



**LOS ANGELES COUNTY AFFORDABLE HOUSING
SOLUTIONS AGENCY**

REQUEST FOR INFORMATION

FOR:

**RENTER PROTECTION AND HOMELESSNESS PREVENTION:
RENTERAID**

**Contact Person:
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RPHP-RFP@LACAHS.A.GOV**

Key Dates:

Release RFI	Thursday, May 21, 2026
Deadline for Written Questions	June 1, 2026
Responses to Questions Posted	June 4, 2026
Deadline for Submission of Letters of Interest	4:00 pm (Pacific Time), Thursday, June 18, 2026

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

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TABLE OF CONTENTS

	Page
1. IMPORTANT NOTE:	4
2. INTRODUCTION	4
2.1 General	4
2.2 Agency Resources and Guidelines	4
2.3 Purpose of RFI	5
2.4 Overview of RenterAid	5
2.5 Agency Funds	7
3. RFI OPPORTUNITY	10
3.1 RFI Opportunity For Potential Subcontractors	10
3.2 Expectations for Subcontractors.....	11
3.3 Qualifications for Subcontractors.....	11
4. AVAILABLE FUNDING FOR RENTERAID IMPLEMENTATION	12
4.1 Available Funds.	12
5. RenterAid Implementation	12
6. LETTER OF INTEREST RESPONDENT SUBMISSION INSTRUCTIONS	13
7. LOI Review	13
7.1 Review of Letters of Interest	13
8. REQUESTS FOR CLARIFICATIONS	14
9. GENERAL PROVISIONS	14
9.1 Amendments to RFI	14
9.2 No Commitment to Award	14
9.3 Amendments to Proposals.....	15
9.4 Non-Responsive LOIs.....	15
9.5 Late Submissions.....	15
9.6 Costs for Preparing	15
9.7 Alternative Proposals	15
9.8 Intentionally Omitted	15
9.9 Public Documents	15
9.10 No Exceptions	15
9.11 Compliance With Local, State, and Federal Law	16
Appendix I: SCOPE OF REQUIRED SERVICES FOR EACH RENTERAID COMPONENT AREA, PERFORMANCE MEASURES AND REPORTING REQUIREMENTS	16
9.12 Component 1: Renter Outreach	16
9.13 Component 2: Housing Stability Linkage Team:	18
9.14 Component 3: Central Fiscal Administration	20
9.15 Component 4: Legal Services	22

TABLE OF CONTENTS

	Page
9.16 Component 5: Relocation and Stabilization Services	25
9.17 Performance Measures	27
9.18 Reporting Requirements.....	27

1. **IMPORTANT NOTE:**

If your agency submitted a Letter of Interest (LOI) in response to the recent LACAHSAs Renter Protection and Homelessness Prevention (RPHP) Integrated Service Model (ISM) Request for Proposals and Request for Information released on March 3, 2026 (“RPHP ISM RFP/RFI”), you are not required to submit another LOI. However, you may choose to submit a new LOI through this RFI to include additional components of work and new LOI will replace and supersede your prior submission. Interested agencies that submit an LOI and meet criteria laid out in this RFI will be added to the existing list of agencies that responded to the initial RFI. The RPHP ISM RFP/RFI can be found on LACAHSAs website [here](#). All references to “Integrated Service Model” or “ISM” in the original RFP/RFI shall mean “RenterAid” for purposes of this RFI.

2. **INTRODUCTION**

2.1 General

Los Angeles County Affordable Housing Solutions Agency (“LACAHSAs” or the “Agency”) is seeking information 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 to serve as service partners and potential subcontractors with one or more lead contractors for one or more components of work described in this request for information (“RFI”) for Renter Protection and Homelessness Prevention: Integrated Services Model, known as “RenterAid”.

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 As transactions and use tax became effective April 1, 2025, and is anticipated to raise about \$1.1 billion in annual revenue, and 35.75% of that revenue must flow to Agency.

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.

2.2 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 RFI or in an eventual contract, the requirements will nonetheless apply to the use of Agency revenues. The Board has adopted 2026-2027 [Program Guidelines](#) (“Program Guidelines”) that contain additional LACAHSAs policies and guidance. The Program Guidelines are available on LACAHSAs 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.

2.3 Purpose of RFI

Through this Request for Information (RFI), LACAHSAs is soliciting Letters of Interest (LOIs) from organizations seeking to express interest in participating in RenterAid to meet a specific need as a potential subcontractor; however, submission of an LOI will not result in a contract award with the Agency. Subcontractor participation in RenterAid may occur through contractual arrangements with organizations that are selected as lead contractors (“Prime Contractors”), to carry out the required services on behalf of LACAHSAs for one or more distinct components of RenterAid as further described below; however, there is no guarantee that respondents that submit an LOI will be engaged by the selected Prime Contractors.

2.4 Overview of RenterAid

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

RenterAid 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

LACAHSAs will fund the implementation of the RenterAid and the integration of two core RPHP strategies into a coordinated service approach:

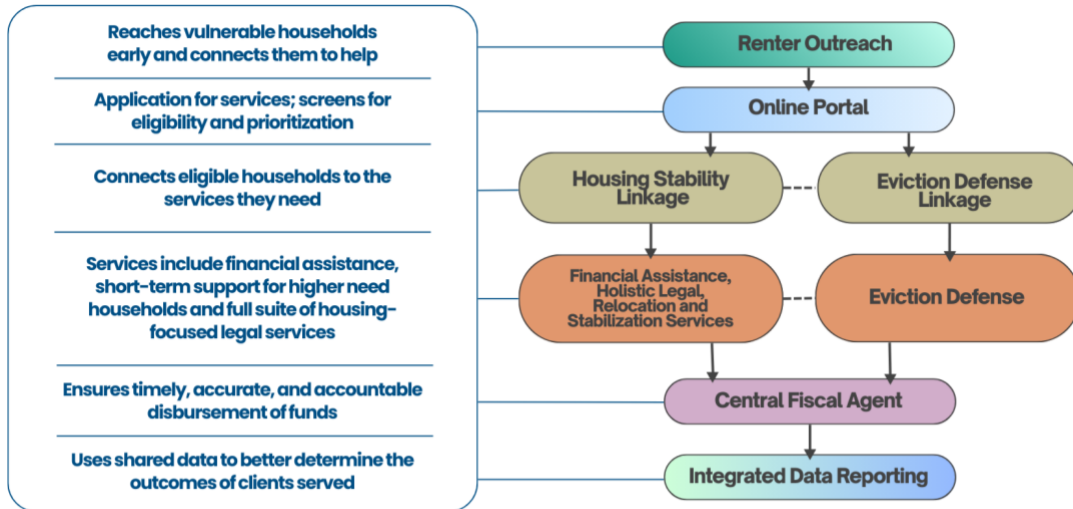
- Targeted Housing Stability
- Eviction Defense

Targeted Housing Stability is a strategy within RenterAid 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 RenterAid 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 RenterAid 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 RenterAid will prioritize Targeted Housing Stability households.

Within RenterAid, 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.

RenterAid 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. For a detailed description of RenterAid and all components, please see Appendix 1. Below is a diagram of RenterAid and its core components:



2.5 Agency Funds

LACAHSA receives approximately \$114M in Measure A funds for RPHP annually, 30% of which is administered by LACAHSA directly (“Agency Funds”) and 70% of which is allocated to Eligible Jurisdictions. In Fiscal Year 2026-27, LACAHSA anticipates that its Agency Funds total budget for RPHP will be approximately \$37M, all of which will be allocated to RPHP services through RenterAid.

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

Through this RFI, LACAHSA seeks to identify interested organizations who would like to provide services under one or multiple components of RenterAid as subcontractors to the Prime Contractors that lead the work for Renter Outreach, Legal Services, or Relocation and Stabilization. More details about funding available can be found in Appendix 1.

2.6 LACAHSA’s role in RenterAid

To support the coordinated approach of RenterAid, LACAHSA 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. LACAHSA will also monitor system outcomes, support continuous improvement and scaling, and ensure consistent implementation of RenterAid activities across all components.

2.7 Prime Contractors’ role in RenterAid

LACAHSA has awarded contracts to multiple Prime Contractors through a competitive procurement process to support implementation of RenterAid. A Prime Contractor 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 RenterAid, and—where applicable—for the management and oversight of subcontracted service providers.

Prime Contractors will play a critical role in refining RenterAid design, supporting system learning, and contributing to continuous improvement. All Prime Contractors are expected to work collaboratively with LACAHSA and other Prime Contractors as part of an overarching RenterAid partnership to ensure coordinated, client-centered, and equitable service delivery across the County.

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

The chart below outlines the components of RenterAid, role of each component and Prime Contractor within RenterAid, and anticipated number of Prime Contractors and Subcontractors. Housing Stability Linkage Team and Central Fiscal Agent do not have subcontractor opportunities, but the description is included for awareness of all RenterAid components. For full scope of services and core expectations for each RenterAid component area, performance measures, and reporting requirements, please see Appendix 1.

Component	Role in RenterAid	Anticipated Number of Prime Contractors	Anticipated Number of Subcontractors
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 RenterAid, 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 network of trusted, community-based providers and aims to support equitable and low-barrier access to services.	1-2	18-20
Housing Stability Linkage Team	The Housing Stability Linkage Team plays a central role within RenterAid, coordinating closely with providers across all RENTERAID 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	1	none

Component	Role in RenterAid	Anticipated Number of Prime Contractors	Anticipated Number of Subcontractors
	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 RenterAid, its services, and performance.		
Central Fiscal Administration	Central Fiscal Administration serves as the financial backbone of RenterAid, 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 RenterAid.	1	none
Legal Services (Holistic Legal and Eviction Defense)	Legal Services plays a central role within RenterAid, coordinating closely with providers across all RENTERAID components to ensure seamless service delivery. Legal Services within RenterAid 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 RenterAid, its services, and performance.	1-2	8-10
Relocation and Stabilization Services	Relocation and Stabilization Services within RenterAid 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	1	8-10

Component	Role in RenterAid	Anticipated Number of Prime Contractors	Anticipated Number of Subcontractors
	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.		

3. **RFI OPPORTUNITY**

3.1 RFI Opportunity For Potential Subcontractors

This RFI includes a Letter of Interest (LOI) for organizations seeking to serve as service partners in RenterAid and potentially subcontract with one or more Prime Contractors. A subcontractor is an organization that delivers specific services within one or more designated components of RenterAid. Subcontractors will not hold a direct contract with the Agency. Any subcontractor under a contract directly with a Prime Contractor is accountable for program performance, service quality, data collection, and adherence to applicable program requirements.

Subcontractors that were included as part of a proposal by a Prime Contractor that was awarded a contract under the initial RPHP ISM RFP/RFI are not required to also complete the LOI form. However, subcontractors may elect to complete an LOI if they wish to be considered as a potential subcontractor for another Prime Contractor 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 RenterAid.

The LOI for this RFI must be received by the RFI deadline for consideration in the initial phase of RenterAid implementation, which is estimated to be July 1, 2026-September 30, 2026. 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, Prime Contractors 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 Subcontractors

All subcontractors are expected to operate in accordance with LACAHSAs current Program Guidelines and the requirements of RenterAid. This includes, but is not limited to:

- Coordination with other RenterAid 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

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 RFI.
- 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 RFI; and
- Demonstrate language accessibility and cultural and community expertise in serving target populations; and
- Have established relationships or demonstrated connections to the communities or populations intended to be served through RenterAid.

4. AVAILABLE FUNDING FOR RENTERAID IMPLEMENTATION

4.1 Available Funds.

As described in Section 2.5, LACAHSAs will administer its full allocation of approximately \$37M in Agency Funds to implement RenterAid for FY2026-27. The total funds available will be allocated among the RenterAid components.

LACAHSAs reserves the right to allocate additional funding if it becomes available. Agenda Funds will be allocated annually to Prime Contractors, during the contract term, subject to sufficient RPHP funding available to be disbursed by LACAHSAs. Available funding is dependent on available resources, and contingent upon funding availability for each fiscal year.

Submitting an LOI will not guarantee or result in an award of contract with the Agency or a Prime Contractor, and no funding is available directly through this RFI.

4.2 Administrative Costs

An organization that submits an LOI in response to this RFI may be selected to be a subcontractor for RenterAid. Should any future procurement result from this RFI, a subcontractor will be required to negotiate administrative costs and other contract terms directly with the Prime Contractor. Prime Contractors may include up to 12.5 percent of total costs for program administration and overhead costs (as defined in the Program Guidelines). 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.

5. RENTERAID IMPLEMENTATION

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

LACAHSA intends to have all Prime Contractors approved by the Board to be under contract by July 1, 2026, or as soon as practicable thereafter. LACAHSA will engage in a separate competitive procurement process for the Central Fiscal Agent, and anticipates awarding a contract to commence by September 2026 or as soon as practicable thereafter. During the three-month preparation period, LACAHSA and selected Prime Contractors will finalize RenterAid design, begin to select and onboard subcontractors, operationalize systems and processes, and test systems and workflows prior to implementation to ensure readiness.

Certain Prime Contractors and subcontractors, if applicable, may begin providing direct service to households as early as July 1.

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

On October 1, 2026, LACAHSA intends to begin implementation of RenterAid. 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.

6. LETTER OF INTEREST RESPONDENT SUBMISSION INSTRUCTIONS

Organizations interested in participating in RenterAid as potential subcontractors are invited to submit the Letter of Interest (LOI) form, included as Attachment 1 in this RFI. The LOI is intended to capture an organization’s relevant experience, service capacity, and areas of interest.

LOI responses will be used to identify organizations with relevant expertise for consideration by Prime Contractors and LACAHSA 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 THURSDAY, JUNE 18, 2026.**

LOI forms (Attachment 1) should be submitted via email to RPHP-RFP@LACAHSA.GOV before the deadline.

7. LOI REVIEW

7.1 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

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.

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

8. REQUESTS FOR CLARIFICATIONS

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

All written questions will be answered in writing and conveyed to all respondents on the proposer's list. Oral statements regarding this 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 Monday, June 1, 2026**.

Responses to clarification requests will be provided by, Thursday, **June 4, 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 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 LACAHSA representative(s) identified in this 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.

9. GENERAL PROVISIONS

Respondents are encouraged to review this RFI carefully in its entirety prior to preparation of its LOI, as applicable. LACAHSA reserves the right to verify all information submitted.

9.1 Amendments to RFI

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

9.2 No Commitment to Award

This RFI does not constitute a solicitation and is issued for information and planning purposes only. Issuance of this RFI and receipt of LOIs does not commit LACAHSA or obligate any selected Prime Contractor to vet, recommend or award a contract to any subcontractor. The submission of an LOI is not an offer and cannot be accepted by LACAHSA to form a binding contract. LACAHSA

expressly reserves the right to postpone the RFI process for its own convenience, to accept or reject any or all LOIs received in response to this RFI, or to cancel or withdraw all or part of this RFI at any time.

9.3 Amendments to Proposals

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

9.4 Non-Responsive LOIs

An 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 LOI.

9.5 Late Submissions

LACAHSAs will not be responsible for 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.

9.6 Costs for Preparing

LACAHSAs is not liable and will not compensate any applicant for the cost of preparing or submitting any LOI or otherwise incurred in responding to this RFI. All materials submitted shall become the property of the Agency. LACAHSAs will retain all LOIs submitted and may use any idea in a response.

9.7 Alternative Proposals

Only one final LOI is to be submitted by each respondent. Multiple submissions will result in rejection of all LOIs submitted, except as set forth in Section 1.

9.8 Intentionally Omitted

9.9 Public Documents

Once submitted, each LOI becomes the property of Agency and becomes a public record . LACAHSAs is not liable for the disclosure of any information contained in an LOI. Any information that respondents 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 LOI as confidential shall not be deemed sufficient notice of exception. Respondents must specifically label only those portions of the LOI that are confidential in nature and notify LACAHSAs that confidential information is included.

9.10 No Exceptions

Submission of an LOI constitutes acceptance by respondents of the conditions contained in this RFI.

9.11 Compliance With Local, State, and Federal Law

Should any procurement result from this RFI, respondents will be required to comply with all LACAHSAs fiscal and programmatic requirements and any and all applicable laws, rules, and regulations.

APPENDIX I: SCOPE OF REQUIRED SERVICES FOR EACH RENTERAID COMPONENT AREA, PERFORMANCE MEASURES AND REPORTING REQUIREMENTS

This Appendix describes the scope of services and core expectations for each component area of RenterAid. 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.

9.12 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 RenterAid, 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 RenterAid, 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 RenterAid 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 RenterAid 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 RenterAid partners to identify gaps in outreach coverage, capacity, or population-specific expertise and adjust services accordingly.

(iii) Coordination with RenterAid Partners

- Serve as the primary point of contact for coordination between Renter Outreach and RenterAid 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 RenterAid requirements.
 - In partnership with LACAHSAs, serve as liaison to funders, jurisdictions, and key stakeholders regarding RenterAid services and performance.

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

LACAHSAs anticipate awarding one (1) Prime Contractor 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.

9.13 Component 2: Housing Stability Linkage Team:

The Housing Stability Linkage Team plays a central role within RenterAid, coordinating closely with providers across all RenterAid 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 RenterAid, 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 RenterAid Partners
- Serve as the central case coordination entity among all RenterAid partners, supporting end-to-end service delivery across all components of RenterAid, tracking and monitoring of case status, and outcomes are reported.

- Organize staff regionally to ensure local coordination and facilitate regional case review across RenterAid 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 RenterAid requirements.
- In partnership with LACAHSAs, play a central role in serving as RenterAid liaison to funders, jurisdictions, and key stakeholders regarding RenterAid 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

9.14 Component 3: Central Fiscal Administration

Central Fiscal Administration serves as the financial backbone of RenterAid, 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 RenterAid.

(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 RenterAid Providers

- Serve as the primary point of contact for coordination between Central Fiscal Administration and RenterAid 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 RenterAid 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 RenterAid.
- In partnership with LACAHSAs, serve as liaison to funders, jurisdictions, and key stakeholders regarding RenterAid 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 RenterAid. Payments will be made on behalf of emergency rental and flexible financial assistance, legal settlement, and legal support activities.

9.15 Component 4: Legal Services

Legal Services plays a central role within RenterAid, coordinating closely with providers across all components to ensure seamless service delivery. Legal Services within RenterAid 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 RenterAid, 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 RenterAid 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 RenterAid Providers

- Serve as the primary point/s of contact for coordination between Legal Services and RenterAid 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 RenterAid requirements.
 - In partnership with LACAHSAs, serve as liaison to funders, jurisdictions, and key stakeholders regarding RenterAid services and performance.

(b) Contracting Structure and Expected Staffing for Legal Services

LACAHSAs anticipate awarding contracts to two (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 components.

9.16 Component 5: Relocation and Stabilization Services

Relocation and Stabilization Services within RenterAid 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 RenterAid 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 RenterAid partners to identify gaps in coverage, capacity, or population-specific expertise and adjust services accordingly.

(iii) Coordination with RenterAid Partners

- Serve as the primary point of contact for coordination between Relocation and Stabilization Services and RenterAid 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 RenterAid requirements.

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

9.17 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.

9.18 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's 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.

