

**LOS ANGELES PUBLIC LIBRARY
BOARD REPORT**

April 25, 2024

TO: Board of Library Commissioners

FROM: John F. Szabo, City Librarian

SUBJECT: **APPROVAL TO RELEASE A REQUEST FOR QUALIFICATIONS FOR IMMIGRATION ASSISTANCE SERVICES AND IMMIGRANT INTEGRATION AND INCLUSION PROJECTS**

A. RECOMMENDATIONS:

THAT the Board of Library Commissioners (Board):

1. Approve the release of a Request for Qualifications (RFQ), substantially in the form on file in the Board Office, to find qualified and experienced entities to enter into separate contracts to provide immigration assistance services and immigrant integration and inclusion projects.
2. Find, in accordance with Charter Section 1022, that it is more feasible to have this work performed by an independent contractor than by City employees.
3. Authorize the City Librarian and the City Attorney to make technical and clerical corrections, if needed, to the RFQ.
4. Adopt the attached Resolution regarding the RFQ for Immigration Assistance Services and Immigrant Integration and Inclusion Projects.

B. FINDINGS:

1. In 2012, the Library launched the ground-breaking Path to Citizenship Program, which has helped thousands of people take their first step on the way to United States citizenship and active participation in civic life. In 2016, the Library rebranded the Path to Citizenship Program as the New Americans Initiative to expand and widen support for immigrants. This new initiative provides specially trained and accredited contractors to explain immigration options and procedures to individuals, and provides assistance through each step of the naturalization process, including filling out forms, screening for eligibility, and offering referrals.
2. On June 25, 2020, the Board approved the release of an RFQ to find qualified and experienced entities to enter into separate contracts to provide immigration integration and immigration assistance services. The RFQ was released on June 30, 2020, and on April 8, 2021, the Board awarded ten contracts for terms of three years.

3. Library staff have developed a new RFQ to solicit proposals from qualified and experienced entities to enter into new contracts to provide immigration assistance services and immigrant integration and inclusion projects and now requests approval to release the RFQ.
4. The Library does not have staff with sufficient qualifications and experience to provide the temporary specialized immigration assistance services or immigrant integration and inclusion projects described in the RFQ. The RFQ requires that selected contractors have the appropriate legal training and experience to provide legal consultations to immigrants and/or the appropriate training and background to conduct workshops and programs to support immigrant inclusion and integration. Therefore, in accordance with Charter Section 1022, it is more feasible to have this work performed by independent contractors than by City employees.
5. The term of the proposed contracts will be for three years with an annual contract limit of \$1,000,000 per contract. All work shall be performed on an as-needed and as-requested basis.
6. Funds are available in the Library's Contractual Services Account 3040 to compensate the selected contractors for services in accordance with the proposed contracts.
7. The Library is committed to providing an inclusive and robust outreach process for disadvantaged, marginalized, and local businesses and individuals. Our goal is to create a diverse pool of candidates to provide services and support to the Library and our patrons. We welcome and encourage submissions from a wide range of participants.
8. The RFQ has been reviewed by the City Attorney and is ready to be released.

Attachments

Project Manager: Madeleine Ildefonso, Senior Librarian

Prepared by: Claudia Aguilar, Senior Management Analyst
Robert Morales, Senior Management Analyst (Retired)

Reviewed by: Madeleine M. Rackley, Business Manager
Susan Broman, Assistant City Librarian

RESOLUTION

LIBRARY RESOLUTION NO. 2024-__ (C-__)

WHEREAS, in 2012, the Library launched the ground-breaking Path to Citizenship Program, rebranded as the New Americans Initiative in 2016, which has helped thousands of people take their first step on the way to United States citizenship and active participation in civic life;

WHEREAS, on June 25, 2020, the Board of Library Commissioners (Board) approved the release of a Request for Qualifications (RFQ) to find qualified and experienced entities to enter into separate contracts to provide immigration integration and immigration assistance services. The RFQ was released on June 30, 2020, and on April 8, 2021, the Board awarded ten contracts for terms of three years;

WHEREAS, Library staff have developed a new RFQ to solicit proposals from qualified and experienced entities to enter into new contracts to provide immigration assistance services and immigrant integration and inclusion projects and now requests approval to release the RFQ;

WHEREAS, the term of the proposed contracts will be for three years with an annual contract limit of \$1,000,000 per contract. All work shall be performed on an as-needed and as-requested basis; and

WHEREAS, funds are available in the Library's Contractual Services Account 3040 to compensate the selected contractors for services and materials in accordance with the proposed contracts.

THEREFORE, BE IT RESOLVED, that the Board adopts the recommendations and findings of the City Librarian's Board Report and authorizes the release of the RFQ for Immigration Assistance Services and Immigrant Integration and Inclusion Projects; and

FURTHER RESOLVED, that the Board hereby authorizes the City Librarian and the City Attorney to make technical and clerical corrections, if needed, to the RFQ.

This is a true copy:

Raquel M. Borden
Board Executive Assistant

Adopted by the following votes:

AYES:

NOES:

ABSENT:

**CITY OF LOS ANGELES
LOS ANGELES PUBLIC LIBRARY**

**REQUEST FOR QUALIFICATIONS
RFQ NO. 44-039**

FOR

IMMIGRATION ASSISTANCE SERVICES

AND

IMMIGRANT INTEGRATION AND INCLUSION PROJECTS

CITY OF LOS ANGELES
LOS ANGELES PUBLIC LIBRARY
630 W 5th Street
Los Angeles, CA 90071

Web: <https://www.lapl.org>

**CITY OF LOS ANGELES
LOS ANGELES PUBLIC LIBRARY
REQUEST FOR QUALIFICATIONS (RFQ)**

**IMMIGRATION ASSISTANCE SERVICES AND IMMIGRANT INTEGRATION
AND INCLUSION PROJECTS**

TITLE: RFQ No. 44-039
Immigration Assistance Services and Immigrant Integration and
Inclusion Projects

DESCRIPTION: THE LOS ANGELES PUBLIC LIBRARY (LAPL or Library) is seeking to enter into separate contracts with qualified and experienced entities to provide immigration assistance services and immigrant integration and inclusion projects on an as-needed and as-requested basis.

The Library is committed to providing an inclusive and robust outreach process for disadvantaged, marginalized, and local businesses and individuals. Our goal is to create a diverse pool of candidates to provide services and support to the Library and our patrons. We welcome and encourage submissions from a wide range of participants.

ELIGIBILITY TO APPLY: Proposers must meet the minimum requirements as described in Section B.3 (“Qualifications of Proposers”) of this RFQ to be considered for an award of a contract. Requirements include but are not limited to:

Immigration Assistance Services

Proposers must be a nonprofit 501(c)(3) organization and meet one of three criteria set forth in Section B.3(a) of this RFQ.

Immigrant Integration and Inclusion Projects

Proposers must meet the criteria set forth in Section B.3(b) of this RFQ and be one of the following:

- a) Nonprofit 501(c)(3)
- b) Community Development Financial Institute (CDFI)
- c) Institution of Higher Education
- d) Certified B Corporation Business or Public Benefit Corporation (PBC)

See Section B.3 (“Qualifications of Proposers”) of this RFQ for additional information regarding proposer qualifications and requirements.

WEBSITE ADDRESS:

<http://www.rampla.org>

Proposers must register at the Regional Alliance Marketplace for Procurement (RAMP) website (www.rampla.org) before they can access the Request for Qualifications (RFQ) and updates.

PLEASE NOTE: PROPOSERS MUST BOOKMARK THE OPPORTUNITY ON RAMP (IN THE UPPER LEFT CORNER OF THE OPPORTUNITY) TO RECEIVE UPDATES OF ADDENDA AND QUESTION & ANSWER POSTINGS.

Proposers should review the RAMP FAQ section at:

<https://bit.ly/RAMPfaqs>

TERM:

The term of the proposed contract will be three years.

KEY DATES AND SUBMISSION:

All times listed in this RFQ are Pacific Standard Time (PST).

Mandatory
Pre-Proposal Conference:

Wednesday, May 22, 2024, 2024, at 10:00 a.m.
Virtual Conference via Zoom

RSVP by: Tuesday, May 21, 2024, 5:00 p.m.
Details available on Section E.1 of this RFQ

Proposal Due:

Monday, June 24, 2024, at 11:59 p.m.
All revisions will be posted as an addendum on
www.rampla.org

Submission Email Address:

laplbids submissions@lapl.org

Project Manager:

Madeleine Ildefonso
Managing Librarian
Office of Civics and Community Services

RFQ Administrator:

Deirdre Gomez
Email: dgomez@lapl.org

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ATTACHMENTS

A.	Standard Provisions for City Contracts (Rev. 9/22 [v.1])
B.	Sample Contract
C.	Electronic Signature Policy 03/20
D.	Checklist of Immigration Assistance Services and Immigrant Integration and Inclusion Projects to be Provided (<u>Must be completed and submitted with proposal</u>)

EXHIBITS

(All Exhibits will be found on www.rampla.org)

E.1	Declaration of Non-Collusion Affidavit (<u>must be notarized</u>)
E.2a	Contractor Responsibility Ordinance (CRO) Questionnaire
E.2b	CRO Pledge of Compliance
E.3	Certification Regarding Compliance with the Americans with Disabilities Act Form
E.4	Certification of Compliance with Child Support Obligations Form
E.5	City of Los Angeles Contract History Form
E.6	City of Los Angeles Residence Information Form
E.7	Municipal Lobbying Ordinance – Bidder Certification CEC Form 50
E.8	Restrictions on Campaign Contributions and Fundraising in City Elections – Prohibited Contributors – Bidders CEC Form 55
E.9	Iran Contracting Act of 2010 Affidavit
E.10	Equal Benefits Ordinance (EBO) and/ First Source Hiring Ordinance (FSHO) Sample Affidavit – Online Submission
E.11	Disclosure Ordinances Sample Affidavit – Online Submission
E.12	Business Inclusion Program (BIP) Walkthrough Manual – WAIVED
E.13a	Local Business Preference Program (LBPP)
E.13b	LBPP Certification Information
E.14a	Living Wage Ordinance (LWO) Employee Information Form (Form LW-6)
E.14b	LWO Subcontractor Information Form (Form LW-18)
E.14c	LWO Exemption Application (Form LW-10)
E.14d	LWO Small Business Exemption Application (Form LW-26)
E.14e	LWO 501(c)(3) Non-Profit Exemption Application (Form OCC/LW-28)
E.14f	LWO Non-Coverage Determination Application (Form OCC/LW-29)
E.15	Insurance Requirements and Instructions (<i>For information only at this time – Not required for submission of proposal</i>)
E.16	Request for Taxpayer Identification Number and Certification (IRS Form W-9)
E.17	Report of Independent Contractor(s) (Form DE 542) - Sample
E.18	Non-Resident Withholding Allocation Worksheet (Form 587) – Sample
E.19	Non-Resident Withholding Waiver Request (Form 588) – Sample
E.20	Non-Resident Reduced Withholding Request (Form 589) – Sample
E.21	Withholding Exemption Certificate (Form 590) - Sample

A. SUMMARY OF THE REQUEST FOR QUALIFICATIONS

The Los Angeles Public Library (LAPL or Library) is issuing this Request for Qualifications (RFQ) to enter into separate contracts with qualified and experienced entities to provide immigration assistance and immigrant integration and inclusion projects on an as-needed and as-requested basis. Based on the amount of work and funding available, selected contractors will be able to compete for specific projects.

Proposers may apply for:

- Only immigration assistance; or,
- Only immigrant integration and inclusion projects; or,
- Both immigration assistance and immigrant integration and inclusion projects.

Program Background

As the second largest city in the country, Los Angeles is home to immigrants from more than 140 countries who speak more than 220 languages, according to U.S. Citizenship and Immigration Services (USCIS). According to the annual “State of the Immigrants in LA County,” report published by the University of Southern California’s Equity Research Institute, there are 3.5 million immigrants living in Los Angeles County.

In the last 12 years alone, according to USCIS, there are more than 500,000 residents in Los Angeles County who are eligible to naturalize. Additionally, immigrants of all statuses benefit from reliable and trustworthy information in order for them to make informed decisions.

In 2012, the Library launched the ground-breaking Path to Citizenship program, which has helped thousands of people take their first step on the way to U.S. citizenship and active participation in civic life. In 2016, the Library rebranded the Path to Citizenship program as the New Americans Initiative (New Americans) to expand and widen support for immigrants, and the program officially relaunched in 2018. Since 2012, the Library has conducted more than 11,960 service and citizenship programs as well as assisted more than 83,671 applicants with citizen integration and preparation for naturalization.

New Americans provides qualified contractors to explain immigration options and procedures to individuals and provides assistance through each step of their immigration process, including filling out forms, screening for eligibility, and providing referrals. Consultations take place in officially designated Library locations throughout the City in person, or by way of virtual or telephone consultations as directed by the Library. The Library provides additional customer service and support to ensure smooth delivery of services for clients.

New Americans Center locations are at the following Library locations:

- Benjamin Franklin Branch Library
- Central Library
- Echo Park Branch Library
- Junipero Serra Branch Library
- Pacoima Branch Library
- Pio Pico Branch Library
- Wilmington Branch Library

As part of the New Americans Initiative, LAPL's 73 libraries are identified as local citizenship information centers which offer the following resources:

- New Americans Welcome Stations, which are designated spaces in Libraries with citizenship materials and resources.
- A robust website that directs patrons to appointment making services, Know Your Rights information in multiple languages and a message center phone line for questions or additional assistance.
- A wide range of programs held in its community rooms, including citizenship and English-language classes, digital literacy information and training, workshops for savings, credit building and budgeting, business tax certificate renewal, permit assistance workshops and many more.

The New Americans Initiative features programs and services to support immigrant integration and inclusion. The work of connecting immigrants to skill-building activities to support meaningful economic mobility and civic participation is best supported by a suite of services beyond immigration assistance such as entrepreneurship and micro-enterprise readiness and skill- building, digital literacy skills training, vocational-focused English language learning, financial literacy education, workers' rights programs, bystander intervention awareness and community safety strategies, especially for microenterprise entities (small businesses with five or fewer employees). The Library is well-positioned to provide equitable access points for learning, training, services, education and coaching to improve and change the quality of life for New Americans clients and immigrant library users.

According to a 2021 report, "New American Economy Research Fund," prepared by the City of Los Angeles and CHIRLA (Coalition for Humane Immigrant Rights Los Angeles), "Immigrants play a significant role in the city as entrepreneurs and represented 51.4 percent of business owners in the city in 2019, generating \$4.3 billion in business income for the city of Los Angeles."

Many immigrants will greatly benefit from programs that support skills training to support economic mobility (digital literacy, budget management, business tax information, invoice management, savings and banking information, marketing, business license and permit information and technical assistance, certified training for food handler and food manager), financial coaching, and vocational English-language learning with a focus on conversation skills. Many nonprofit agencies have demonstrated successful immigrant entrepreneurship support for years through workshops, skill building programs and technical assistance, general information and resources.

The services presently being offered at LAPL facilities for the New Americans Initiative are provided by nonprofit organizations, who may also be recipients of State and Federal grants supporting immigration assistance services and/or immigrant integration and inclusion. Because these programs are funded by government grants, the type and frequency of the services offered is limited by the amount of the grant funds and the resources of the nonprofits. To expand the availability of programs and services for immigrants, LAPL desires through this RFQ to create a list of contractors who can be called upon, based on need and available funding, to deliver more immigration assistance services and programs and services related to immigrant integration and inclusion.

The Library understands that nonprofit organizations may leverage funding from multiple sources in order to best serve the needs of immigrants. Services and programs that begin at the Library are eligible to be supported by other revenue streams as long as leveraged resources are allowable and auditable and services are tracked to avoid duplicative efforts and spending.

The Library anticipates that when possible, grant-funded programs and/or non-Library funded programs will continue to be offered at Library facilities by contractors and non-contracted partners.

About the Library

The Library provides free and easy access to information, ideas, books, and technology to enrich and empower the lives of all the City's residents and their diverse communities. The Library serves the largest and most diverse population (almost 4 million residents) in the country through its Central Library and 72 branch libraries, website (www.lapl.org), electronic resources, programs, and initiatives. The Library is governed by a five-person Board of Library Commissioners that sets policies and controls Library funding.

The following is the Library's Mission Statement:

"The Los Angeles Public Library provides free and easy access to information, ideas, books and technology that enrich, educate and empower every individual in our city's diverse communities."

Annually, more than 15 million people visit the libraries and participate in more than 2,000 programs, borrowing millions of items from the print collections, downloadable books, music, films, and other items. Annual visits to the library website exceed 22 million.

The Library, in its sole discretion, shall decide how many proposers will be awarded contracts in order to fulfill the needs and goals of the Library. Further, nothing shall prohibit the Library from using contracts from other municipalities or governmental agencies to fulfill the Library's mission.

B. SERVICES TO BE PROVIDED

To be included on the prequalified list to provide as-needed and as-requested immigration assistance services and immigrant integration and inclusion projects, proposers should review relevant qualifications in Section B.3 (“Qualifications of Proposers”) of this RFQ.

Some proposers may conduct only comprehensive immigration assistance services related to the actual process of immigration. Other proposers may provide integration and inclusion programs and services for immigrants that promote economic mobility (entrepreneurship and microenterprise skill building), social skills, health and wellness information, computer and digital skills, as well as language learning, translation and skill practice (and do not provide legal services). Some proposers will be able to provide services and programs in both categories.

Proposers should review the Checklist for Immigration Assistance Services and Immigrant Integration and Inclusion Projects (Attachment D) to ensure awareness of all relevant activities and apply appropriately. Proposers may apply to services that their organization is qualified to provide.

1. Immigration Assistance Services

Proposers who provide services and programs to support immigration assistance services must show they have the appropriate training, expertise and experience to provide outreach, information, legal consultations, Know Your Rights, citizenship classes and related legal services to immigrant library users.

Proposers are expected to provide skills or services including, but not limited to, the following:

- a. Determine whether an individual is eligible for all forms of immigration benefits, including, but not limited to:
 - Deferred Action for Childhood Arrivals (DACA) Renewal
 - Deferred Action for Childhood Arrivals (DACA) Application (Pending legal decisions related to eligibility)
 - Affirmative Asylum Eligibility/Consultation
 - Citizenship Application Assistance
 - Green Card Renewal
 - Family Reunification Consultation
 - Permanent Residence/Green Card Application Inquiries
 - Remove Conditions on Residence
 - Work Permit Application and Renewal
 - Apply for Travel Document
 - Temporary Protected Status (TPS)
 - Special Visas for Crime Victims (U-Visa, T-Visa, VAWA)

- a. Provide and/or coordinate the provisions of relevant immigration services, including:
 - Application Assistance, including fee waiver forms
 - Citizen Application Assistance
 - Asylum Pro-Se Clinics
 - Freedom of Information Act (FOIA) Requests
 - c. Provide an explanation and timeline of immigration options and procedures to individuals.
 - d. Maintain accurate and thorough records. Ensure that records remain confidential.
 - e. Collect relevant data for reporting, keep statistics and provide reports as requested by the Library.
 - f. Provide software for service and case management.
 - g. Reach out to community partners, bar associations, and nonprofits to establish referrals for immigration services (e.g., removal defense and defensive asylum).
 - h. Compile and assess community resources and potential partnerships.
 - i. Work with Library staff to plan overall strategy for targeted New Americans Initiative programming.
 - j. Participate in community-based outreach and education to the immigrant community for Know Your Rights workshops, the New Americans Initiative, Citizenship classes, Asylum Pro-se clinics and other informational services.
 - k. Conduct citizenship classes, citizenship mock interviews and immigration workshops in Library branches or in the community.
 - l. Attend relevant community and Library meetings.
 - m. Be able to provide the services/classes/workshops and translated materials. The Library will provide a workspace and office equipment, as available. Work will take place at select branch locations and at the Central Library at various times during the week, including evenings and weekends.
 - n. Provide immigration assistance services in English and other languages. Indicate the ability to provide services (or translation) in non-English languages.
2. **Immigrant Integration and Inclusion Projects**
Proposers who provide services and programs to support immigrant integration and inclusion must show that they have appropriate curriculum, training and background to conduct outreach, workshops, programs, instruction, classes training and/or technical support to immigrant library users.

Proposers are expected to provide skills or services including, but not limited to, the following:

- a. Provide a variety of services and/or education related to improving the quality of life of immigrants through civic engagement and supporting economic mobility and basic skills learning of immigrants through workshops, trainings, and technical assistance, including but not limited to the following categories:
 - Financial literacy and empowerment workshops (i.e., budgeting, invoicing, saving, credit and asset building clinics).
 - Financial coaching.
 - Entrepreneur and micro-entrepreneurship (e.g., street vendors) development (i.e., networking, resource sharing and referrals, skill building, access to social innovation tools and resources).
 - Workers' Rights workshops.
 - Technical assistance (application assistance, permit and certification support, workshops).
 - Digital literacy instruction (using apps for business, basic computer skills related to specific software for businesses).
 - Translation and related language services.
 - Civic engagement and community participation skills and workshops.
 - Leadership development, including civics-centered fellowships for immigrants.
 - English language instruction classes (vocational and conversation focused).
 - Cultural sharing programs (sharing of language, culture, cuisine and music to support fellowship and civic engagement).
 - Community safety workshops and strategies, resource sharing and programs to support related public-health and wellness initiatives (i.e., de-escalation techniques, stress management, etc.).
 - Cultural integration programs targeted toward recent arrivals.
- b. Provide the Program Manager with curriculum, data on the number of participants served and the subsequent outcomes on how this training helped participants of previously conducted workshops.
- c. Share certifications with the Program Manager and additional qualifications of training and specializations (e.g., certifications of Financial Coaching, accredited Certified Food Handler Training).
- d. Maintain accurate and thorough records. Ensure that records remain confidential.

- e. Collect relevant data for reporting, keep statistics and provide reports as requested by the Library.
- f. Reach out to social service agencies and nonprofits to establish referrals where immigrants of all statuses may receive social supportive assistance.
- g. Compile and assess community resources and potential partnerships.
- h. Work with Library staff to plan overall strategy for targeted New Americans Initiative programming.
- i. Participate in community-based outreach to the immigrant community for workshops, training, technical assistance and informational services.
- j. Attend relevant community and Library meetings.
- k. Be able to provide the services/classes/workshops and translated materials at various branch Library locations. The Library will provide a workspace and office equipment, as available. Work will take place at select branch Library locations at various times during the week, including evenings and weekends.
- l. Provide immigrant integration and inclusion services and programs in English and other languages. Indicate the ability to provide services (or translation) in non-English languages.

3. Qualifications of Proposers

a. Immigration Assistance Services

Proposers must be a nonprofit 501(c)(3) organization and meet at least one of the following three requirements:

- i. An organization may qualify by having Department of Justice (DOJ) Recognition and Accreditation. This process is overseen by the Executive Office of Immigration Review (EOIR) of the United States DOJ. The EOIR is responsible for adjudicating immigration cases. In addition, the EOIR interprets and administers federal immigration laws. A handbook explaining the recognition process is available online. One or more of an organization's staff must be partially or fully EOIR-accredited).
- ii. Proposers may also qualify to provide legal assistance if their nonprofit organization has five years or more experience in providing legal immigration services and legal representation by persons trained and qualified to conduct immigration assistance services which are also funded currently or were funded in the past by either the State of California, the City or County of Los Angeles and/or the Federal government for such immigration legal assistance services as described. Grants and or relevant government funding streams must be stated. Grants funded by trusted institutions like the California Community Foundation or Grantmakers Concerned with Immigrants and Refugees are also relevant to include.

- iii. Proposers may also qualify if the organization employs an immigration attorney in good-standing with the California State Bar with ten or more years' experience in providing immigration assistance services.

Proposers must describe their applicable capabilities, qualifications and relevant experience regarding immigration assistance services such as eligibility consultation and potentially assistance with filling out applications using the list of possible services identified in Section B ("Services to be Provided") of this RFQ.

In addition to a narrative description of the proposer's experience, the proposal must include the completed Checklist for Immigration Assistance Services and Immigrant Integration and Inclusion Projects (Attachment D).

Proposers must be able to provide immigration assistance services in English and other languages. Proposers must indicate the ability to provide immigration assistance and immigrant integration and inclusion services in non-English languages.

Additional language expertise is included in the Checklist for Immigration Assistance Services and Immigrant Integration and Inclusion Projects (Attachment D). Generally, immigration assistance services will be provided orally. Proposers should be willing to take an oral proficiency exam and/or be able to provide documentation of the study and use of language(s) other than English.

Proposers must also demonstrate experience working with government agencies, especially cities and counties, or other nonprofit organizations.

Proposers must describe how they will maintain accurate and thorough records and ensure that records remain confidential. The proposal should also include where the records and files will be stored.

a. Immigrant Integration and Inclusion Projects

Proposers must have five years' experience providing successful programs and outcomes for programs and services related to immigrant integration and inclusion as described in Section B.2 ("Services to be Provided") of this RFQ. Proposers must be one or more of the following:

- Nonprofit 501(c)(3) Organizations
- Community Development Financial Institutions (CDFI)
- Institutions of Higher Education
- Certified B Corporation Business or Public Benefit Corporation (PBC)

Proposers must also show that they are funded currently or were funded in the past by either the State of California, the City or County of Los Angeles and/or the Federal government for such immigrant inclusion and integration as described. Grants funded by trusted institutions like the California Community Foundation or Grantmakers Concerned with Immigrants and Refugees are also relevant to include. Grants and/or relevant government funding streams must be stated.

In addition to a narrative description of the proposer's experience, the proposal must include the completed Checklist for Immigration Assistance Services and Immigrant Integration and Inclusion Projects (Attachment D).

Proposers must describe their applicable capabilities, qualifications and relevant experience regarding immigrant integration and inclusion. Evidence of successful programs and services may be provided by reports, statistics, relevant credentials (examples: Financial Coaching certificate, Instructional Certifications for Food Handler and Food Manager) and accreditations and curriculum.

Proposers must indicate the ability to provide immigrant integration and inclusion services in non-English languages. Additional language expertise is included in the Checklist for Immigration Assistance Services and Immigrant Integration and Inclusion Projects (Attachment D). Proposers should be willing to take an oral proficiency exam and/or written exam and be able to provide documentation of the study and use of language(s) other than English.

Proposers must also demonstrate experience working with government agencies, especially cities and counties, and or nonprofit organizations. Proposers must describe how they will maintain accurate and thorough records and ensure that records remain confidential. The proposal should also include where the records and files will be stored.

c. Immigration Assistance Services and Immigrant Integration and Inclusion

Proposers who are applying for both immigrant assistance services and immigrant integration and inclusion services will submit proposals that provide requested information and evidence to support the requested qualifications as listed relevant sections noted above.

Excellent communications skills are required in order to present information clearly and concisely to participants in the New Americans Initiative.

Proposers may include immigration assistance services that have not been listed in Section B.1 or Section B.2 of this RFQ.

All work performed by the selected contractors shall be done on an as-needed and as-requested basis. It is highly recommended that all proposers review Section 6.0 (Project Bid Process) of Attachment B (Sample Contract) of this RFQ.

C. CONTENTS OF THE PROPOSAL

The following items are to be included in the proposal:

1. Cover Letter

Proposers shall provide a cover letter introducing the proposing entity **signed** by the person or persons authorized to bind the proposer to all commitments made in the proposal. The cover letter should also include the title, address, telephone number, email address, and other contact information of the person or persons authorized to represent the proposing entity.

If a proposing entity is a consortium, joint venture, partnership, or team, its proposal must establish that all contractual responsibility rests solely with one proposer or legal entity.

2. Executive Summary

Proposers shall provide an executive summary that summarizes key points of the proposal and provides a detailed description of the organization, not to exceed three pages.

3. Proposer's Qualifications and Experience

Proposers must have the minimum experience stated in Section B.3 of this RFQ.

Proposers must provide a description of such qualifications and experience in performing the proposed services to be provided by proposer, including, but not limited to: evidence of past performance, financial capability, reports, curriculum, certificates, training manual.

4. References and Letters of Recommendation

Proposers must include three references and three letters of recommendation for the Library to verify the minimum experience requirement. For each reference:

- a. List the organization name, contact name, position/title, address, telephone number, and email address. Describe the nature of the work relationship and include dates.
- b. Provide three letters of recommendation from organizations in which services have been provided. The three organizations may be the same as stated above in Section C.4(a) of this RFQ.

5. Description of Service(s) to be Provided by Proposer

a. Service(s) to be Provided

Complete Attachment D of this RFQ and include it with the submitted proposal to indicate which service(s) are to be provided during the term of the proposed contract.

All selected contractors shall be expected to attend community and Library meetings and travel throughout the City of Los Angeles to serve at the various branch library locations in the selected Library Areas.

Proposers do not need to provide all of the services described in this RFQ to be considered for an award of a contract.

b. Description of Service(s) to be Provided

Provide a written narrative for each of the service(s) to be provided and include the narrative(s) with Attachment D of this RFQ to be submitted with the proposal.

All proposers should clearly state their knowledge and experience to provide the service(s) proposed; demonstrate excellent communication skills to provide clear and concise information to participants; describe applicable capabilities, qualifications and relevant experience; indicate the ability to provide services in other languages; and, show that they have appropriate curriculum, training and services to conduct workshops, training, and assistance to Library users.

6. Proposed Fees and Expenses

Proposers are to provide a fee schedule with an itemized breakdown, to include: labor costs, expenses, equipment, permits/licenses, and other costs necessary to provide the services proposed.

NOTICE

Failure of the proposer to submit the above-required documents with their proposal, to provide all of the information required by the RFQ, or to furnish direct and complete answers to RFQ prompts may render the proposal non-responsive and may result in its rejection (See Section G.1 of this RFQ for additional information).

D. MANDATORY CITY REQUIREMENTS AND COMPLIANCE DOCUMENTS

Proposals must include the completed compliance documents required by Items 1 through 14, else the proposal may be deemed non-responsive.

1. Declaration of Non-Collusion Affidavit

In accordance with Section 10.15(d) of the Los Angeles Administrative Code, each proposal must include an affidavit by the proposer that (i) such proposal is genuine and not a sham or collusion, or made in the interest or on behalf of any person, firm, or corporation not herein named; (ii) the proposer has not directly or indirectly induced or solicited any other proposer to submit a sham proposal or directly or indirectly induced or solicited any other person, firm, or corporation to refrain from submitting a proposal; and (iii) the proposer has not sought by collusion to secure for themselves an advantage over any other proposer.

Instructions: Proposers shall complete and include a signed and **notarized** “Declaration of Non-Collusion” Affidavit (Exhibit E.1) with the proposal. No other form will be accepted.

2. Contractor Responsibility Ordinance (CRO)

Proposers are advised that any contract awarded pursuant to this proposal process shall be subject to the provisions of Los Angeles Administrative Code Section 10.40 et seq., Contractor Responsibility Ordinance (CRO). This requires that a determination be made by the City, via the CRO Questionnaire, that prospective contractors are responsible and capable of fully performing the requested work before a contract is awarded.

Proposers may refer to PSC-31 (“Contractor Responsibility Ordinance”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFQ for additional information. Proposers may also visit the Bureau of Contract Administration website for additional information, forms and documents: <https://bca.lacity.org/ordinances>

Instructions: Proposers shall complete and include both the Contractor Responsibility Ordinance Questionnaire (Exhibit E.2a) and the Pledge of Compliance Form (Exhibit E.2b) with the proposal.

3. Certification Regarding Compliance with the Americans with Disabilities Act (ADA) Form

The City requires that contractors and subcontractors that perform work for the City shall comply with the requirements of the Americans with Disabilities Act (ADA), a federal civil rights law designed to ensure equal access, full inclusion, and participation for people with disabilities or impairments. In addition, the State of California has its own disability rights law, codes, and regulations.

Under both federal and state laws, people with disabilities or impairments are entitled to full and equal access to places of public accommodation, transportation carriers, lodging, recreation and amusement facilities, and other business establishments where the general public is invited.

Proposers may refer to Section PSC-30 (“Access and Accommodations”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFQ for additional information.

Instructions: Proposers shall complete and include the Certification Regarding Compliance with the Americans with Disabilities Act Form (Exhibit E.3) with the proposal.

4. Certification of Compliance with Child Support Obligations Form

In accordance with Los Angeles Administrative Code Section 10.10 et seq., contractors and subcontractors performing work for the City must comply with all reporting requirements and wage and earning assignment orders and acknowledge the City's cooperation with efforts to collect legally mandated child support.

Proposers may refer to Section PSC-27 ("Child Support Assignment Orders") of Attachment A ("Standard Provisions for City Contracts [Rev 9/22] [v.1]") of this RFQ for additional information.

Instructions: Proposers shall complete and include the Certification of Compliance with Child Support Obligations Form (Exhibit E.4) with the proposal.

5. City of Los Angeles Contract History Form

On July 21, 1998, the Los Angeles City Council passed a resolution requiring that all proposed contractors supply in their proposal a list of all City of Los Angeles contracts held by the proposer, or any affiliated entity, during the preceding ten years. If the proposer has held no City of Los Angeles contracts during the preceding ten years, this must be stated on the form.

Instructions: Proposers shall complete and include the City of Los Angeles Contract History Form (Exhibit E.5) with the proposal.

6. City of Los Angeles Residence Information Form

The Los Angeles City Council, in consideration of the importance of preserving and enhancing the economic base and well-being of the City, encourages businesses to locate to or remain within the City of Los Angeles.

To that end, on January 7, 1992, the Los Angeles City Council adopted a motion that requires proposers to state their headquarters address as well as the percentage of their workforce residing in the City of Los Angeles.

Instructions: Proposers shall complete and include the City of Los Angeles Residence Information Form (Exhibit E.6) with the proposal.

7. Municipal Lobbying Ordinance

The City's Municipal Lobbying Ordinance No. 169916 requires certain individuals and entities to register with the City Ethics Commission and requires public disclosure of certain lobbying activities, including money received and spent.

Additionally, for construction contracts, public leases, or licenses of any value and duration; and goods or services contracts with a value greater than \$25,000 and a term of at least three months, each proposer must submit with its proposal a certification, on a form prescribed by the City Ethics Commission (CEC Form 50), that the proposer acknowledges and agrees to comply with the disclosure requirements and prohibitions established in the Los Angeles Municipal Lobbying Ordinance, if the proposer qualifies as a lobbying entity.

A copy of CEC Form 50 may be found at the following website:

<https://ethics.lacity.org/forms/>

Instructions: Proposers shall complete and include the Bidder Certification CEC Form 50 (Exhibit E.7) with the proposal.

Note: Should proposer use an electronic signature for CEC Form 50, the document must be signed via software that is accepted by the City and the Library (i.e., DocuSign or Adobe) (See Attachment C of this RFQ, “Electronic Signature Policy [03/20]”).

8. Restrictions on Campaign Contributions and Fundraising in City Elections

Under Los Angeles City Charter Section 470(c)(12), proposers for contracts projected to be worth \$100,000 or more and that require City Council approval may not make campaign contributions to any elected City official, candidate for elected City office, or City Committee controlled by an elected City official or candidate. Contributions are prohibited throughout the proposal process and through the resulting contract.

Proposers and their principals that meet the criteria stated above must register with the City Ethics Commission. To do so, each proposer must submit with its proposal a certification, on a form prescribed by the City Ethics Commission (CEC Form 55). By doing so, the proposer acknowledges and agrees to comply with the requirements and prohibitions established in the Los Angeles City Charter.

In addition, any subcontractor who is projected to perform at least \$100,000 worth of work on the contract is required to adhere to the same requirements. Said subcontractors and their principals must be notified by the proposer of the City Charter requirements and prohibitions and must be included on Schedule B of CEC Form 55.

A copy of CEC Form 55 may be found at the following website:

<https://ethics.lacity.org/forms/>

Proposers may refer to PSC-37 (“Restrictions on Campaign Contributions and Fundraising in City Elections”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFQ for additional information.

Instructions: Proposers that meet the criteria stated above shall complete and include the Prohibited Contributors – Bidders CEC Form 55 (Exhibit E.8) with the proposal.

Note: Should proposer use an electronic signature for CEC Form 55, the document must be signed via software that is accepted by the City and the Library (i.e., DocuSign or Adobe) (See Attachment C of this RFQ, “Electronic Signature Policy [03/20]”).

9. Iran Contracting Act of 2010

In accordance with California Public Contract Code Sections 2200-2208, proposers submitting proposals for, entering into, or renewing contracts with the City of Los Angeles for \$1 million or more of goods and services are required to complete, sign, and submit the “Iran Contracting Act of 2010” Compliance Affidavit (Exhibit E.9).

Proposers may refer to PSC-36 (“Iran Contracting Act”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFQ for additional information.

Proposers may also visit the State of California Department of General Services, Office of Policies, Procedures and Legislation (OPPL) website for additional information and forms regarding this matter: www.dgs.ca.gov/pd/Resources/PDLegislation.aspx
Instructions: Proposers shall complete and include the Iran Contracting Act of 2010 Affidavit (Exhibit E.9) with the proposal **only if** the proposal is for \$1 million or more of goods and services.

10. Equal Benefits Ordinance (EBO) and/ First Source Hiring Ordinance (FSHO) (Online Submission)

Equal Benefits Ordinance (EBO)

Proposers are advised that any contract awarded under this RFQ process shall be subject to the applicable provisions of the Equal Benefits Ordinance (EBO) (Los Angeles Administrative Code Section 10.8.2.1).

Proposers shall complete and submit the combined Equal Benefits Ordinance (EBO) / First Source Hiring Ordinance (FSHO) Affidavit onto the City of Los Angeles' Regional Alliance Marketplace for Procurement (RAMP) website at www.rampla.org, which shall be valid for a period of three years from the date it is first uploaded. Proposers do not need to submit supporting documentation with their proposals. However, the City may request supporting documentation to verify that the benefits are provided equally as specified on the Equal Benefits Ordinance Affidavit.

Proposers may refer to PSC-26 ("Mandatory Provisions Pertaining to Non-Discrimination in Employment") of Attachment A ("Standard Provisions for City Contracts [Rev. 9/22] [v.1]") of this RFQ for additional information. Proposers may also visit the Bureau of Contract Administration website for additional information, forms and documents: <https://bca.lacity.org/ordinances>

First Source Hiring Ordinance (FSHO)

Proposers are advised that any contract awarded under this RFQ process shall be subject to the applicable provisions of the First Source Hiring Ordinance (FSHO) (Los Angeles Administrative Code Sections 10.44, et seq).

Proposers shall complete and submit the combined Equal Benefits Ordinance / First Source Hiring Ordinance (FSHO) Affidavit onto the RAMP website at www.rampla.org, which shall be valid for a period of three years from the date it is first uploaded. Proposers do not need to submit supporting documentation with their proposals. However, the City may request supporting documentation to verify information provided on the First Source Hiring Ordinance Affidavit.

Proposers may refer to PSC-34 ("First Source Hiring Ordinance") of Attachment A ("Standard Provisions for City Contracts [Rev. 9/22] [v.1]) of this RFQ for additional information. Proposers may also visit the Bureau of Contract Administration for additional information, forms and documents: <https://bca.lacity.org/ordinances>

Instructions:

Proposers shall complete and upload the combined Equal Benefits Ordinance (EBO) / First Source Hiring Ordinance (FSHO) Affidavit available on RAMP prior to submission of

the proposal. Exhibit E.10 is a sample affidavit. The RAMP website may be found at:
www.rampla.org

11. Disclosure Ordinances Affidavit (On-Line Submission)

Proposers are advised that any contract awarded under this RFQ process shall be subject to the applicable provisions of both the Slavery Disclosure Ordinance (SDO) (Los Angeles Administrative Code Section 10.41) and the Disclosure of Border Wall Contracting Ordinance (DBWCO) (Los Angeles Administrative Code Section 10.50).

Proposers may refer to PSC-33 (“Slavery Disclosure Ordinance”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFQ for additional information. Proposers may also visit the Bureau of Contract Administration for additional information, forms and documents: <https://bca.lacity.org/ordinances>

Instructions: Proposers shall complete and upload the Disclosure Ordinance Affidavit available on RAMP prior to submission of the proposal. Exhibit E.11 is a sample affidavit. The RAMP website may be found at: www.rampla.org

12. Business Inclusion Program Requirements

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13. Local Business Preference Program

This RFQ is subject to the policies and requirements established by Ordinance No. 187121 and Los Angeles Administrative Code Section 10.25, et seq. The Local Business Preference Program (LBPP) aims to increase opportunities for local businesses and encourage local businesses to locate and operate in Los Angeles County (County). To be eligible for participation in this program, proposers must submit a LBPP affidavit on the RAMP website: www.rampla.org

Proposers may refer to Exhibit E.13a and Exhibit E.13b of this RFQ for additional information. Proposers may also refer to PSC-35 (“Local Business Preference Ordinance”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFQ for additional information.

Instructions: Proposers who wish to apply for a Local Business Preference shall complete the LBPP affidavit available on RAMP (www.rampla.org), and upload it to RAMP prior to the proposal due date, as well as include a copy of the completed affidavit with the proposal.

14. Living Wage Ordinance (LWO) and Worker Retention Ordinance (WRO)

Unless approved for an exemption by the Department of Public Works Bureau of Contract Administration, contractors shall comply with the provisions of the Living Wage Ordinance (LWO) (Los Angeles Administrative Code Section 10.37 et seq.) and Worker Retention Ordinance (WRO) (Los Angeles Administrative Code Section 10.36 et seq.).

It is the responsibility of proposers and contractors to understand their responsibilities and obligations under the LWO and WRO.

Proposers may visit the website of the Department of Public Works Bureau of Contract Administration for additional information, exemption forms and information, and other applicable forms and documents: <https://bca.lacity.org/living-wages-ordinance-lwo>

Proposers may also refer to PSC-28 (“Living Wage Ordinance”) and PSC-29 (“Service Contractor Worker Retention Ordinance”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFQ for additional information.

Instructions: No submission required at this time. Proposers shall review the Employee Information Form LW-6 (Exhibit E.14a) and the Subcontractor Information Form LW-18 (Exhibit E.14b). The selected Contractor(s) will be required to submit these forms to the Library.

LWO Exemption:

Proposers who believe that they meet the criteria for exemption shall complete and submit the appropriate application form with the proposal.

Exemption Application Forms:

- (a) Exemption Application (Form LW-10) (Exhibit E.14c);
- (b) Small Business Exemption Application (Form LW-26) (Exhibit E.14d);
- (c) 501(c)(3) Non-Profit Exemption Application (Form OCC/LW-28) (Exhibit E.14e);
- (d) Non-Coverage Determination Application (Form OCC/LW-29) (Exhibit E.14f).

If applying for an exemption, Respondents MUST complete and submit the appropriate exemption form(s) and submit form(s) with their response.

If no exemptions are claimed, a form is not required to be submitted with the response.

PROPOSERS AWARDED A CONTRACT BY THE BOARD OF LIBRARY COMMISSIONERS WILL BE REQUIRED TO COMPLY WITH ITEMS 15 THROUGH 27 DURING THE TERM OF THE CONTRACT.

15. City’s Insurance Requirements

The selected contractor(s) shall not commence work under any contract with the City until all insurance required under this section of this RFQ has been obtained and approved by the City.

At its own expense, the selected contractor(s) and any of its subcontractors shall procure and maintain at least the minimum insurance required by Exhibit E.15 for the term of the contract, including any extensions.

Proposer shall purchase policies of general liability and worker's compensation from companies authorized to transact business in the State of California by the Insurance Commissioner. The required insurance must be filed with City Administrative Office, Risk Management through the City's website, www.kwikcomply.org. No work may be performed pursuant to the proposed contract resulting from this RFQ until the specified documents have been approved by the City Administrative Officer, Risk Management Section.

Proposers may refer to PSC-23 (“Insurance”) and PSC-Exhibit 1 (“Insurance Contractual Requirements”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFQ for additional information.

Instructions: No submission is required at this time. Proposers awarded a contract by the Board of Library Commissioners must submit the required insurance prior to the execution of the contract.

16. Business Tax Registration Certificate (BTRC)

In accordance with the City of Los Angeles Municipal Code Section 21.03, persons and entities engaged in business with the City of Los Angeles are required to register and pay required taxes and apply for and obtain a Business Tax Registration Certificate (BTRC) from the Office of Finance.

The Office of Finance's Tax and Permits Division has sole authority in determining a firm's tax requirements and in issuing a BTRC or Business Tax Exemption Number. Accordingly, a firm's current BTRC or Business Tax Exemption Number must be clearly shown on all invoices submitted to the City for payment. The proposer, in submitting this proposal, acknowledges and accepts the above requirements and recognizes that, should a contract be awarded, no invoice will be processed for payment without inclusion of the BTRC or Business Tax Exemption Number.

Proposers may refer to PSC-15 ("Current Los Angeles City Business Tax Registration Certificate Required") of Attachment A ("Standard Provisions for City Contracts [Rev. 9/22] [v.1]") of this RFQ for additional information. Proposers may find additional information and forms at the following Office of Finance website: <https://finance.lacity.org>

Instructions: No submission is required at this time. Proposers awarded a contract by the Board of Library Commissioners must provide a BTRC prior to the execution of a contract.

17. Federal Employer Identification Number

The Internal Revenue Service (IRS) requires the Library to report all payments to an independent consultant or business whenever payments exceed \$600 per calendar year.

Instructions: No submission is required at this time. Proposers awarded a contract by the Board of Library Commissioners must complete and submit an IRS Form W-9 (Exhibit E.16) to provide a Federal Employer ID number or Social Security number prior to the execution of a contract.

18. Contractor Evaluation Program

At the end of the contract, the City will conduct an evaluation of the selected contractor's performance. The City may also conduct evaluations of the selected contractor's performance during the term of the contract. As required by Section 10.39.2 of the Los Angeles Administrative Code, evaluations will be based on several criteria, including the quality of the work product or service performed, the timeliness of performance, financial issues, and the expertise of personnel that the contractor assigns to the contract. Any contractor who receives a "Marginal" or "Unsatisfactory" rating will be provided with a copy of the final evaluation and allowed an opportunity to respond. The City will use the final evaluation and any response from the contractor to evaluate proposals and to conduct reference checks when awarding other contracts.

Proposers may also visit the Bureau of Contract Administration for additional information: https://bca.lacity.org/uploads/cpeo/CPEO_CPEO.PDF

Instructions: No Submission Required.

19. COVID-19 Vaccination Requirement (Ordinance No. 187134)

Effective October 20, 2021, any new contract executed by the City shall include a clause requiring employees of the contractor, and/or persons working on their behalf, who interact with City employees, are assigned to work on City property for the provision of services, and/or come into contact with the public during the course of work on behalf of the City to be fully vaccinated.

Proposers may refer to PSC-44 (“COVID-19”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFQ for additional information.

Instructions: No Submission Required.

20. Contractors’ Use of Criminal History for Consideration of Employment Applications (Ordinance No. 184653)

Any contract awarded pursuant to this RFQ will be subject to the Contractors’ Use of Criminal History for Consideration of Employment Applications Ordinance (Los Angeles Administrative Code Section 10.48). The Ordinance provides, among other things, that contractors/subcontractors with at least 10 employees: 1) are prohibited from seeking a job applicant’s criminal history information until after the job offer is made; 2) must post Contractors’ Use of Criminal History for Consideration of Employment Applications Ordinance information in conspicuous places at worksites; and, 3) cannot withdraw a job offer based on an applicant’s criminal history unless a link has effectively been made between the applicant’s criminal history and the duties of the job position.

Proposers may refer to PSC-38 (“Contractors’ Use of Criminal History for Consideration of Employment Applications”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFQ for additional information. Proposers may also visit the Bureau of Contract Administration for additional information, forms and documents:

<https://bca.lacity.org/ordinances>

Instructions: No Submission Required.

21. Non-Discrimination / Equal Employment / Affirmative Action Plan

Proposers are advised that any contract awarded pursuant to this procurement process shall be subject to the applicable provisions of the Non-Discrimination Clause (Los Angeles Administrative Code Section 10.8.2).

Proposers awarded contracts for which the consideration is \$1,000 or more shall comply with the provisions of the Equal Employment Practices Provisions (Los Angeles Administrative Code Sections 10.8.3). By affixing its signature on a contract that is subject to the Equal Employment Practices Provisions, the contractor shall agree to adhere to the provisions in the Equal Employment Practices Provisions for the duration of the contract.

Proposers awarded contracts for which the consideration is \$25,000 or more shall comply with the provisions of the Affirmative Action Program Provisions (Los Angeles Administrative Code Section 10.8.4). By affixing its signature on a contract that is subject

to the Affirmative Action Program Provisions, the contractor shall agree to adhere to the provisions in the Affirmative Action Program Provisions for the duration of the contract.

Furthermore, contractors shall include these provisions in all subcontracts awarded for work to be performed under the contract and shall impose the same obligations on the contractors. A copy of the subcontract shall be made available to the Bureau of Contract Administration, Office of Contract Compliance upon request.

Proposers may refer to PSC-26 (“Mandatory Provisions Pertaining to Non-Discrimination in Employment”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFQ for additional information. Proposers may also visit the Bureau of Contract Administration for additional information, forms and documents:

<https://bca.lacity.org/ordinances>

Instructions: *No Submission Required.*

22. Contractor Data Reporting

Proposers are advised that any contract awarded pursuant to this competitive process shall be subject to Executive Directive 35.

If a proposer is selected and awarded a contract, and if the contractor is a for-profit company or corporation, then the contractor shall, within 30 days of the effective date of the contract and on an annual basis thereafter (i.e., within 30 days of the anniversary of the effective date of the contract), report the following information to the City via the RAMP website or via another method specified by City: The annual revenue of contractor and any subcontractor, number of employees, location, industry, race/ethnicity and gender of majority owner ("contractor/subcontractor Information"). On an annual basis, the contractor shall further request that any subcontractor input or update its business profile, including the contractor/subcontractor information, on RAMP or via another method prescribed by the City.

Proposers may refer to PSC-45 (“Contractor Data Reporting”) of Attachment A (“Standard Provisions for City Contracts [Rev. 9/22] [v.1]”) of this RFQ for additional information.

Instructions: *No Submission Required.*

23. Report of Independent Contractor(s)

Any business that is required to file a federal form 1099-MISC for service performed by an independent contractor must submit this document (Form DE 542). It is the responsibility of the contractor to read the instructions at edd.ca.gov and provide the correct form.

Instructions: No submission is required at this time. Proposers awarded a contract by the Board of Library Commissioners must complete and submit Report of Independent Contractor(s) (Form DE 542), if applicable. A sample of the form is provided (Exhibit E.17).

24. Non-Resident Withholding Allocation Worksheet

This document (Form 587) is used to determine if withholding is required by the selected contractor and the amount of California source income is subject to withholding. Withholding is not required if the selected contractor is a resident or has a permanent

place of business in California. It is the responsibility of the contractor to read the instructions at ftb.ca.gov and submit the correct form.

Instructions: No submission is required at this time. Proposers awarded a contract by the Board of Library Commissioners must complete and submit the Non-Resident Withholding Allocation Worksheet (Form 587), if applicable. A sample of the form is provided (Exhibit E.18).

25. Non-Resident Withholding Waiver Request

This document (Form 588) is used to request a waiver from withholding on payments of California source income to non-resident payees. It is the responsibility of the contractor to read the instructions at ftb.ca.gov and submit the correct form.

Instructions: No submission is required at this time. Proposers awarded a contract by the Board of Library Commissioners must complete and submit the Non-Resident Withholding Waiver Request (Form 588), if applicable. A sample of the form is provided (Exhibit E.19).

26. Non-Resident Reduced Withholding Request

This document (Form 589) is used to request a reduced withholding on payments of California source income to non-resident payees. It is the responsibility of the contractor to read the instructions at ftb.ca.gov and submit the correct form.

Instructions: No submission is required at this time. Proposers awarded a contract by the Board of Library Commissioners must complete and submit the Non-Resident Reduced Withholding Request (Form 589), if applicable. A sample of the form is provided (Exhibit E.20).

27. Withholding Exemption Certificate

This document (Form 590) is required if income or franchise tax on payments of California source income is made to nonresidents of California. It is the responsibility of the contractor to read the instructions at ftb.ca.gov and provide the correct form.

Instructions: No submission is required at this time. Proposers awarded a contract by the Board of Library Commissioners must complete and submit the Withholding Exemption Certificate (Form 590), if applicable, and provide an IRS tax exemption letter. A sample of the form is provided (Exhibit E.21).

Proposers are strongly advised to read Attachment A (Standard Provisions for City Contracts [Rev. 9/22] [v.1]) and Attachment B (Sample Contract) of this RFQ to understand the terms and conditions of a contract with the Library.

E. PROPOSAL SUBMISSION AND REQUIREMENTS

Proposals shall be submitted in accordance with the requirements of this RFQ.

1. Mandatory Pre-Proposal Conference

A Mandatory Pre-Proposal Conference will be conducted to provide an overview of the RFQ. To obtain the greatest benefit from the meeting, proposers are strongly encouraged to attend with their direct supervisory personnel/critical project team members (in lieu of business development or sales personnel).

At the Library's discretion, participation in the Mandatory Pre-Proposal Conference may be accomplished by Zoom. Questions may be submitted prior to the conference to Deirdre Gomez at dgomez@lapl.org. Any questions related to the RFQ received prior to the Mandatory Pre-Proposal Conference will be addressed during the conference. The questions and answers will later be posted online on the City's website www.rampla.org. Additional questions received after the conference must be submitted 14 days prior to the due date of the proposal, as listed on www.rampla.org, by 11:59 p.m. to dgomez@lapl.org. Questions and answers will be posted on www.rampla.org.

Mandatory Pre-Proposal Conference will be held as follows:

Registration in advance is required for this meeting.

Topic: RFQ 44-039 - Immigration Assistance Services and
Immigrant Integration and Inclusion Projects
Mandatory Pre-Proposal Conference

When: **Wednesday, May 22, 2024, at 10:00 am**

RSVP: <https://forms.gle/bLQxGVygFPiQhC2SA>

Please RSVP by **Tuesday, May 21, 2024, at 5:00 p.m.** by completing the Google form at the link provided above. After registering, you will receive a confirmation email containing information about joining the meeting.

2. Submission Requirements

Proposals must be submitted electronically and shared with the Library through Google Drive as follows:

2.1 Electronic Submission

- a. Proposers shall create a Google Account or use their pre-existing Google Account to submit their proposals.
- b. All documents must be in a single Portable Document Format (PDF) file that has been converted into a searchable file using Optical Character Recognition.
- c. Proposers shall upload the proposal document to their Google Drive.

- d. Proposers shall share the Google Drive proposal document with the following Library email addresses:
- laplbids submissions@lapl.org
 - dgomez@lapl.org
 - claudia.aguilar@lapl.org
 - lily.phaneuf@lapl.org
 - ethomsen@lapl.org
- e. Do not password protect the proposal document.
- f. The proposal must include all items stated in Section H (“Proposer Checklist”) of this RFQ.
- g. The sections within the proposal document shall be in the order as listed in Section H (“Proposer Checklist”) of this RFQ.
- h. Documents requiring signatures shall conform to the “Electronic Signature Policy [03/20]” as stated in Attachment C of this RFQ.
- i. Proposers are responsible for ensuring that their proposal document is not compressed, does not contain a virus or malware, is not corrupted, and is able to be opened. The Library may reject proposals that do not meet these requirements.
- j. Library staff shall provide a notice of receipt within two business days of receipt of the electronically-submitted proposal. It is highly recommended that proposers contact the RFQ Administrator listed in Section G.11 of this RFQ if a receipt is not received within two business days.
- k. Proposers are solely responsible for ensuring that their proposals have been received before the deadline as electronic transmissions are inherently unreliable. Proposers bear all risks associated with the electronic transmission of their proposal, including delays, system failures, and other technical issues.

2.2 Proposal Due Date / Time

- a. The Library reserves the right to revise the submission due date. Any revisions to the due date or time shall be posted on RAMP (www.rampla.org).
- b. Proposers are encouraged to submit proposals prior to the due date and time.

Proposal Due Date: **Monday, June 24, 2024**

Proposal Due Time: **11:59 p.m.**

2.3 Submission Responsiveness

- a. Failure to meet the requirements of this RFQ may be cause for disqualification of the proposal.
- b. The Library reserves the right to deem a proposal non-responsive if the Library is unable to determine which documents constitute a complete and appropriate response to the RFQ.
- c. The Library reserves the right to seek clarification from a proposer to determine responsiveness.
- d. Proposals should not include unnecessary promotional material and should be as succinct as possible.

3. Responsibility for Timely Submission of Proposal

Proposers are solely responsible for ensuring that the Library receives a complete proposal, including all attachments, before the deadline.

4. Acceptance of Terms and Conditions

Submission of a proposal pursuant to this RFQ shall constitute acknowledgement and acceptance of the terms and conditions set forth herein, including the Standard Provisions for City Contracts (Attachment A). All or portions of this RFQ and the contents of the proposal submitted by the successful proposer may become contractual obligations if a contract is awarded. Failure of the successful proposer to accept these obligations may result in cancellation of the award.

5. Withdrawal by Proposer

A proposer may withdraw its proposal provided that the request is in writing, signed by an authorized representative, and received by the Library prior to the proposal deadline date. Once submitted, proposals shall be subject to acceptance by the City for a period of ninety days. Except as previously stated, no proposer may withdraw its proposal, except with the written consent of the Library.

6. The City's Right to Reject Proposals and Withdraw the RFQ

The Library reserves the right to reject any and all proposals. Notwithstanding any other provisions of this RFQ, the Library also reserves the right to withdraw this RFQ at any time without prior notice.

7. Scope of Content

Proposals shall be based only on material contained in the RFQ, responses to timely questions submitted by proposers, any addenda thereto, and other materials published by the Library relating to the RFQ. Proposers shall disregard any previous draft materials and oral representations that may have been obtained by the proposer.

F. **EVALUATION AND SELECTION PROCESS**

1. **Proposal Responsiveness**

To be considered responsive to this solicitation, proposers must submit completed responses to all items requested in this RFQ, including completion and submission of the City's mandatory compliance documents. An incomplete or missing response may result in the rejection of the proposal. Proposals which, at the discretion of the Library, are incomplete, non-responsive, or non-compliant with content or format requirements may be disqualified without further consideration, and will not be evaluated by the evaluation panel.

The Library reserves the right to conduct investigations with respect to the qualifications of each proposer and any information contained in its proposal.

2. **Proposal Evaluation**

A panel of City staff and subject-matter experts ("evaluation panel") will evaluate the proposals based on the evaluation criteria noted below. The evaluation panel may, at its sole discretion, request additional information, conduct interviews, and solicit presentations. Following any such requests, interviews, and oral presentations, the panel will score proposals in each criterion and rank the proposals accordingly.

3. **Evaluation Criteria**

The evaluation panel's determinations and recommendations will serve as a basis for a report from the City Librarian to the Board of Library Commissioners, recommending that those proposals that meet the requirements of this RFQ be selected for the award of a contract.

Evaluation Criteria	Proposal Meets Requirements of RFQ
Signed Cover Letter	YES / NO
Executive Summary	YES / NO
Proposer's Qualifications and Experience	YES / NO
References and Letters of Recommendation	YES / NO
Demonstrated experience in performing the proposed services to be provided by proposer, including, but not limited to: evidence of past performance, financial capability, reports, curriculum, certificates, training manual.	YES / NO
Proposed Fees and Expenses	YES / NO

4. **Award**

The Library will notify all proposers of the determinations of the evaluation panel, including its contract award recommendation. The evaluation panel's determinations and recommendation will serve as a basis for a report from the City Librarian to the Board of Library Commissioners, recommending the proposals meeting the criteria set forth in this

RFQ to be selected for the award of the contract. The Board of Library Commissioners will consider the City Librarian's recommendation during a public Board meeting and may accept or reject the recommendation in making its decision as to the proposer selections, if any, stating publicly the reasons for its action.

G. GENERAL CONDITIONS

1. Acceptance and Disposition of Proposals

The Library reserves the right to reject any and all proposals. The Library also reserves the right to waive any minor administrative irregularities contained in any proposal, when to do so would be in the best interest of the City and pursuant to Los Angeles City Charter Section 371 (c): **"The City shall reserve the right to reject any and all bids or proposals and to waive any informality in the bid or proposal when to do so would be to the advantage of the City."**

Failure of the proposer to submit the above-required documents with their proposal, to provide all of the information required by the RFQ, or to furnish direct and complete answers to RFQ prompts may render the proposal non-responsive and may result in its rejection.

It is the intent of the Library to award a contract or contracts in a form approved by the City Attorney. The RFQ and the proposer's proposal, or any part thereof, may be incorporated into and made part of the contract. The Library reserves the right to further negotiate the terms and conditions of the contract. The Library reserves the right to withdraw this RFQ, to reject any proposal for non-compliance with RFQ provisions, or not to award a contract altogether due to unforeseen circumstances or if it is determined to be in the best interest of the Library.

2. Public Records Act

All proposals submitted in response to this RFQ shall become the property of the Library and will be a matter of public record, subject to the State of California Public Records Act (CPRA) (California Government Code Sections 6250 et seq.). If the proposer claims any information in the proposal to be exempt from disclosure under the CPRA, the proposer must do the following:

A. Identify in writing all copyrighted material, trade secrets, and other proprietary information that the proposer claims to be exempt from disclosure under the CPRA. Any proposer claiming such exemption must identify the specific provision of the CPRA that provides an exemption from disclosure for each item that the proposer claims is not subject to disclosure. Failure to include this identifying information shall be deemed a waiver of any exemption claim.

Exempt information must be specifically identified. Mere use of headers, footers, or other labels bearing designations such as "confidential," "proprietary," or "trade secret" on all or nearly all of a proposal is not acceptable and shall be deemed a waiver of any exemption claim as to the designated material.

B. By submitting a response to this RFQ, the proposer agrees to be bound by the following language:

The proposer agrees to indemnify the City and its officers, employees, and agents and hold them harmless from any claim or liability and will defend any suits, claims, and causes of action brought against the City for its refusal to disclose to a requestor information that is or that the proposer claims to be copyrighted, a trade secret(s), or otherwise protected from disclosure.

Proposer's obligations under this provision include, but are not limited to, all attorney's fees (both in house and outside counsel), costs of litigation incurred by the City and its attorneys (including all actual costs incurred by the City, not merely those costs recoverable by a prevailing party, and including costs of experts and consultants), as well as all damages or liability of any nature whatsoever arising out of any such suits, claims, and causes of action brought against the City, through and including any appellate proceedings. Proposer's obligations to the City under this indemnification provision shall be due and payable on a monthly, on-going basis within thirty days after each submission to proposer of the City's invoices for all fees and costs incurred by the City, as well as all damages or liability of any nature.

C. Be prepared to submit a second copy of the proposal in which all information claimed to be exempt from disclosure has been redacted.

3. RFQ Revisions

Any revision made to this RFQ will be posted as an addendum to the RFQ at www.rampla.org.

4. Transfers, Joint Ventures, and Use of Subcontractors

Proposers shall not, without written consent of the Library, assign, hypothecate, or mortgage any terms in a contract with the City or sublease or license any portion of the work. Any attempted assignment, hypothecation, mortgage, sublease, or license without consent of the Library shall render a contract null and void. Each and all conditions herein contained to be performed by proposer shall be binding on any consented transferee thereof.

5. Alternatives

Proposers shall not change any wording in the RFQ or associated documents. Any explanation or alternatives offered shall be submitted in a letter attached to the front of the proposal's documents. Alternatives that do not substantially meet the Library's requirements cannot be considered. Proposals offered subject to conditions or limitations may be rejected as non-responsive.

6. Proposal Errors

Proposer is liable for all errors or omissions incurred by proposer in preparing the proposal. Proposers will not be allowed to alter proposal documents after the due date for submission.

The Library reserves the right to make corrections or amendments due to errors identified in a proposal by the Library or the proposer. This type of correction or amendment may only be allowed for errors in typing or transposition. All changes must be coordinated in writing with and authorized by the RFQ Administrator identified in Section G.11 of this RFQ.

7. Interpretation and Clarifications

The Library will consider prospective recommendations or suggestions regarding any requirements before the Mandatory Pre-Proposal Conference. All recommendations or suggestions must be in writing and submitted to the RFQ Administrator identified in Section G.11 of this RFQ. The Library reserves the right to modify requirements of any RFQ if it is in the best interest of the Library.

8. Protest of RFQ, Bidding Process, or Proposed Award

Should a proposer object on any ground to any provision or legal requirement set forth in the RFQ, or any addendum to the RFQ, the proposer must submit a protest within seven calendar days after the RFQ or addendum is issued.

Protests based on alleged apparent improprieties in a bid process shall be submitted before bid opening or the closing date for receipt of proposals.

Protests of procedural and technical issues must be submitted within seven calendar days of the transmission of the e-mailed notice of the contract award recommendation.

At a minimum, the protest must include a written document with the following information:

- Name, address, and telephone number of the protesting party.
- Title and number of this RFQ.
- Detailed statement of the legal and factual grounds of the protest, including copies of all relevant documents, reference to the specific portion(s) of the documents that form the basis of the protest, and a description of resulting prejudice to the protester.
- Request for a ruling from the Library and statement of the form of relief requested.

The protest and attached documentation must be submitted to the following address by **certified mail or personal delivery**:

Madeleine M. Rackley, Business Manager
Los Angeles Public Library
630 West Fifth Street
Los Angeles, CA 90071

The Board of Library Commissioners, or its designee, shall make a final determination with respect to the protest and, if applicable, shall award or reject the contract accordingly. The decision of the Board, or designee, shall be final.

The procedure and time limits set forth in this section are mandatory and are the proposers' sole and exclusive remedy in the event of a protest. Failure by a party originating a protest to comply with these procedures shall constitute a waiver of any right to further pursue the protest, including by filing a Government Code claim or through other legal proceedings.

9. Cost of Proposal Preparation

The Library is not responsible for any costs incurred by the proposer for preparing and submitting proposals in response to this RFQ.

10. Americans with Disabilities Act

As covered under Title II of the Americans with Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its proposal, programs, services and activities. If an individual with a disability requires accommodations to attend a Pre-Proposal Conference, please contact the RFQ Administrator identified in Section G.11 of this RFQ at least five working days prior to the scheduled event.

11. Contact for Information / RFQ Administrator

For answers to questions relating to the content of this RFQ, proposers must submit written questions at least 14 days prior to the due date and time of the proposal, as listed on www.rampla.org. via email to:

Deirdre Gomez
Los Angeles Public Library
E-mail: dgomez@lapl.org

The Library shall be the sole judge of whether a response is required for any question. Questions and answers will be posted on www.rampla.org as an addendum to the RFQ. Any oral communication between a proposer and a City employee is not binding on the Library or the City of Los Angeles.

Note that this section does not concern protests, which must be submitted pursuant to the requirements and deadlines of Section G.8 of this RFQ.

12. Standard Provisions for City Contracts

All contracts entered into as a result of this RFQ are subject to the Standard Provisions for City Contracts (Rev. 9/22 [v.1]) which are included as Attachment A of this RFQ.

H. PROPOSER CHECKLIST- COMPLETED CHECKLIST IS REQUIRED WITH SUBMISSION.

Proposers are to complete and submit a copy of this Proposer Checklist with the proposal, which must contain the following items to be found responsive to this RFQ:

Section	Form / Document Description	Exhibit No.	Initials
RFQ C.1	Cover Letter	--	
RFQ C.2	Executive Summary	--	
RFQ C.3	Proposer's Qualifications and Experience	--	
RFQ C.4	References and Letters of Recommendation	--	
RFQ C.5	Description of Service(s) to be Provided by Proposer (Complete and submit Attachment D of this RFQ)	--	
RFQ C.6	Proposed Fees and Expenses	--	
RFQ D.1	Declaration of Non-Collusion Affidavit (<u>Must be Notarized</u>)	Exhibit E. 1	
RFQ D.2	Contractor Responsibility Ordinance (CRO) Questionnaire	Exhibit E.2a	
RFQ D.2	CRO Pledge of Compliance	Exhibit E.2b	
RFQ D.3	Certification Regarding Compliance with the Americans with Disabilities Act (ADA) Form	Exhibit E.3	
RFQ D.4	Certification of Compliance with Child Support Obligations Form	Exhibit E.4	
RFQ D.5	City of Los Angeles Contract History Form	Exhibit E.5	
RFQ D.6	City of Los Angeles Residence Information Form	Exhibit E.6	
RFQ D.7	Bidder Certification CEC Form 50	Exhibit E.7	
RFQ D.8	Prohibited Contributors – Bidders CEC Form 55	Exhibit E.8	
RFQ D.9	Iran Contracting Act of 2010 Affidavit	Exhibit E.9	
RFQ D.10	Equal Benefits Ordinance (EBO) and/ First Source Hiring Ordinance (FSHO) – Online Submission	Exhibit E.10	
RFQ D.11	Disclosure Ordinances – Online Submission	Exhibit E.11	
RFQ D.12	Business Inclusion Program (BIP) Walkthrough Manual – WAIVED	Exhibit E.12	
RFQ D.13a	Local Business Preference Program - Info Only, do not submit with proposal.	Exhibit E.13a	

Section	Form / Document Description	Exhibit No.	Initials
RFQ D.13b	Local Business Preference Program (LBPP) Certification Information (If Applicable and application has been submitted on LARAMP, note with initials.)	Exhibit E.13b	
RFQ D.14	Living Wage Ordinance (LWO) Employee Information (Form LW-6) (No submission required at this time)	Exhibit E.14a	
RFQ D.14	LWO Subcontractor Information (Form LW-18) (No submission required at this time)	Exhibit E.14b	
RFQ D.14	LWO Exemption Application (Form LW-10) – If applying for exemption	Exhibit E.14c	
RFQ D.14	LWO Small Business Exemption Application (Form LW-26) – If applying for exemption	Exhibit E.14d	
RFQ D.14	LWO 501(c)(3) Non-Profit Exemption Application (Form OCC/LW-28) – If applying for exemption	Exhibit E.14e	
RFQ D.14	LWO Non-Coverage Determination Application (Form OCC/LW29) – If applying for exemption	Exhibit E.14f	