO COUNTY WEBSITE REQUIREMENTS

It is the Respondent's responsibility to monitor the PlanetBids website for possible addenda to this RFQ to inform him/herself of the most current specifications, terms, and conditions, and to submit his/her submittal in accordance with original RFQ requirements and all required addenda. All available RFQs and related addenda can be found at:

<https://pbsystem.planetbids.com/portal/48157/portal-home>

Failure of Respondent to obtain this information shall not relieve him/her of the requirements contained therein. Those Respondents not acknowledging and returning Addenda as required will not be considered and will be rejected as "non-responsive."

9.0 REJECTION OF SUBMITTALS

Respondents interested in being considered must submit a submittal in compliance with this RFQ. Failure to meet the minimum requirements of the RFQ shall be cause for rejection of the submittal. The County reserves the right to reject any or all submittals.

The County may reject a submittal if it is conditional, incomplete, contains irregularities, or reflects inordinately high cost rates.

10.0 VALID OFFER

Submittals shall remain valid for one hundred twenty (120) days from the due date. The County reserves the right to negotiate with the successful Respondent any additional terms or conditions not contained in their submittal which are in the best interest of the County or to otherwise revise the scope of this RFQ. This RFQ does not constitute a contract or an offer of employment.

11.0 COUNTY'S RIGHTS

The County reserves the right to:

1. Request clarification of any submitted information.
2. Waive any irregularity or immaterial deviation in any submittal.
3. Not enter into any agreement.
4. Not select any Respondent.
5. Cancel this process at any time.
6. Amend this process at any time.
7. Interview Respondents prior to award.
8. To request additional information during an interview.

Waiver of an immaterial deviation shall in no way modify the RFQ documents or excuse the Respondent from full compliance with the contract requirements if the Respondent is awarded the contract.

12.0 CONFLICT OF INTEREST

Respondents warrant and covenant that no official or employee of the County, or any business entity in which an official of the County has an interest, has been employed or retained to solicit or aid in the procuring of the resulting agreement, nor that any such person will be employed in the performance of such agreement without immediate divulgence of such fact to the County. Submittals shall contain a statement to the effect that the Respondent is not currently committed to another

project that would constitute a conflicting interest with the project defined in this RFQ.

13.0 PUBLIC RECORDS ACT

Pursuant to the California Public Records Act, the County may be required to produce records of this transaction, upon third party request, subject to various statutory exemptions. Please indicate what exemptions may apply to the information you submit (such as a 'proprietary information' exemption – refer to Section 3.0 for submittal instructions).

In the event of a request for such information, the County will make best efforts to provide notice to Respondent prior to such disclosure. If Respondent contends that any documents are exempt from the CPRA and wishes to prevent disclosure, it is required to obtain a protective order, injunctive relief or other appropriate remedy from a court of law in El Dorado County before the County's deadline for responding to the CPRA request. If Respondent fails to obtain such remedy within County's deadline for responding to the CPRA request, County may disclose the requested information. The County shall not in any way be liable or responsible for the disclosure of any such records.

Respondent further agrees that it shall defend, indemnify and hold County harmless against any claim, action or litigation (including but not limited to all judgments, costs, fees, and attorney's fees) that may result from denial by County of a CPRA request for information arising from any representation, or any action (or inaction), by the Respondent.

14.0 BUSINESS LICENSE REQUIREMENT

It is unlawful for any person to furnish supplies or services, or transact any kind of business in the unincorporated territory of El Dorado County without possessing a County business license unless exempt under County Code Section 5.08.070. Contact the Tax Collector's Office at 360 Fair Lane, Placerville, CA 95667, or phone (530) 621-5800, for further information.

It is not a requirement to possess a County business license at the time of submittal. Selected Respondents may be required to possess a County business license to award contract.

15.0 PUBLIC AGENCY

It is intended that other public agencies (i.e., city, special district, public authority, public agency, and other political subdivisions of the State of California) shall have the option to participate in any agreement created as a result of this RFQ with the same terms and conditions specified therein, including pricing. The County shall incur no financial responsibility in connection with any agreement from another public agency. The public agency shall accept sole responsibility for contracting for services and making payment to the vendor.

