



LOS ANGELES COUNTY AFFORDABLE HOUSING
SOLUTIONS AGENCY

**REQUEST FOR PROPOSALS
AND
REQUEST FOR INFORMATION**

FOR:

**RENTER PROTECTION AND HOMELESSNESS PREVENTION:
INTEGRATED SERVICE MODEL**

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Key Dates:

Release RFP and RFI	Tuesday, March 3, 2026
Bidder's Conference	Tuesday, March 10, 2026 12:30-2pm
Deadline for Written Questions	Wednesday, March 18, 2026
Responses to Questions Posted	Wednesday, March 25, 2026
Deadline for Submission of Proposals (RFP) and Letters of Interest (RFI)	4:00 p.m. (Pacific Time) on Wednesday, April 15, 2026
Notification of Intent to Award to Prime Contractors Sent to Applicants	Wednesday, April 29, 2026
RPHP Committee Meeting for Recommendations of Awardees to LACAHSAs Board	Monday, May 11, 2026
LACAHSAs Board Meeting for Final Selection and Approval of Awardees	Wednesday, May 13, 2026
Anticipated Contract Start Date	Wednesday, July 1, 2026

These dates may be changed at the discretion of LACAHSAs. Changes to the due date for questions or due date for proposal submittal will be made by written addendum.

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1. INTRODUCTION

1.1 General

Los Angeles County Affordable Housing Solutions Agency (“LACAHSAs” or the “Agency”) is requesting proposals from qualified non-profit organizations, public agencies, and for-profit organizations with demonstrated experience in supporting the stabilization of households experiencing an immediate housing crisis and at risk of losing their housing in serving as lead contractors for one or more components of work described in this request for proposals (RFP) for Renter Protection and Homelessness Prevention: Integrated Services Model (“ISM”). Agency is concurrently seeking this request for information (RFI) from qualified organizations interested in serving as service partners in the ISM and potential subcontractors with one or more lead contractors.

LACAHSAs is a regional governmental entity that is charged with increasing the production of affordable housing, preserving existing affordable housing stock, and protecting low-income renters from eviction and displacement. Agency was created by the California Legislature in 2022 through the Los Angeles County Regional Housing Act (Senate Bill 679, codified at Cal. Government Code section 64700 et seq.) (the “Act”), which establishes legal requirements for the distribution of Agency’s revenues. In November 2024, the voters of Los Angeles County (“County”) passed Measure A, a half-cent sales tax to fund homelessness and homeless prevention programs. Measure A is anticipated to raise about \$1.1 billion in annual revenue, and 35.75% of that revenue must flow to Agency.

Measure A’s transactions and use tax became effective on April 1, 2025, and Agency has begun to receive monthly tranches of revenue from the tax. The Agency’s portion of Measure A funds must be allocated to programmatic uses as follows: 60% for affordable housing production, preservation, and ownership (“PPO”) (Gov. Code, § 64830(d)(1); Measure A, § 29(B)); 5% for technical assistance, research, and policy development (“Technical Assistance”) (Gov. Code, § 64830(d)(4)); 5% for Agency administration; and 30% for Renter Protection and Homelessness Prevention (“RPHP”) (Gov. Code, § 64830(d)(2)). This RFP reflects funding available from the portion allocated for RPHP.

LACAHSAs is governed by a Board of Directors (“Board”) consisting of twenty-one (21) voting members, who have each been appointed to represent various geographic or subject-area constituencies. LACAHSAs is led by a Chief Executive Officer and its financial system is managed by the Agency’s Controller.

1.2 Agency Resources and Guidelines

All services funded by Agency are subject to the legal requirements of SB 679 and Measure A. Agency cannot grant exceptions under any circumstances. Applicants should familiarize themselves with SB 679 and Measure A. Even if not set forth in this RFP or in an eventual contract, the requirements will nonetheless apply to the use of Agency revenues. The Board has adopted Transitional RPHP Program Guidelines (“Program Guidelines”) that contain additional LACAHSAs policies and guidance. The Program Guidelines are available on LACAHSAs’s website at www.lacahsa.gov.

The Board has also adopted an Annual Expenditure Plan, which sets forth the eligible uses of LACAHSAs revenues. The Annual Expenditure Plan is also available on LACAHSAs website.

1.3 Purpose of RFP and RFI

Through this Request for Proposals (RFP), LACAHSAs solicits proposals from organizations seeking to serve as lead contractors (“Prime Contractors”) to perform the scope of services described in this RFP for one or more distinct components within LACAHSAs RPHP Integrated Service Model (ISM). Organizations selected as Prime Contractors will be considered for direct contracts with LACAHSAs to carry out the required services. The specific ISM components are listed in Section 2.1. Certain Prime Contractor roles include responsibility for engaging and overseeing enough subcontractors to deliver the required scope of work and ensure countywide service coverage, as further described in Section 5.

Through this concurrent Request for Information (RFI), LACAHSAs is also soliciting Letters of Interest (LOIs) from organizations seeking to express interest in participating in the ISM to meet a specific need as potential subcontractors; however, submission of an LOI will not result in a contract award with the Agency. Subcontractor participation in the ISM may occur through contractual arrangements with selected Prime Contractors, as further described in Section 3.1; however, there is no guarantee that respondents that submit an LOI will be engaged by the selected Prime Contractors.

1.4 Overview of the Integrated Service Model (ISM)

LACAHSAs Renter Protection and Homelessness Prevention (RPHP) program addresses housing instability, reduces evictions and displacement, and prevents households from falling into homelessness through an integrated, accessible, countywide approach. RPHP assistance is intended to be temporary, short-term, and delivered to individuals and families who are currently housed in order to prevent the loss of housing or to resolve a housing crisis in a timely manner. RPHP funds are not intended to provide supports or services to people experiencing homelessness, nor to provide permanent housing assistance (longer than six months).

The Integrated Service Model (ISM) is LACAHSAs countywide approach to administering RPHP services in a coordinated, efficient, and outcome-driven manner across the County. The ISM was designed through a countywide stakeholder planning process held by LACAHSAs between October 2025 and February 2026.

The ISM aims to:

- Provide consistent access to renter protection and homelessness prevention services countywide
- Prioritize households at highest risk of eviction and homelessness

- Improve referral coordination and resource alignment across providers and jurisdictions
- Reduce duplicative administrative costs and processes, and serve more people with direct assistance
- Enable transparent data collection, reporting, performance monitoring, and equity analysis

Through this RFP, LACAHSAs will fund the implementation of the ISM and the integration of two core RPHP strategies into a coordinated service approach:

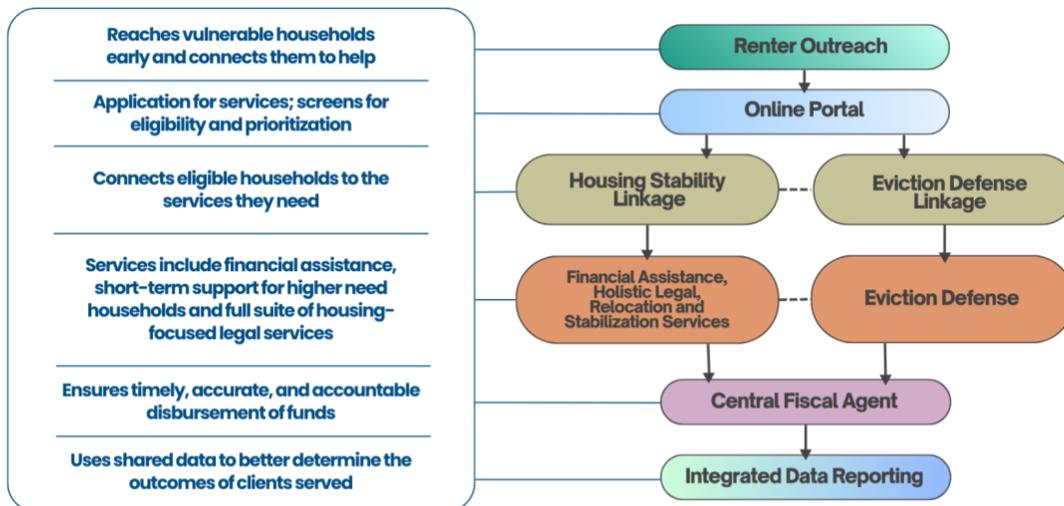
- Targeted Housing Stability
- Eviction Defense

Targeted Housing Stability is a strategy within the ISM that directs resources to renters at highest risk of experiencing homelessness, using risk-based prioritization to identify those most likely to become homeless without intervention. Rather than serving households on a first-come, first-served basis, households are assessed and prioritized based on factors such as prior homelessness, eviction risk, low income, and other vulnerability indicators. This approach combines emergency rental and flexible financial assistance—such as rental arrears, utility payments, or move-in costs—with services to address the immediate housing crisis. Targeted Housing Stability includes services such as housing stabilization, housing relocation, and reunification services for higher need households. Targeted Housing Stability within the ISM also makes immediate, coordinated referrals to Eviction Defense services and uses the risk-based prioritization tool to prioritize households for holistic legal services such as benefits advocacy, immigration support, and other legal support to stabilize housing crises.

Eviction Defense is a strategy within the ISM designed to ensure that renters facing housing instability understand their rights and can access timely legal and supportive services. Eviction Defense services include legal advice and representation in eviction proceedings, assistance responding to notices, negotiation with landlords, and enforcement of tenant protections related to rent increases, habitability, and harassment. Eviction Defense provides rental assistance, legal settlement money, and other services to address housing stability needs alongside the legal issues. Eviction Defense also includes renter education, workshops and self-help tools to support households who do not need or receive legal representation. Eviction Defense services within the ISM will prioritize Targeted Housing Stability households.

Within the ISM, Targeted Housing Stability and Eviction Defense services are delivered in a coordinated manner through shared infrastructure and processes, rather than operating as separate and distinct service systems. This coordination offers a more accessible system for households seeking assistance and provides greater transparency and tracking of outcomes and spending.

The ISM integrates core RPHP strategies into a coordinated service approach with shared infrastructure, staffing, and data to enable provider coordination, equitable access across jurisdictions, and ongoing outcome and performance monitoring by LACAHSAs. Below is a diagram of the ISM and its core components:



1.5 Agency Funds

LACAHSAs receive approximately \$114M in Measure A funds for RPHP annually, 30% of which is administered by LACAHSAs directly (“Agency Funds”) and 70% of which is allocated to Eligible Jurisdictions. In Fiscal Year 2026-27, LACAHSAs anticipate that its Agency Funds total budget for RPHP will be \$37M, including \$4M in one-time funds, all of which will be allocated to RPHP services through the ISM. LACAHSAs will fund the shared infrastructure and staffing resources necessary to provide a consistent, baseline level of targeted housing stability and eviction defense services countywide.

Eligible Jurisdictions administer approximately \$82M Measure A funds for RPHP allocated among the 13 Eligible Jurisdictions (“Eligible Jurisdiction Funds”). Eligible Jurisdictions may choose to co-invest in the ISM by directing all or a portion of their funds to be administered by LACAHSAs, thereby, enhancing service levels delivered through the ISM in their areas. By utilizing the ISM infrastructure, Eligible Jurisdictions have the opportunity to reduce their administrative costs and re-direct funds to serve more people.

Through this RFP, LACAHSAs seek to integrate the core strategies of Targeted Housing Stability and Eviction Defense by providing approximately \$37M of its Agency Funds for the ISM. LACAHSAs anticipate that in the future, the infrastructure of the ISM may also be used to fund and administer other RPHP programs such as income support. Similarly, ISM infrastructure is designed to administer and deliver services for multiple funding sources and/or jurisdictions and LACAHSAs anticipate braiding additional funding into the ISM.

1.6 LACAHSAs’s Role in the ISM

To support the coordinated approach of the ISM, LACAHSAs will provide funding, oversight, strategic guidance, and system coordination. The Agency is responsible for contract and grant administration, Eligible Jurisdiction and funder support, equity and performance oversight, policy guidance, training and technical assistance, and ensuring transparency and accountability. LACAHSAs will also monitor system outcomes, support continuous improvement and scaling, and ensure consistent implementation of ISM activities across all components.

2. PRIME CONTRACTOR OPPORTUNITY

2.1 RFP Opportunity For Prime Contractors

LACAHSAs seeks to contract multiple Prime Contractors through this RFP to support implementation of the ISM. For purposes of this solicitation, a Prime Contractor (“Prime”) is an organization selected to serve as the primary entity responsible for ensuring service delivery, implementation, coordination, performance, and reporting for one or more defined component areas of the ISM, and—where applicable—for the management and oversight of subcontracted service providers.

In addition to delivering services and overseeing subcontractors, Prime Contractors play a critical role in refining ISM design, supporting system learning, and contributing to continuous improvement. Organizations may apply for and be selected as a Prime Contractor for one or more ISM components, as described below. All Prime Contractors are expected to work collaboratively with LACAHSAs and other Primes as part of an overarching ISM partnership to ensure coordinated, client-centered, and equitable service delivery across the County.

Each Prime Contractor will hold a direct contract with LACAHSAs and is responsible for meeting all contractual, fiscal, reporting, and compliance requirements associated with its component. Primes for certain ISM components will have responsibility for overseeing and managing subcontractors. Primes with subcontracting responsibilities will work in coordination with LACAHSAs on subcontracting any portion of work or services and oversight structures to ensure geographic coverage of the entire County and vulnerable population-specific expertise.

(a) Renter Outreach

LACAHSAs expects to select up to two (2) Prime Contractors for Renter Outreach. The selected Prime/s will be expected to conduct Renter Outreach and oversee a network of Renter Outreach subcontractors. Prime applicants may elect to include preferred subcontractors as part of their proposal. The cost proposal must include a detailed budget inclusive of any subcontractors.

(b) Housing Stability Linkage Team

LACAHSAs expects to select one (1) Prime Contractor for Housing Stability Linkage Team. Prime applicants may elect to include

subcontractors as part of their proposal. The cost proposal must include a detailed budget inclusive of any subcontractors.

(c) Central Fiscal Administration

LACAHSA expects to select one (1) Prime Contractor for Central Fiscal Administration. Prime applicants may elect to include subcontractors as part of their proposal. The cost proposal must include a detailed budget inclusive of any subcontractors.

(d) Legal Services

LACAHSA expects to select up two (2) Prime Contractors for Legal Services. The selected Prime/s will be expected to conduct Legal Services and oversee a team of Legal Services subcontractors. Prime applicants may elect to include subcontractors as part of their proposal. The cost proposal must include a detailed budget inclusive of any subcontractors.

(e) Relocation and Stabilization Services

LACAHSA expects to select one (1) Prime Contractor for Relocation and Stabilization Services. The selected Prime will be expected to conduct Relocation and Stabilization Services and oversee a team of Relocation and Stabilization Services subcontractors. Prime applicants may elect to include preferred subcontractors as part of their proposal. The cost proposal must include a detailed budget inclusive of any subcontractors.

The chart below outlines the components of the ISM, anticipated number of Prime Contractors, and approximate funding available for each component. Where applicable, the approximate funding available is inclusive of services to be performed by subcontractors.

Component	Role in the ISM	Anticipated Number of Prime Contractors	Approximate Annual Funding (inclusive of subcontractors, where applicable)
Renter Outreach	Renter Outreach ensures renters at risk of homelessness and/or eviction are aware of their housing rights and can access services available to help with their housing crisis. Renter Outreach assists households in connecting to Targeted Housing Stability and Eviction Defense services within the ISM, as well as other available community resources. Renter Outreach conducts housing problem solving conversations and assists renters to apply for services through the Online Portal. Renter Outreach partners with the Housing Stability Linkage Team to support renters to collect and upload needed documents onto the Online Portal and stay connected with services they are receiving. Renter Outreach is conducted by a	1-2	\$2,000,000

Component	Role in the ISM	Anticipated Number of Prime Contractors	Approximate Annual Funding (inclusive of subcontractors, where applicable)
	network of trusted, community-based providers and aims to support equitable and low-barrier access to services.		
Housing Stability Linkage Team	The Housing Stability Linkage Team plays a central role within the ISM, coordinating closely with providers across all ISM components to ensure seamless service delivery. The Housing Stability Linkage Team is responsible for ensuring end-to-end service delivery for Targeted Housing Stability households. The team engages eligible and prioritized households identified through the Online Portal and serves as the primary coordination point for application processing, eligibility determination, documentation review, and approval of financial assistance. It connects households to rental assistance, legal services, and other prevention supports, while working with service providers, landlords, and fiscal partners to ensure timely, tailored interventions that resolve housing crises. The Housing Stability Linkage Team also assists eligible but non-prioritized households with referrals to alternative resources and conducts ongoing engagement to confirm continued eligibility and authorize forward rental payments. The Housing Stability Linkage Team plays a critical role, in partnership with LACAHSAs, as liaison to funders, jurisdictions and key stakeholders regarding the ISM, its services, and performance.	1	\$2,000,000
Central Fiscal Administration	Central Fiscal Administration serves as the financial backbone of the ISM, responsible for the compliant, timely, and transparent administration of emergency rental assistance, flexible financial assistance, and legal settlement funds. This role manages fund disbursement, payment processing, fiscal tracking, and reporting across all participating service partners, ensuring alignment with program guidelines and funder requirements. Working in close coordination with the Housing Stability Linkage Team, service providers, and landlords, Central Fiscal Administration ensures that approved assistance is deployed quickly and accurately to resolve housing crises, prevent eviction, and stabilize households. The position plays a critical role in safeguarding public resources while enabling seamless service delivery across the ISM.	1	\$1,450,000
Legal Services (Holistic Legal and Eviction Defense)	Legal Services plays a central role within the ISM, coordinating closely with providers across all ISM components to ensure seamless service delivery. Legal Services within the ISM integrates two complementary legal approaches—Holistic Legal Services and Eviction Defense—to stabilize households at risk of housing loss. Legal Services are expected to offer both Holistic Legal Services	1-2	Minimum \$10,630,000

Component	Role in the ISM	Anticipated Number of Prime Contractors	Approximate Annual Funding (inclusive of subcontractors, where applicable)
	<p>and Eviction Defense in a coordinated manner through a subcontracted network of legal service providers. Legal Services partners with the Housing Stability Linkage Team to assess and refer households for a broad range of legal needs affecting housing stability and deliver coordinated legal services. Holistic Legal Services providers primarily serve households prioritized for Targeted Housing Stability services. Eviction Defense providers serve households prioritized for Targeted Housing Stability as well as households in need of Eviction Defense services more broadly. Legal Services is responsible for ensuring end-to-end service delivery for Eviction Defense households, while partnering with the Housing Stability Linkage Team for end-to-end service delivery for Targeted Housing Stability households. Legal Services plays a critical role, in partnership with LACAHSAs, as liaison to funders, jurisdictions and key stakeholders regarding the ISM, its services, and performance.</p>		
Relocation and Stabilization Services	<p>Relocation and Stabilization Services within the ISM provide targeted, short-term interventions for higher-need households identified through the assessment and prioritization process whose housing crises cannot be resolved through financial or legal assistance alone. These services include housing stabilization support to address barriers to tenancy, housing relocation assistance to secure alternative units when remaining in place is not viable, and reunification support services to safely reconnect households with family or other stable housing options when appropriate. Designed as short-term, outcome-focused interventions, Relocation and Stabilization Services work in coordination with financial assistance and legal services to ensure households exit crisis quickly and achieve safe, sustainable housing stability.</p>	1	\$2,000,000

2.2 Expectations for All Providers (Primes and Subcontractors)

All Prime Contractors and any subcontractors, as applicable, are expected to operate in accordance with LACAHSAs current Program Guidelines and the requirements of the ISM. This includes, but is not limited to:

- Coordination with other ISM partners
- Participation in referral, communication, and problem-solving protocols
- Use of the shared screening tool and Online Portal

- Compliance with accessibility, equity, and client-centered service standards
- Engagement in continuous improvement and system learning activities, as applicable
- Compliance with all guidance regarding use of funds
- Reporting according to reporting requirements
- Responsiveness to Eligible Jurisdiction (EJ) concerns

2.3 Qualifications for Prime Contractors

To be considered for selection under this RFP, all applicants interested in serving as Prime Contractors must meet the following minimum qualifications:

- Be a nonprofit organization, public agency, or for-profit organization in good standing.
- Demonstrate the ability to provide services consistent with the Scope of Services described in this RFP.
- Maintain established offices located in Southern California. Location within, or proximity to, Los Angeles County will be considered as part of the Agency's review.

In addition to the qualifications listed above, organizations applying to serve as Prime Contractors must also demonstrate that they:

- Have experience delivering services aligned with one or more of the component areas described in this RFP.
- Demonstrate that the organization has experienced and qualified staff with sufficient capacity to be assigned to and consistently perform services under a public agency contract.
- Have prior experience serving as a lead or prime agency within a collaborative or multi-partner program, including oversight of subcontractors (where applicable).
- Possess the fiscal, administrative, and oversight capacity necessary to manage and monitor multiple subcontractors, where applicable.

3. **LOI OPPORTUNITY FOR SERVICE PARTNERS (SUBCONTRACTORS)**

3.1 RFI Opportunity For Potential Subcontractors

This RFI also includes a Letter of Interest (LOI) for organizations seeking to serve as service partners in the ISM and potentially subcontract with one or more Primes. A subcontractor is an organization that delivers specific services within

one or more designated components of the ISM. Subcontractors will not hold a direct contract with the Agency. Any subcontractor under a contract directly with a Prime, is accountable for program performance, service quality, data collection, and adherence to applicable program requirements.

Subcontractors who are included as part of a Prime Contractor proposal are not required to also complete the LOI form. Subcontractors may elect to complete an LOI if they wish to be considered as a potential subcontractor for another Prime or component.

The LOI pathway is designed to allow potential respondents to express interest in becoming service partners and providing a specific service without the need to complete a full proposal. LACAHSAs seeks to attract a wide array of organizations with relevant expertise, including smaller community-based providers to help determine the availability and/or interest of potential subcontractors in meeting specific components of the ISM.

The LOI for this RFI must be received by the proposal deadline for consideration in this initial phase of ISM implementation. LACAHSAs reserves the right to extend the deadline for submission of an LOI for its own convenience by written addendum. LACAHSAs anticipates offering additional opportunities requesting LOIs in the future that may be available on a rolling basis.

LOIs submitted through this RFI process will be used to:

- Inform LACAHSAs's understanding of service capacity, geographic coverage, and areas of expertise among potential service partners; and
- Develop a list of interested organizations, with specific expertise to aid in planning, coordination and collaboration between and among potential service partners, Primes and LACAHSAs.

Submission of an LOI will not result in a contract award with the Agency and there is no guarantee a Prime Contractor will subcontract any of the work to respondents that submit an LOI under this RFI.

3.2 Expectations for All Subcontractors

All subcontractors under contract with a Prime Contractor are expected to operate in accordance with the current Program Guidelines and the requirements of the ISM, as detailed in Section 2.2 above.

3.3 Qualifications for Subcontractors

To be considered for selection under this RFI, all respondents interested in serving as service partners (subcontractors) must meet the following minimum qualifications:

- Be a nonprofit organization, public agency, or for-profit organization in good standing.

- Demonstrate the ability to provide services consistent with the Scope of Services described in this RFP.
- Maintain established offices located in Southern California. Location within, or proximity to, Los Angeles County will be considered as part of the Agency's review.

Organizations seeking to participate as subcontractors must also demonstrate that they:

- Currently deliver services that are similar or complementary to those described in this RFP/RFI; and
- Demonstrate language accessibility and cultural and community expertise in serving vulnerable populations; and
- Have established relationships or demonstrated connections to the communities or populations intended to be served through the ISM.

4. AVAILABLE FUNDING AND ISM IMPLEMENTATION

4.1 Available Funds

As described in Section 1.5, LACAHSAs will administer its full allocation of \$37M in Agency Funds to implement the ISM for FY2026-27. The total funds available through this RFP for each of the ISM components are:

- Renter Outreach (\$2,000,000)
- Housing Stability Linkage Team (\$2,000,000)
- Central Fiscal Agent (\$1,467,000)
- Legal Services (\$10,630,000)
- Relocation and Stabilization Services (\$2,000,000)

Of the total \$37M, LACAHSAs will administer approximately \$14,738,000 of Agency Funds for Targeted Housing Stability in the form of Emergency Rental and Flexible Financial Assistance through the ISM.

LACAHSAs reserves the right to allocate additional funding through this RFP if it becomes available. Agency Funds will be allocated annually, during the contract term, subject to sufficient RPHP funding available to be disbursed by LACAHSAs. During each renewal term, Prime Contractors will be required to provide updated budgets annually based on LACAHSAs's annual expenditure plan, which will be subject to approval prior to the next fiscal year.

In addition to Agency Funds, additional funding may become available from Eligible Jurisdictions to the extent they elect to designate a portion of their Eligible Jurisdiction Funds to be administered by LACAHSAs, thereby enhancing

the scale and availability of services delivered through the ISM. Contract amounts will be dependent on available resources and Eligible Jurisdiction commitments, and contingent upon funding availability for each fiscal year.

The funding available through this RFP is separate and apart from Eligible Jurisdiction Funds administered by Eligible Jurisdictions and not redirected to LACAHSAs for the ISM. Applicants that receive Measure A funding from an Eligible Jurisdiction are eligible to apply for additional funding through this RFP.

4.2 Administrative Costs

Applicants may include up to 12.5 percent of total costs for program administration and overhead costs (as defined in the Program Guidelines). Note that if contracts are renewed for subsequent years, the percentage of the award available for administrative costs is subject to change. A minimum of 50% of program administration overhead cost allowance must be passed through to subcontractors for their share of award. For example, if a Prime Contractor enters into a subcontract for \$100,000 inclusive of administrative costs – at least 6.25% of the \$100,000 must be made available to the subcontractor for their administrative costs. The remaining 6.25% can be passed to the subcontractor or remain with the Prime Contractor.

4.3 ISM Implementation

(a) **Phase 1: Implementation Preparation (July 1 – September 30, 2026)**

LACAHSAs intends to have all Prime Contractors under contract by July 1, 2026, or as soon as practicable thereafter. During the three-month preparation period, LACAHSAs and selected Prime Contractors will finalize the ISM design, onboard subcontractors, operationalize systems and processes, and test systems and workflows prior to implementation to ensure readiness.

Certain Prime Contractors may begin providing direct service to households July 1 (Renter Outreach, Legal Services, Central Fiscal Administration) and others may begin providing direct services after the preparation period ends and implementation begins (Housing Stability Linkage Team, Relocation and Stabilization Services). This will be determined in the contracting process with LACAHSAs.

(b) **Phase 2: Implementation (Beginning October 1, 2026)**

On October 1, 2026, LACAHSAs intends to begin implementation of the ISM. All core components—Renter Outreach, Housing Stability Linkage Team, Central Fiscal Administration, Legal Services, and Relocation and Stabilization—will operate using coordinated systems and protocols. On October 1, LACAHSAs intends to implement the countywide baseline services using the LACAHSAs Agency Funds (households will be prioritized based on risk of homelessness or eviction, regardless of the jurisdiction in which they live). In addition, LACAHSAs intends to begin providing enhanced levels of services within the geographic regions of

Eligible Jurisdictions that have co-invested in the ISM. The expansion of services to Eligible Jurisdictions for FY2026-27 will be determined and planned for during the implementation preparation phase.

5. SCOPE OF REQUIRED SERVICES FOR EACH ISM COMPONENT AREA, PERFORMANCE MEASURES AND REPORTING REQUIREMENTS

This section describes the scope of services and core expectations for each component area of the ISM. The information in this section is intended to guide both Prime Contractor applicants, who are responsible for overall leadership, coordination, and compliance for the applicable component(s), as well as LOI respondents, those organizations interested in participating as subcontractors or service partners. Selected Primes will be accountable for ensuring that services within their assigned component area(s) are implemented in accordance with Agency requirements, including oversight of subcontracted service delivery where applicable.

5.1 Component 1: Renter Outreach

Renter Outreach providers are responsible for marketing and outreach in vulnerable communities as designated by LACAHSAs, providing direct outreach and assistance to households at high risk of housing instability. Renter Outreach ensures renters are aware of their housing rights and can access services available to help with their housing crisis. Renter Outreach assists households in connecting directly to Targeted Housing Stability Services and Eviction Defense Services within the ISM, as well as other available community resources. Renter Outreach conducts housing problem solving conversations and assists renters to apply for services through the Online Portal. Renter Outreach partners with the Housing Stability Linkage Team to support renters to collect and upload needed documents into the Online Portal and stay connected with services they are receiving. Renter Outreach is conducted by a network of trusted, community-based providers and aims to support equitable and low-barrier access to services.

(a) Key Roles and Responsibilities for Renter Outreach Prime Contractor

(i) Renter Outreach Service Delivery

- Ensure standardized delivery of Renter Outreach to make renters aware of their housing rights and support access services.
- Assist households in connecting directly to Targeted Housing Stability Services and Eviction Defense Services within the ISM, as well as other available community resources.
- Conduct targeted outreach and engagement in vulnerable communities and among populations disproportionately impacted by housing instability.

- Ensure outreach materials and approaches are culturally responsive and linguistically appropriate.
- Apply a strength-based, problem-solving approach to reduce enrollment and engagement barriers.
- Provide hands-on support to vulnerable households to:
 - Access the Online Portal and complete application,
 - Gather, upload, and submit required documentation, and
 - Stay connected to ISM services that they receive.
- Provide problem solving assistance to potential applicants to resolve their housing crisis without assistance and connect with other services and supports as necessary.

(ii) Subcontractor Management and Oversight

- Oversee, coordinate, and support Subcontractor agencies providing Renter Outreach services.
- Ensure services under this component are delivered consistently, equitably, and in alignment with ISM program requirements.
- Monitor Subcontractor performance, service quality, capacity, and address performance issues.
- Ensure that Renter Outreach services are available countywide and responsive to the needs of populations disproportionately impacted by housing instability.
- Work with LACAHSAs and the ISM partners to identify gaps in outreach coverage, capacity, or population-specific expertise and adjust services accordingly.

(iii) Coordination with ISM Partners

- Serve as the primary point of contact for coordination between Renter Outreach and ISM partners.
- Participate in cross-component case coordination, learning collaboratives, and system problem-solving to improve household outcomes and service integration.

(iv) Data, Reporting, and External Relations

- Ensure timely and accurate data collection and reporting in accordance with Agency and ISM requirements.
- In partnership with LACAHSAs, serve as liaison to funders, jurisdictions, and key stakeholders regarding ISM services and performance.

(b) **Contracting Structure and Expected Staffing for Renter Outreach Prime Contractor**

LACAHSAs anticipate awarding one to two (1-2) Prime Contractor(s) for the Renter Outreach component that will both deliver Renter Outreach services and oversee necessary subcontractors under this component area to ensure full geographic coverage of the entire County and population-specific expertise.

5.2 Component 2: Housing Stability Linkage Team:

The Housing Stability Linkage Team plays a central role within the ISM, coordinating closely with providers across all ISM components to ensure seamless service delivery. The Housing Stability Linkage Team is responsible for ensuring end-to-end service delivery for Targeted Housing Stability households. The team engages eligible and prioritized households identified through the Online Portal and serves as the primary coordination point for application processing, eligibility determination, documentation review, and approval of financial assistance. It connects households to rental assistance, legal services, and other prevention supports, while working with service providers, landlords, and fiscal partners to ensure timely, tailored interventions that resolve housing crises. The Housing Stability Linkage Team also assists eligible but non-prioritized households with referrals to alternative resources and conducts ongoing engagement to confirm continued eligibility and authorize forward rental payments. The Housing Stability Linkage Team plays a critical role, in partnership with LACAHSAs, as liaison to funders, jurisdictions and key stakeholders regarding the ISM, its services, and performance.

(a) **Key Roles and Responsibilities for Housing Stability Linkage Team**

(i) Targeted Housing Stability Service Delivery

- Ensure end-to-end service delivery for Targeted Housing Stability households.
- Apply a strengths-based, problem-solving approach that reduces barriers and centers housing stability.
- Communicate application status and alternative options to households that are not eligible or not prioritized (including automated portal communications, as applicable).
- Engage eligible and prioritized households to collect required documentation, assess eligibility and household

circumstances, and determine the appropriate type and amount of emergency rental or flexible financial assistance.

- Identify needs beyond financial assistance and coordinate timely referrals and warm handoffs to Legal Services and Relocation and Stabilization Services providers.
- Provide navigation and problem-solving support to eligible, vulnerable households who are not prioritized, including connection to alternative resources.
- Transmit completed and verified applications to Central Fiscal Administration for payment processing and financial controls.
- Maintain ongoing engagement with households receiving forward-going rental assistance to verify continued eligibility and unit occupancy.
- Conduct landlord outreach, engagement, and negotiation to reduce arrears, facilitate payment agreements, prevent eviction, and promote housing stability.

(ii) Documentation Management and Quality Assurance

- Lead document collection, verification, and exception review processes, balancing flexibility for households facing documentation barriers with program integrity.
- Conduct due diligence as the first line of fraud prevention and quality control prior to payment processing.
- Ensure application packages are complete, accurate, and compliant with program requirements.

(iii) Coordination with ISM Partners

- Serve as the central case coordination entity among all ISM partners, supporting end-to-end service delivery across all components of the ISM, tracking and monitoring of case status, and outcomes are reported.
- Organize staff regionally to ensure local coordination and facilitate regional case review across ISM components.
- Participate in cross-component case coordination, learning collaboratives, and system problem-solving to improve household outcomes and service integration.

(iv) Data, Reporting, and External Relations

- Ensure timely and accurate data collection and reporting in accordance with Agency and ISM requirements.
- In partnership with LACAHSAs, play a central role in serving as ISM liaison to funders, jurisdictions, and key stakeholders regarding ISM services and performance.

(b) **Contracting Structure and Expected Staffing for Housing Stability Linkage Team**

LACAHSAs anticipate awarding one (1) Prime Contractor for the Housing Stability Linkage Team component. The Housing Stability Linkage Team Prime Contractor should be equipped to support the Targeted Housing Stability caseload with stabilization coordinators working with each household for an average of 14 business days. Staffing, at a minimum, shall include the following roles or expertise:

- Stabilization coordinators to support eligible, prioritized households
- Rental assistance verification staff to support ongoing eligibility and documentation review for households receiving ongoing short-term rental assistance
- Stabilization coordinators to support eligible, non-prioritized households to access other resources
- Expertise assessing and determining need for financial assistance, legal services, relocation and stabilization services, and culturally and linguistically specific services
- Expertise in liaising with funders and stakeholders across the geographic sub-regions of Los Angeles County
- Regional liaisons to ensure local coordination and facilitate regional case review
- Management staff

5.3 Component 3: Central Fiscal Administration

Central Fiscal Administration serves as the financial backbone of the Integrated Service Model (ISM), responsible for the compliant, timely, and transparent administration of emergency rental assistance, flexible financial assistance, and legal settlement funds. This role manages fund disbursement, payment processing, fiscal tracking, and reporting across all participating service partners, ensuring alignment with program guidelines and funder requirements. Working in close coordination with the Housing Stability Linkage Team, service providers, and landlords, the Central Fiscal Administrator ensures that approved assistance is deployed quickly and accurately to resolve housing crises, prevent eviction,

and stabilize households. The position plays a critical role in safeguarding public resources while enabling seamless service delivery across the ISM.

(a) **Key Roles and Responsibilities for Central Fiscal Administration**

(i) Financial Assistance Processing and Disbursement

- Receive completed and approved applications from the Housing Stability Linkage Team and Legal Services' Prime Contractors
- Process and disburse financial assistance payments within 5 business days in accordance with Agency policies and program guidelines. Same day processing for emergent situations.
- Payments include emergency rental and flexible financial assistance, legal settlement payments, and legal service support funds.
- Coordinate payments to landlords, vendors, or other payees as required.
- Maintain a centralized landlord repository, cultivate relationships and contact, leveraging technology to manage payee information, verify accounts, and support efficient payment workflows.

(ii) Fiscal Oversight and Controls

- Maintain internal controls to ensure accuracy, compliance, and fraud prevention.
- Track expenditures by component, funding source, and program requirements.
- Support audits, monitoring, and fiscal reviews as required by the Agency.

(iii) Coordination with ISM Providers

- Serve as the primary point of contact for coordination between Central Fiscal Administration and ISM partners.
- Participate in cross-component case coordination, learning collaboratives, and system problem-solving to improve household outcomes and service integration.

(iv) Data, Reporting, and External Relations

- Ensure timely and accurate data collection and reporting in accordance with Agency and ISM requirements.
- Integrate accounting software with Online Portal and Agency required data tracking system.
- Ensure transparent fiscal reporting that demonstrates accountability in the use of funds by the Central Fiscal Administrator and across the ISM.
- In partnership with LACAHSAs, serve as liaison to funders, jurisdictions, and key stakeholders regarding ISM services and performance.

(b) **Contracting Structure and Expected Staffing for Central Fiscal Administration**

LACAHSAs anticipate awarding one (1) Prime Contractor for the Central Fiscal Administration component. The Prime Contractor is expected to maintain sufficient staffing capacity to support timely payment processing, fiscal oversight, and reporting at the scale required to support the ISM. Payments will be made on behalf of emergency rental and flexible financial assistance, legal settlement, and legal support activities.

5.4 Component 4: Legal Services

Legal Services plays a central role within the ISM, coordinating closely with providers across all ISM components to ensure seamless service delivery. Legal Services within the ISM integrates two complementary legal approaches—Holistic Legal Services and Eviction Defense—to stabilize households at risk of housing loss. Legal Services are expected to offer both Holistic Legal Services and Eviction Defense in a coordinated manner through a subcontracted network of legal service providers. Legal Services partners with the Housing Stability Linkage Team to assess and refer households for a broad range of legal needs affecting housing stability and deliver coordinated legal services. Holistic Legal Services providers primarily serve households prioritized for Targeted Housing Stability services. Eviction Defense providers serve households prioritized for Targeted Housing Stability as well as households in need of Eviction Defense services more broadly. Legal Services is responsible for ensuring end-to-end service delivery for Eviction Defense households, while partnering with the Housing Stability Linkage Team for end-to-end service delivery for Targeted Housing Stability households. Legal Services plays a critical role, in partnership with LACAHSAs, as liaison to funders, jurisdictions and key stakeholders regarding the ISM, its services, and performance.

(a) **Key Roles and Responsibilities for Legal Services:**

- (i) Eviction Defense Service Delivery
- Ensure end-to-end, comprehensive, and timely eviction defense services for eligible households, including advice,

negotiation, mediation, and full-scope and limited-scope representation as appropriate.

- Engage with landlords, property managers, and courts to negotiate resolutions that prevent eviction and displacement.
- Support renters in understanding their rights and legal options related to housing stability.
- Determine amount of legal settlement or legal support assistance and work with Central Fiscal Administration to provide assistance in a timely manner.
- Partner with the Housing Stability Linkage Team to support triage, legal assessment, and referral processes to ensure households receive appropriate and timely legal services.
- Receive referrals from the Housing Stability Linkage Team and participate in coordinated referral pathways and cross-component case planning.

(ii) Holistic Legal Service Delivery

- Ensure end-to-end, comprehensive, and timely holistic legal services for households prioritized for Targeted Housing Stability including:
 - Housing-related legal assistance (e.g., habitability, lease enforcement, landlord–tenant matters)
 - Benefits advocacy to support income stability and access to public benefits
 - Restraining orders and related protections to support safety and housing stability
 - Record expungement and related remedies that reduce barriers to housing
 - Health-related legal advocacy impacting housing stability or access to care
 - Legal services addressing LGBTQI+–specific needs impacting housing stability or safety
 - Immigration-related legal concerns affecting housing access, stability, or eligibility for services

- Other civil legal services directly related to maintaining or securing housing stability
 - Determine amount of legal settlement or legal support assistance and work with Central Fiscal Administration to provide assistance in a timely manner.
 - Partner with the Housing Stability Linkage Team to support triage, legal assessment, and referral processes to ensure households receive appropriate and timely legal services.
 - Receive referrals from the Housing Stability Linkage Team and participate in coordinated referral pathways and cross-component case planning.
- (iii) Subcontractor Management and Oversight
- Oversee, coordinate, and support Subcontractor agencies providing Legal Services.
 - Ensure services under this component are delivered consistently, equitably, and in alignment with ISM program requirements.
 - Monitor Subcontractor performance, service quality, capacity, and address performance issues.
 - Ensure that the full spectrum of legal services is available across the geographic scope of the County, and that legal services available are responsive to the needs of populations disproportionately impacted by housing instability.
 - Identify gaps in service coverage, capacity, or population-specific expertise and work with LACAHSAs to address those gaps through subcontracting or service adjustments.
- (iv) Coordination with ISM Providers
- Serve as the primary point/s of contact for coordination between Legal Services and ISM partners.
 - Participate in cross-component case coordination, learning collaboratives, and system problem-solving to improve household outcomes and service integration.
- (v) Data, Reporting, and External Relations
- Ensure timely and accurate data collection and reporting in accordance with Agency and ISM requirements.

- In partnership with LACAHSAs, serve as liaison to funders, jurisdictions, and key stakeholders regarding ISM services and performance.

(b) **Contracting Structure and Expected Staffing for Legal Services**

LACAHSAs anticipate awarding contracts to one to two (1-2) Prime Contractors for the Legal Services component. Prime/s are expected to engage enough subcontractors to deliver the required scope of work and ensure countywide service coverage. Staffing configurations should be sufficient to meet anticipated legal service demand, reflect the scope of legal services proposed, span the entire geography of the County, reach targeted populations, and support timely coordination with other ISM components.

5.5 Component 5: Relocation and Stabilization Services

Relocation and Stabilization Services within the ISM provide targeted, short-term interventions for higher-need households identified through the assessment and prioritization process whose housing crises cannot be resolved through financial or legal assistance alone. These services include housing stabilization support to address barriers to tenancy, housing relocation assistance to secure alternative units when remaining in place is not viable, and reunification support services to safely reconnect households with family or other stable housing options when appropriate. Designed as short-term, outcome-focused interventions, Relocation and Stabilization Services work in coordination with financial assistance and legal services to ensure households exit crisis quickly and achieve safe, sustainable housing stability.

(a) **Key Roles and Responsibilities for Relocation and Stabilization Services**

(i) Relocation and Stabilization Service Delivery

- Provide short-term housing stabilization, relocation and/or reunification services to households referred through the Housing Stability Linkage Team and that need supports other than for financial assistance or legal services to resolve their housing crisis.
- Provide relocation assistance and support when remaining in current housing is not feasible and assist households in identifying and securing alternative housing options as needed.
- Support reunification efforts when appropriate and aligned with household choice and safety.
- Ensure services are accessible to households disproportionately impacted by housing instability across the various geographies across the County.

- Refer households to community-based resources as needed to support housing stability.
- (ii) Subcontractor Management and Oversight
- Oversee, coordinate, and support Subcontractor agencies providing Relocation and Stabilization Services.
 - Ensure services under this component are delivered consistently, equitably, and in alignment with ISM program requirements.
 - Monitor Subcontractor performance, service quality, capacity, and address performance issues.
 - Ensure that Relocation and Stabilization Services are available countywide and responsive to the needs of populations disproportionately impacted by housing instability.
 - Work with LACAHSAs and the ISM partners to identify gaps in coverage, capacity, or population-specific expertise and adjust services accordingly.
- (iii) Coordination with ISM Partners
- Serve as the primary point of contact for coordination between Relocation and Stabilization Services and ISM partners.
 - Participate in cross-component case coordination, learning collaboratives, and system problem-solving to improve household outcomes and service integration.
- (iv) Data, Reporting, and External Relations
- Ensure timely and accurate data collection and reporting in accordance with Agency and ISM requirements.
 - In partnership with LACAHSAs, serve as liaison to funders, jurisdictions, and key stakeholders regarding ISM services and performance.

(b) Contracting Structure and Expected Staffing for Relocation and Stabilization Services

LACAHSAs anticipate awarding a contract to one (1) Prime Contractor for the Relocation and Stabilization Services component that will both deliver Relocation and Stabilization services and oversee necessary subcontractors. It is estimated that 25 percent of households prioritized for Targeted Housing Stability will have higher needs and require

Relocation and Stabilization Services. Providers should be equipped to support an average service duration of approximately 60 days (about 2 months) per household.

5.6 Performance Measures

Performance will be assessed using a set of shared and component-specific measures focused on reach, timeliness, client experience, and housing stability. Final performance targets may be refined during implementation preparation process and contract negotiation.

5.7 Reporting Requirements

Primes and their subcontractors must comply with all data collection and reporting requirements outlined in the Program Guidelines. This will include submission of data through Neighborly, LACAHSAs grant management program, which may include, but is not limited to data on households served such as:

- Household composition and demographics (all components)
- Eligibility including income, housing status, and qualifying event(s)/crisis(es) (Renter Outreach and Housing Stability Linkage Team)
- Prioritization factors (Housing Stability Linkage Team)
- Expenditure categories, payees, and amounts (Housing Stability Linkage Team and Central Fiscal Administration)
- Time in program (all components)
- Destination at end of program (all components)

Monthly reports will be required in a format and through a submission process specified by LACAHSAs. The reporting format and submission requirements will be finalized and communicated to selected applicants prior to the execution of any agreement. The Prime Contractors will be responsible for submitting all required reports, including information obtained from subcontractors.

LACAHSAs may require alternate or additional data systems.

6. **SCHEDULE OF EVENTS**

6.1 Bidder's Conference

LACAHSAs will host a Bidder's Conference to provide an overview of this RFP/RFI, review key requirements, and answer questions from interested proposal applicants and LOI respondents. Participation in the Bidder's Conference is strongly encouraged but not required.

The bidder's conference will be held remotely on March 10, 2026, from 12:30pm-2pm.

To register to attend, go to [Bidder's Conference](#).

Any clarifications or updates resulting from the Bidder's Conference will be issued in writing and made available to all prospective applicants and respondents.

7. LETTER OF INTEREST RESPONDENT SUBMISSION INSTRUCTIONS

Organizations interested in participating in the ISM as potential subcontractors are invited to submit the Letter of Interest (LOI) form, included as Attachment 3 in this RFI. The LOI is intended to capture an organization's relevant experience, service capacity, and areas of interest without requiring submission of a full proposal.

LOI responses will be used to identify organizations with relevant expertise for consideration by Primes and LACAHSAs as subcontracting partnerships are developed to meet service needs.

Submission of an LOI will not result in a contract award with the Agency and there is no guarantee a Prime Contractor will subcontract any of the work to respondents that submit an LOI under this RFI.

Respondents must submit an LOI **NO LATER THAN 4 P.M. LOCAL TIME ON WEDNESDAY, APRIL 15, 2026.**

LOI forms (Attachment 3) should be submitted via email to RPHP-RFP@LACAHSAS.GOV

8. PRIME CONTRACTOR APPLICANT PROPOSAL REQUIREMENTS AND SUBMISSION INSTRUCTIONS

This section outlines the information required for submission by organizations applying to serve as a Prime Contractor under this RFP.

The Prime Contractor Proposal Form is included as Attachment 1 to this RFP and must be completed and submitted in accordance with the instructions provided.

All applicants must complete Section I of the Prime Contractor Proposal Form and the component-specific section(s) corresponding to the ISM component area(s) for which they are applying to serve as a Prime Contractor. Organizations applying for multiple ISM components must complete the applicable component sections for each area.

Organizations seeking to express their interest to participate solely as potential subcontractors should not complete the Prime Contractor Proposal Form and should review Section 7 of this RFP, which provides instructions for submitting a Letter of Interest (LOI).

8.1 Proposal Requirements

Applicant's proposal shall be clear, accurate, and provide concise responses. Excessive or irrelevant materials will not be favorably received. The proposal

shall be signed by an individual or individual authorized to execute legal documents on behalf of the applicant.

(a) **Proposals shall be organized in the order presented below:**

- (i) Cover letter identifying applicant's legal name, background, and contact information, along with a summary of relevant experience, and confirms the organization's meetings the minimum qualifications of this RFP.
- (ii) Completed Prime Contractor application form (See Attachment 1).
- (iii) Completed Cost Proposal (See Attachment 2)
- (iv) If applicable, include an attachment describing fully the last three contracts performed by your organization that have been terminated with or without cause. Please include the following information:
 - Contact Name & Title
 - Name and Address of Government
 - Telephone Number
 - E-mail address
 - Description of services provided
 - Time period of contract
 - Explanation for contract termination

To be considered, an applicant must submit its proposal to LACAHSAs via email to the address set forth below, NO LATER THAN 4 P.M. LOCAL TIME ON WEDNESDAY, APRIL 15, 2026.

RPHP-RFP@LACAHSAs.GOV

9. EVALUATION

9.1 Evaluation Criteria and Selection of Prime Contractors

Proposals for Prime Contractors will be reviewed by a selection committee, evaluated for responsiveness, and ranked. Proposals will be evaluated according to the following criteria:

Evaluation Criteria	%
Relevant Experience and Qualifications (including when applicable experience effectively managing subcontractors)	30

Capacity, Readiness to Implement, and Capacity to Scale	25
Ability to Operate Within a Coordinated, System-Level Effort	20
Data Gathering, Reporting & Performance Accountability	15
Budget, Cost Effectiveness, and Fiscal Accountability	10

The most effective proposals will:

- Document past experience in carrying out similar responsibilities identified in Section 5 of this RFP.
- Provide a clear and complete approach to achieving the scope of services for one or more ISM components described in Section 5 of this RFP for LACAHSAs.

Applicants should note that the lowest cost proposal is not the sole determining factor in the final selection. LACAHSAs reserves the right to consider other relevant factors, including geographic diversity, and vulnerable population expertise to maximize impact and regional reach. An application's score and ranking will not compel a specific outcome or in any way obligate LACAHSAs to select a specific applicant.

LACAHSAs may, at its discretion, invite a shortlist of applicants to participate in a panel interview to be held at the Agency. No applicant shall be entitled to or otherwise be guaranteed an interview with the Agency. If interviews are held, the proposal and the interview shall each be weighed in making a final selection. Interview criteria will be provided to finalists in the event of an interview situation. Agency may, at its discretion, require site inspections, demonstrations, or a pilot of proposed services.

LACAHSAs will endeavor to negotiate a mutually agreeable scope and budget with selected applicant(s). LACAHSAs reserves the right, in its sole discretion, to enter into agreements with one or more selected applicants under each ISM component.

9.2 Review of Letters of Interest

Letters of Interest (LOIs) submitted by organizations seeking to participate as subcontractors will not be evaluated or scored as part of the RFP evaluation process. LOIs will instead be used for the purposes described in Section 3 of this RFP/RFI, including to identify interested organizations for potential subcontracting opportunities and to inform the Agency's understanding of available service capacity, geographic coverage, and areas of expertise. Submission of an LOI does not guarantee selection or participation as a subcontractor.

LACAHSAs reserves the right, in its sole discretion, to publish a list of respondents that submitted an LOI and met minimum qualifications.

9.3 Term of Contract

The contract term is expected to commence July 1, 2026, and continue through June 30, 2027. At the discretion of LACAHSAs, contracts may be renewed for up to two subsequent program years, contingent upon satisfactory performance, availability of funds, demonstrated need and project outcomes.

9.4 Award of Contract

If awarded, the contract(s) will be awarded based on demonstrated competence and professional qualifications. Final contract amount will be negotiated between LACAHSAs and the selected applicant(s) and may differ from the proposed budget amount. Prior to finalizing a contract, LACAHSAs and selected applicant(s) will collaborate regarding subcontracting any portion of the services, if applicable, subject to Agency approval. LACAHSAs reserves the right to reject all proposals and to contract for services in the manner that most benefits LACAHSAs including awarding more than one contract under each ISM component if desired.

LACAHSAs shall not be obligated to accept the lowest priced proposal but will make an award in the best interests of LACAHSAs after all factors have been evaluated.

The selection committee will formulate its recommendations for award of contract(s) to the RPHP Committee for its consideration. The RPHP Committee will make recommendations for approval by the Board. The final decision to award contract(s) is within the sole and absolute discretion of the Board.

10. REQUESTS FOR CLARIFICATIONS

All questions, interpretations, or clarifications, either administrative or technical must be requested in writing and directed to: RPHP-RFP@LACAHSAs.GOV

All written questions will be answered in writing and conveyed to all applicants and respondents on the proposer's list. Oral statements regarding this RFP/RFI by any persons should be considered unverified information unless confirmed in writing. To ensure a response, questions must be received in writing by **4:00 p.m. local time on Wednesday, March 18, 2026**.

Responses to clarification requests will be provided by **Wednesday, March 25, 2026** or the timetable will be adjusted, if necessary.

To ensure fairness and avoid misunderstandings, all communications must be in written format and addressed only to the individual set forth above. Any verbal communications will not be considered or responded to. Written communications should be submitted via e-mail to the address provided above. All questions received by the due date will be logged and reviewed

and if required, a response will be provided via an addendum to the RFP/RFI. Agency is not responsible for and shall not be bound by any representations, statements, or explanations otherwise made by any individual acting or purporting to act on its behalf, other than LACAHSAs representative(s) identified in this RFP/RFI. Any communications, whether written or verbal, with any Board Member or Agency staff other than the individual indicated above, prior to award of a contract by the Agency, is strictly prohibited, and the applicant may be disqualified from consideration.

11. GENERAL PROVISIONS

Applicants and respondents are encouraged to review this RFP/RFI carefully in its entirety prior to preparation of its proposal or LOI, as applicable. LACAHSAs reserves the right to verify all information submitted.

11.1 Amendments to RFP/RFI

LACAHSAs reserves the right to amend or modify any provisions of the RFP/RFI by written addendum or issue to all proposers with a Notice of Amendment to answer questions for clarification.

11.2 No Commitment to Award

Issuance of this RFP and receipt of proposals does not commit LACAHSAs to award a contract. Issuance of this RFI and receipt of LOIs does not commit LACAHSAs or obligate any selected Prime Contractor to vet, recommend or award a contract to any subcontractor. LACAHSAs expressly reserves the right to postpone the RFP/RFI process for its own convenience, to accept or reject any or all proposals received in response to this RFP and any or all LOIs received in response to the RFI, to negotiate with more than one applicant concurrently or to decline to enter into negotiations or terminate negotiations with any applicant at any time, to select the proposal(s) most advantageous to the Agency, including awarding more than one contract if desired, or to cancel or withdraw all or part of this RFP/RFI at any time.

11.3 Amendments to Proposals

No amendment, addendum, or modification will be accepted after the deadline stated herein for receiving proposals or LOIs. Applicant may modify or amend its proposal and respondent may modify or amend its LOI only if LACAHSAs receives the amendment prior to the deadline stated herein for receiving proposals and LOIs. Agency reserves the right to request clarification of information submitted from any one or more of the applicants or respondents.

11.4 Non-Responsive Proposals

A proposal or LOI may be considered non-responsive if conditional, incomplete, or if it contains alterations of form, additions not called for, or other irregularities that may constitute a material change. Agency reserves the right to waive inconsequential disparities and minor irregularities in a submitted proposal.

11.5 Late Proposals

LACAHSAs will not be responsible for proposals or LOIs that are delinquent, lost, incorrectly marked, sent to an address other than that given herein, or sent by mail or courier service and not signed by the Agency.

11.6 Costs for Preparing

LACAHSA is not liable and will not compensate any applicant for the cost of preparing or submitting any proposal or LOI or otherwise incurred in responding to this RFP/RFI. All materials submitted shall become the property of the Agency. LACAHSA will retain all proposals submitted and may use any idea in a proposal regardless of whether that proposal is selected.

11.7 Alternative Proposals

Only one final proposal or LOI is to be submitted by each applicant or respondent. Multiple submissions will result in rejection of all proposals or LOIs submitted.

11.8 Administrative Review

Applicants may submit a written request for an administrative review under Agency's procurement policies, if applicable, as follows: for a solicitation requirements review within five (5) business days of the RFP release date; and for a disqualification review or proposed applicant selection review within the timeframe specified in the notice of non-responsiveness or notice of non-selection, respectively. Applicants must include the grounds for review and provide sufficient information for the Agency's CEO or designee to make a determination and issue a decision. Agency will respond with a decision in writing within a reasonable time after a request for review is submitted and prior to any applicable due dates. The decision shall be final.

11.9 Public Documents

Once submitted, each proposal becomes the property of Agency and becomes a public record at the conclusion of the selection process. LACAHSA is not liable for the disclosure of any information contained in an application. Any information that applicants do not wish to disclose to the public must be clearly marked "confidential." A blanket statement of confidentiality or the marking of every page of the proposal as confidential shall not be deemed sufficient notice of exception. Applicants must specifically label only those portions of the application that are confidential in nature and notify LACAHSA that confidential information is included.

11.10 No Exceptions

Submission of a proposal constitutes acceptance by applicants of the conditions contained in this RFP should applicant be selected.

11.11 Compliance With Local, State, and Federal Law

Applicants must be in compliance with all LACAHSA fiscal and programmatic requirements and any and all applicable laws, rules, and regulations.

11.12 Conflict of Interest Certification

Consistent with the requirements of Agency, selected applicant(s) will be required to provide a statement affirmatively disclaiming any prohibited interests.

11.13 Contract Terms & Conditions

Any applicant awarded a contract shall execute Agency' standard contractor agreement, without exception. Selected applicants will be required to obtain and maintain applicable insurance required by the Agency.