EXHIBIT A

Standard Provisions for City Contracts (Rev. 9/22) [v.1]

STANDARD PROVISIONS FOR CITY CONTRACTS

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STANDARD PROVISIONS FOR CITY CONTRACTS

PSC-1. Construction of Provisions and Titles Herein

All titles, subtitles, or headings in this Contract have been inserted for convenience, and shall not be deemed to affect the meaning or construction of any of the terms or provisions of this Contract. The language of this Contract shall be construed according to its fair meaning and not strictly for or against **CITY** or **CONTRACTOR**. The word "**CONTRACTOR**" includes the party or parties identified in this Contract. The singular shall include the plural and if there is more than one **CONTRACTOR**, unless expressly stated otherwise, their obligations and liabilities shall be joint and several. Use of the feminine, masculine, or neuter genders shall be deemed to include the genders not used.

PSC-2. Applicable Law, Interpretation and Enforcement

Each party's performance shall comply with all applicable laws of the United States of America, the State of California, and **CITY**, including but not limited to, laws regarding health and safety, labor and employment, wage and hours and licensing. This Contract shall be enforced and interpreted under the laws of the State of California without regard to conflict of law principles. **CONTRACTOR** shall comply with new, amended, or revised laws, regulations, or procedures that apply to the performance of this Contract with no additional compensation paid to **CONTRACTOR**.

In any action arising out of this Contract, **CONTRACTOR** consents to personal jurisdiction, and agrees to bring all such actions, exclusively in state or federal courts located in Los Angeles County, California.

If any part, term or provision of this Contract is held void, illegal, unenforceable, or in conflict with any federal, state or local law or regulation, the validity of the remaining parts, terms or provisions of this Contract shall not be affected.

PSC-3. Time of Effectiveness

Unless otherwise provided, this Contract shall take effect when all of the following events have occurred:

A. This Contract has been signed on behalf of **CONTRACTOR** by the person or persons authorized to bind **CONTRACTOR**;

B. This Contract has been approved by the City Council or by the board, officer or employee authorized to give such approval;

C. The Office of the City Attorney has indicated in writing its approval of this Contract as to form; and

D. This Contract has been signed on behalf of **CITY** by the person designated by the City Council, or by the board, officer or employee authorized to enter into this Contract.

PSC-4. Integrated Contract

This Contract sets forth all of the rights and duties of the parties with respect to the subject matter of this Contract, and replaces any and all previous Contracts or understandings, whether written or oral, relating thereto. This Contract may be amended only as provided for in the provisions of PSC-5 hereof.

PSC-5. Amendment

All amendments to this Contract shall be in writing and signed and approved pursuant to the provisions of PSC-3.

PSC-6. Excusable Delays

Neither party shall be liable for its delay or failure to perform any obligation under and in accordance with this Contract, if the delay or failure arises out of fires, floods, earthquakes, epidemics, quarantine restrictions, other natural occurrences, strikes, lockouts (other than a lockout by the party or any of the party's Subcontractors), freight embargoes, terrorist acts, insurrections or other civil disturbances, or other similar events to those described above, but in each case the delay or failure to perform must be beyond the control and without any fault or negligence of the party delayed or failing to perform (these events are referred to in this provision as "Force Majeure Events").

Notwithstanding the foregoing, a delay or failure to perform by a Subcontractor of **CONTRACTOR** shall not constitute a Force Majeure Event, unless the delay or failure arises out of causes beyond the control of both **CONTRACTOR** and Subcontractor, and without any fault or negligence of either of them. In such case, **CONTRACTOR** shall not be liable for the delay or failure to perform, unless the goods or services to be furnished by the Subcontractor were obtainable from other sources in sufficient time to permit **CONTRACTOR** to perform timely. As used in this Contract, the term "Subcontractor" means a subcontractor at any tier.

In the event **CONTRACTOR'S** delay or failure to perform arises out of a Force Majeure Event, **CONTRACTOR** agrees to use commercially reasonable best efforts to obtain the goods or services from other sources, and to otherwise mitigate the damages and reduce the delay caused by the Force Majeure Event.

PSC-7. Waiver

A waiver of a default of any part, term or provision of this Contract shall not be construed as a waiver of any succeeding default or as a waiver of the part, term or provision itself. A party's performance after the other party's default shall not be construed as a waiver of that default.

PSC-8. Suspension

At **CITY'S** sole discretion, **CITY** may suspend any or all services provided under this Contract by providing **CONTRACTOR** with written notice of suspension. Upon receipt of the notice of suspension, **CONTRACTOR** shall immediately cease the services suspended and shall not incur any additional obligations, costs or expenses to **CITY** until **CITY** gives written notice to recommence the services.

PSC-9. Termination

A. Termination for Convenience

CITY may terminate this Contract for **CITY'S** convenience at any time by providing **CONTRACTOR** thirty days written notice. Upon receipt of the notice of termination, **CONTRACTOR** shall immediately take action not to incur any additional obligations, costs or expenses, except as may be necessary to terminate its activities. **CITY** shall pay **CONTRACTOR** its reasonable and allowable costs through the effective date of termination and those reasonable and necessary costs incurred by **CONTRACTOR** to effect the termination. Thereafter, **CONTRACTOR** shall have no further claims against **CITY** under this Contract. All finished and unfinished documents and materials procured for or produced under this Contract, including all intellectual property rights **CITY** is entitled to, shall become **CITY** property upon the date of the termination. **CONTRACTOR** agrees to execute any documents necessary for **CITY** to perfect, memorialize, or record **CITY'S** ownership of rights provided herein.

B. Termination for Breach of Contract

1. Except as provided in PSC-6, if **CONTRACTOR** fails to perform any of the provisions of this Contract or so fails to make progress as to endanger timely performance of this Contract, **CITY** may give **CONTRACTOR** written notice of the default. **CITY'S** default notice will indicate whether the default may be cured and the time period to cure the default to the sole satisfaction of **CITY**. Additionally, **CITY'S** default notice may offer **CONTRACTOR** an opportunity to provide **CITY** with a plan to cure the default, which shall be submitted to **CITY** within the time period allowed by **CITY**. At **CITY'S** sole discretion, **CITY** may accept or reject **CONTRACTOR'S** plan. If the default cannot be cured or if **CONTRACTOR** fails to cure within the period allowed by **CITY**, then **CITY** may terminate this Contract due to **CONTRACTOR'S** breach of this Contract.

2. If the default under this Contract is due to **CONTRACTOR'S** failure to maintain the insurance required under this Contract, **CONTRACTOR** shall immediately: (1) suspend performance of any services under this Contract for which insurance was required; and (2) notify its employees and Subcontractors of the loss of insurance coverage and Contractor's obligation to suspend performance of

services. **CONTRACTOR** shall not recommence performance until **CONTRACTOR** is fully insured and in compliance with **CITY'S** requirements.

3. If a federal or state proceeding for relief of debtors is undertaken by or against **CONTRACTOR**, or if **CONTRACTOR** makes an assignment for the benefit of creditors, then **CITY** may immediately terminate this Contract.

4. If **CONTRACTOR** engages in any dishonest conduct related to the performance or administration of this Contract or violates **CITY'S** laws, regulations or policies relating to lobbying, then **CITY** may immediately terminate this Contract.

5. Acts of Moral Turpitude

   a. **CONTRACTOR** shall immediately notify **CITY** if **CONTRACTOR** or any Key Person, as defined below, is charged with, indicted for, convicted of, pleads nolo contendere to, or forfeits bail or fails to appear in court for a hearing related to, any act which constitutes an offense involving moral turpitude under federal, state, or local laws ("Act of Moral Turpitude").

   b. If **CONTRACTOR** or a Key Person is convicted of, pleads nolo contendere to, or forfeits bail or fails to appear in court for a hearing related to, an Act of Moral Turpitude, **CITY** may immediately terminate this Contract.

   c. If **CONTRACTOR** or a Key Person is charged with or indicted for an Act of Moral Turpitude, **CITY** may terminate this Contract after providing **CONTRACTOR** an opportunity to present evidence of **CONTRACTOR'S** ability to perform under the terms of this Contract.

   d. Acts of Moral Turpitude include, but are not limited to: violent felonies as defined by Penal Code Section 667.5, crimes involving weapons, crimes resulting in serious bodily injury or death, serious felonies as defined by Penal Code Section 1192.7, and those crimes referenced in the Penal Code and articulated in California Public Resources Code Section 5164(a)(2); in addition to and including acts of murder, rape, sexual assault, robbery, kidnapping, human trafficking, pimping, voluntary manslaughter, aggravated assault, assault on a peace officer, mayhem, fraud, domestic abuse, elderly abuse, and child abuse, regardless of whether such acts are punishable by felony or misdemeanor conviction.

e. For the purposes of this provision, a Key Person is a principal, officer, or employee assigned to this Contract, or owner (directly or indirectly, through one or more intermediaries) of ten percent or more of the voting power or equity interests of **CONTRACTOR**.

6. In the event **CITY** terminates this Contract as provided in this section, **CITY** may procure, upon such terms and in the manner as **CITY** may deem appropriate, services similar in scope and level of effort to those so terminated, and **CONTRACTOR** shall be liable to **CITY** for all of its costs and damages, including, but not limited to, any excess costs for such services.

7. If, after notice of termination of this Contract under the provisions of this section, it is determined for any reason that **CONTRACTOR** was not in default under the provisions of this section, or that the default was excusable under the terms of this Contract, the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to PSC-9(A) Termination for Convenience.

8. The rights and remedies of **CITY** provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

C. In the event that this Contract is terminated, **CONTRACTOR** shall immediately notify all employees and Subcontractors, and shall notify in writing all other parties contracted with under the terms of this Contract within five working days of the termination.

PSC-10. Independent Contractor

CONTRACTOR is an independent contractor and not an agent or employee of **CITY**. **CONTRACTOR** shall not represent or otherwise hold out itself or any of its directors, officers, partners, employees, or agents to be an agent or employee of **CITY**.

PSC-11. Contractor's Personnel

Unless otherwise approved by **CITY**, **CONTRACTOR** shall use its own employees to perform the services described in this Contract. **CITY** has the right to review and approve any personnel who are assigned to work under this Contract. **CONTRACTOR** shall remove personnel from performing work under this Contract if requested to do so by **CITY**.

CONTRACTOR shall not use Subcontractors to assist in performance of this Contract without the prior written approval of **CITY**. If **CITY** permits the use of Subcontractors, **CONTRACTOR** shall remain responsible for performing all aspects of this Contract and paying all Subcontractors. **CITY** has the right to approve **CONTRACTOR'S** Subcontractors, and **CITY** reserves the right to request replacement of any

Subcontractor. **CITY** does not have any obligation to pay **CONTRACTOR'S** Subcontractors, and nothing herein creates any privity of contract between **CITY** and any Subcontractor.

PSC-12. Assignment and Delegation

CONTRACTOR may not, unless it has first obtained the written permission of **CITY**:

A. Assign or otherwise alienate any of its rights under this Contract, including the right to payment; or

B. Delegate, subcontract, or otherwise transfer any of its duties under this Contract.

PSC-13. Permits

CONTRACTOR and its directors, officers, partners, agents, employees, and Subcontractors, shall obtain and maintain all licenses, permits, certifications and other documents necessary for **CONTRACTOR'S** performance of this Contract. **CONTRACTOR** shall immediately notify **CITY** of any suspension, termination, lapses, non-renewals, or restrictions of licenses, permits, certificates, or other documents that relate to **CONTRACTOR'S** performance of this Contract.

PSC-14. Claims for Labor and Materials

CONTRACTOR shall promptly pay when due all amounts owed for labor and materials furnished in the performance of this Contract so as to prevent any lien or other claim under any provision of law from arising against any **CITY** property (including reports, documents, and other tangible or intangible matter produced by **CONTRACTOR** hereunder), and shall pay all amounts due under the Unemployment Insurance Act or any other applicable law with respect to labor used to perform under this Contract.

PSC-15. Current Los Angeles City Business Tax Registration Certificate Required

For the duration of this Contract, **CONTRACTOR** shall maintain valid Business Tax Registration Certificate(s) as required by **CITY'S** Business Tax Ordinance, Section 21.00 *et seq*. of the Los Angeles Municipal Code ("LAMC"), and shall not allow the Certificate to lapse or be revoked or suspended.

PSC-16. Retention of Records, Audit and Reports

CONTRACTOR shall maintain all records, including records of financial transactions, pertaining to the performance of this Contract, in their original form or as otherwise approved by **CITY**. These records shall be retained for a period of no less than three years from the later of the following: (1) final payment made by **CITY**, (2) the expiration of this Contract or (3) termination of this Contract. The records will be subject to examination and audit by authorized **CITY** personnel or **CITY'S** representatives at any time. **CONTRACTOR** shall provide any reports requested by **CITY** regarding

performance of this Contract. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

In lieu of retaining the records for the term as prescribed in this provision, **CONTRACTOR** may, upon **CITY'S** written approval, submit the required information to **CITY** in an electronic format, e.g. USB flash drive, at the expiration or termination of this Contract.

PSC-17. Bonds

All bonds required by **CITY** shall be filed with the Office of the City Administrative Officer, Risk Management for its review and acceptance in accordance with Los Angeles Administrative Code ("LAAC") Sections 11.47 *et seq*., as amended from to time.

PSC-18. Indemnification

Except for the active negligence or willful misconduct of **CITY**, or any of its boards, officers, agents, employees, assigns and successors in interest, **CONTRACTOR** shall defend, indemnify and hold harmless **CITY** and any of its boards, officers, agents, employees, assigns, and successors in interest from and against all lawsuits and causes of action, claims, losses, demands and expenses, including, but not limited to, attorney's fees (both in house and outside counsel) and cost of litigation (including all actual litigation costs incurred by **CITY**, including but not limited to, costs of experts and consultants), damages or liability of any nature whatsoever, for death or injury to any person, including **CONTRACTOR'S** employees and agents, or damage or destruction of any property of either party hereto or of third parties, arising in any manner by reason of an act, error, or omission by **CONTRACTOR,** Subcontractors, or their boards, officers, agents, employees, assigns, and successors in interest. The rights and remedies of **CITY** provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract. This provision will survive expiration or termination of this Contract.

PSC-19. Intellectual Property Indemnification

CONTRACTOR, at its own expense, shall defend, indemnify, and hold harmless the **CITY**, and any of its boards, officers, agents, employees, assigns, and successors in interest from and against all lawsuits and causes of action, claims, losses, demands and expenses, including, but not limited to, attorney's fees (both in house and outside counsel) and cost of litigation (including all actual litigation costs incurred by **CITY**, including but not limited to, costs of experts and consultants), damages or liability of any nature arising out of the infringement, actual or alleged, direct or contributory, of any intellectual property rights, including, without limitation, patent, copyright, trademark, trade secret, right of publicity, and proprietary information: (1) on or in any design, medium, matter, article, process, method, application, equipment, device, instrumentation, software, hardware, or firmware used by **CONTRACTOR**, or its Subcontractors, in performing the work under this Contract; or (2) as a result of **CITY'S** actual or intended use of any Work Product (as defined in PSC-21) furnished by **CONTRACTOR**, or its Subcontractors, under this Contract. The rights and remedies of **CITY** provided in this section shall not be exclusive

and are in addition to any other rights and remedies provided by law or under this Contract. This provision will survive expiration or termination of this Contract.

PSC-20. Intellectual Property Warranty

CONTRACTOR represents and warrants that its performance of all obligations under this Contract does not infringe in any way, directly or contributorily, upon any third party's intellectual property rights, including, without limitation, patent, copyright, trademark, trade secret, right of publicity and proprietary information.

PSC-21. Ownership and License

Unless otherwise provided for herein, all finished and unfinished works, tangible or not, created under this Contract including, without limitation, documents, materials, data, reports, manuals, specifications, artwork, drawings, sketches, blueprints, studies, memoranda, computation sheets, computer programs and databases, schematics, photographs, video and audiovisual recordings, sound recordings, marks, logos, graphic designs, notes, websites, domain names, inventions, processes, formulas, matters and combinations thereof, and all forms of intellectual property originated and prepared by **CONTRACTOR** or its Subcontractors under this Contract (each a "Work Product"; collectively "Work Products") shall be and remain the exclusive property of **CITY** for its use in any manner **CITY** deems appropriate. **CONTRACTOR** hereby assigns to **CITY** all goodwill, copyright, trademark, patent, trade secret and all other intellectual property rights worldwide in any Work Products originated and prepared under this Contract. **CONTRACTOR** further agrees to execute any documents necessary for **CITY** toperfect, memorialize, or record **CITY'S** ownership of rights provided herein.

CONTRACTOR agrees that a monetary remedy for breach of this Contract may be inadequate, impracticable, or difficult to prove and that a breach may cause **CITY** irreparable harm. **CITY** may therefore enforce this requirement by seeking injunctive relief and specific performance, without any necessity of showing actual damage or irreparable harm. Seeking injunctive relief or specific performance does not preclude **CITY** from seeking or obtaining any other relief to which **CITY** may be entitled.

For all Work Products delivered to **CITY** that are not originated or prepared by **CONTRACTOR** or its Subcontractors under this Contract, **CONTRACTOR** shall secure a grant, at no cost to **CITY**, for a non-exclusive perpetual license to use such Work Products for any **CITY** purposes.

CONTRACTOR shall not provide or disclose any Work Product to any third partywithout prior written consent of **CITY**.

Any subcontract entered into by **CONTRACTOR** relating to this Contract shall include this provision to contractually bind its Subcontractors performing work under this Contract such that **CITY'S** ownership and license rights of all Work Products are preserved and protected as intended herein.

PSC-22. Data Protection

A. **CONTRACTOR** shall protect, using the most secure means and technology that is commercially available, **CITY**-provided data or consumer-provided data acquired in the course and scope of this Contract, including but not limited to customer lists and customer credit card or consumer data, (collectively, the "City Data"). **CONTRACTOR** shall notify **CITY** in writing as soon as reasonably feasible, and in any event within twenty-four hours, of **CONTRACTOR'S** discovery or reasonable belief of any unauthorized access of City Data (a "Data Breach"), or of any incident affecting, or potentially affecting City Data related to cyber security (a "Security Incident"), including, but not limited to, denial of service attack, and system outage, instability or degradation due to computer malware or virus. **CONTRACTOR** shall begin remediation immediately. **CONTRACTOR** shall provide daily updates, or more frequently if required by **CITY**, regarding findings and actions performed by **CONTRACTOR** until the Data Breach or Security Incident has been effectively resolved to **CITY'S** satisfaction. **CONTRACTOR** shall conduct an investigation of the Data Breach or Security Incident and shall share the report of the investigation with **CITY**. At **CITY'S** sole discretion, **CITY** and its authorized agents shall have the right to lead or participate in the investigation. **CONTRACTOR** shall cooperate fully with **CITY**, its agents and law enforcement.

B. If **CITY** is subject to liability for any Data Breach or Security Incident, then **CONTRACTOR** shall fully indemnify and hold harmless **CITY** and defend against any resulting actions.

PSC-23. Insurance

During the term of this Contract and without limiting **CONTRACTOR'S** obligation to indemnify, hold harmless and defend **CITY**, **CONTRACTOR** shall provide and maintain at its own expense a program of insurance having the coverages and limits not less than the required amounts and types as determined by the Office of the City Administrative Officer of Los Angeles, Risk Management (template Form General 146 in Exhibit 1 hereto). The insurance must: (1) conform to **CITY'S** requirements; (2) comply with the Insurance Contractual Requirements (Form General 133 in Exhibit 1 hereto); and (3) otherwise be in a form acceptable to the Office of the City Administrative Officer, Risk Management. **CONTRACTOR** shall comply with all Insurance ContractualRequirements shown on Exhibit 1 hereto. Exhibit 1 is hereby incorporated by reference and made a part of this Contract.

PSC-24. Best Terms

Throughout the term of this Contract, **CONTRACTOR**, shall offer **CITY** the best terms, prices, and discounts that are offered to any of **CONTRACTOR'S** customers for similar goods and services provided under this Contract.

PSC-25. Warranty and Responsibility of Contractor

CONTRACTOR warrants that the work performed hereunder shall be completed in a manner consistent with professional standards practiced among those firms within **CONTRACTOR'S** profession, doing the same or similar work under the same or similar circumstances.

PSC-26. Mandatory Provisions Pertaining to Non-Discrimination in Employment

Unless otherwise exempt, this Contract is subject to the applicable non-discrimination, equal benefits, equal employment practices, and affirmative action program provisions in LAAC Section 10.8 et seq., as amended from time to time.

A. **CONTRACTOR** shall comply with the applicable non-discrimination and affirmative action provisions of the laws of the United States of America, the State of California, and **CITY**. In performing this Contract, **CONTRACTOR** shall not discriminate in any of its hiring or employment practices against any employee or applicant for employment because of such person's race, color, religion, national origin, ancestry, sex, sexual orientation, gender, gender identity, age, disability, domestic partner status, marital status or medical condition.

B. The requirements of Section 10.8.2.1 of the LAAC, the Equal Benefits Ordinance, and the provisions of Section 10.8.2.1(f) are incorporated and made a part of this Contract by reference.

C. The provisions of Section 10.8.3 of the LAAC are incorporated and made a part of this Contract by reference and will be known as the "Equal Employment Practices" provisions of this Contract.

D. The provisions of Section 10.8.4 of the LAAC are incorporated and made a part of this Contract by reference and will be known as the "Affirmative Action Program" provisions of this Contract.

Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-27. Child Support Assignment Orders

CONTRACTOR shall comply with the Child Support Assignment Orders Ordinance, Section 10.10 of the LAAC, as amended from time to time. Pursuant to Section 10.10(b) of the LAAC, **CONTRACTOR** shall fully comply with all applicable State and Federal employment reporting requirements. Failure of **CONTRACTOR** to comply with all applicable reporting requirements or to implement lawfully served Wage and Earnings Assignment or Notices of Assignment, or the failure of any principal owner(s) of **CONTRACTOR** to comply with any Wage and Earnings Assignment or Notices of Assignment applicable to them personally, shall constitute a default by the **CONTRACTOR** under this Contract. Failure of **CONTRACTOR** or principal owner to cure

the default within 90 days of the notice of default will subject this Contract to termination for breach. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-28. Living Wage Ordinance

CONTRACTOR shall comply with the Living Wage Ordinance, LAAC Section 10.37 *et seq.*, as amended from time to time. **CONTRACTOR** further agrees that it shall comply with federal law proscribing retaliation for union organizing. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-29. Service Contractor Worker Retention Ordinance

CONTRACTOR shall comply with the Service Contractor Worker Retention Ordinance, LAAC Section 10.36 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-30. Access and Accommodations

CONTRACTOR represents and certifies that:

A. **CONTRACTOR** shall comply with the Americans with Disabilities Act, as amended, 42 U.S.C. Section 12101 et seq., the Rehabilitation Act of 1973, as amended, 29 U.S.C. Section 701 et seq., the Fair Housing Act, and its implementing regulations and any subsequent amendments, and California Government Code Section 11135;

B. **CONTRACTOR** shall not discriminate on the basis of disability or on the basis of a person's relationship to, or association with, a person who has a disability;

C. **CONTRACTOR** shall provide reasonable accommodation upon request to ensure equal access to **CITY**-funded programs, services and activities;

D. Construction will be performed in accordance with the Uniform Federal Accessibility Standards (UFAS), 24 C.F.R. Part 40; and

E. The buildings and facilities used to provide services under this Contract are in compliance with the federal and state standards for accessibility as set forth in the 2010 ADA Standards, California Title 24, Chapter 11, or other applicable federal and state law.

CONTRACTOR understands that **CITY** is relying upon these certifications and representations as a condition to funding this Contract. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-31. Contractor Responsibility Ordinance

CONTRACTOR shall comply with the Contractor Responsibility Ordinance, LAAC Section 10.40 *et seq*., as amended from time to time.

PSC-32. Business Inclusion Program

Unless otherwise exempted prior to bid submission, **CONTRACTOR** shall comply with all aspects of the Business Inclusion Program as described in the Request for Proposal/Qualification process, throughout the duration of this Contract. **CONTRACTOR** shall utilize the Business Assistance Virtual Network ("BAVN") at https://www.labavn.org/, to perform and document outreach to Minority, Women, and Other Business Enterprises. **CONTRACTOR** shall perform subcontractor outreach activities through BAVN. **CONTRACTOR** shall not change any of its designated Subcontractors or pledged specific items of work to be performed by these Subcontractors, nor shall **CONTRACTOR** reduce their level of effort, without prior written approval of **CITY**.

PSC-33. Slavery Disclosure Ordinance

CONTRACTOR shall comply with the Slavery Disclosure Ordinance, LAAC Section 10.41 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-34. First Source Hiring Ordinance

CONTRACTOR shall comply with the First Source Hiring Ordinance, LAAC Section 10.44 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-35. Local Business Preference Ordinance

CONTRACTOR shall comply with the Local Business Preference Ordinance, LAAC Section 10.47 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-36. Iran Contracting Act

In accordance with California Public Contract Code Sections 2200-2208, all contractors entering into, or renewing contracts with **CITY** for goods and services estimated at $1,000,000 or more are required to complete, sign, and submit the "Iran Contracting Act of 2010 Compliance Affidavit."

PSC-37. Restrictions on Campaign Contributions and Fundraising in City Elections

Unless otherwise exempt, if this Contract is valued at $100,000 or more and requires approval by an elected **CITY** office, **CONTRACTOR**, **CONTRACTOR'S** principals, and **CONTRACTOR'S** Subcontractors expected to receive at least $100,000 for performance under the Contract, and the principals of those Subcontractors (the "Restricted Persons")

shall comply with Charter Section 470(c)(12) and LAMC Section 49.7.35. Failure to comply entitles **CITY** to terminate this Contract and to pursue all available legal remedies. Charter Section 470(c)(12) and LAMC Section 49.7.35 limit the ability of the Restricted Persons to make campaign contributions to and engage in fundraising for certain elected **CITY** officials or candidates for elected **CITY** office for twelve months after this Contract is signed. Additionally, a **CONTRACTOR** subject to Charter Section 470(c)(12) is required to comply with disclosure requirements by submitting a completed and signed Ethics Commission Form 55 and to amend the information in that form as specified by law. Any **CONTRACTOR** subject to Charter Section 470(c)(12) shall include the following notice in any contract with any Subcontractor expected to receive at least $100,000 for performance under this Contract:

> "Notice Regarding Restrictions on Campaign Contributions and Fundraising in City Elections
>
> You are a subcontractor on City of Los Angeles Contract # _____. Pursuant to the City of Los Angeles Charter Section 470(c)(12) and related ordinances, you and your principals are prohibited from making campaign contributions to and fundraising for certain elected City of Los Angeles ("**CITY**") officials and candidates for elected **CITY** office for twelve months after the **CITY** contract is signed. You are required to provide the names and contact information of your principals to the **CONTRACTOR** and to amend that information within ten business days if it changes during the twelve month time period. Failure to comply may result in termination of this Contract and any other available legal remedies. Information about the restrictions may be found online at ethics.lacity.org or by calling the Los Angeles City Ethics Commission at (213) 978-1960."

PSC-38. Contractors' Use of Criminal History for Consideration of Employment Applications

CONTRACTOR shall comply with the City Contractors' Use of Criminal History for Consideration of Employment Applications Ordinance, LAAC Section 10.48 *et seq*., as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-39. Limitation of City's Obligation to Make Payment to Contractor

Notwithstanding any other provision of this Contract, including any exhibits or attachments incorporated therein, and in order for **CITY** to comply with its governing legal requirements, **CITY** shall have no obligation to make any payments to **CONTRACTOR** unless **CITY** shall have first made an appropriation of funds equal to or in excess of its obligation to make any payments as provided in this Contract. **CONTRACTOR** agrees that any services provided by **CONTRACTOR**, purchases made by **CONTRACTOR** or expenses incurred by **CONTRACTOR** in excess of the appropriation(s) shall be free and without charge to **CITY** and **CITY** shall have no obligation to pay for the services, purchases or expenses. **CONTRACTOR** shall have no obligation to provide any services,

provide any equipment or incur any expenses in excess of the appropriated amount(s) until **CITY** appropriates additional funds for this Contract.

PSC-40. Compliance with Identity Theft Laws and Payment Card Data Security Standards

CONTRACTOR shall comply with all identity theft laws including without limitation, laws related to: (1) payment devices; (2) credit and debit card fraud; and (3) the Fair and Accurate Credit Transactions Act ("FACTA"), including its requirement relating to the content of transaction receipts provided to Customers. **CONTRACTOR** also shall comply with all requirements related to maintaining compliance with Payment Card Industry Data Security Standards ("PCI DSS"). During the performance of any service to install, program or update payment devices equipped to conduct credit or debit card transactions, including PCI DSS services, **CONTRACTOR** shall verify proper truncation of receipts in compliance with FACTA.

PSC-41. Compliance with California Public Resources Code Section 5164

California Public Resources Code Section 5164 prohibits a public agency from hiring a person for employment or as a volunteer to perform services at any park, playground, or community center used for recreational purposes in a position that has supervisory or disciplinary authority over any minor, if the person has been convicted of certain crimes as referenced in the Penal Code, and articulated in California Public Resources Code Section 5164(a)(2).

If applicable, **CONTRACTOR** shall comply with California Public Resources Code Section 5164, and shall additionally adhere to all rules and regulations that have been adopted or that may be adopted by **CITY**. **CONTRACTOR** is required to have all employees, volunteers and Subcontractors (including all employees and volunteers of any Subcontractor) of **CONTRACTOR** working on premises to pass a fingerprint and background check through the California Department of Justice at **CONTRACTOR'S** sole expense, indicating that such individuals have never been convicted of certain crimes as referenced in the Penal Code and articulated in California Public Resources Code Section 5164(a)(2), if the individual will have supervisory or disciplinary authority over any minor.

PSC-42. Possessory Interests Tax

Rights granted to **CONTRACTOR** by **CITY** may create a possessory interest. **CONTRACTOR** agrees that any possessory interest created may be subject to California Revenue and Taxation Code Section 107.6 and a property tax may be levied on that possessory interest. If applicable, **CONTRACTOR** shall pay the property tax. **CONTRACTOR** acknowledges that the notice required under California Revenue and Taxation Code Section 107.6 has been provided.

PSC-43. Confidentiality

All documents, information and materials provided to **CONTRACTOR** by **CITY** or developed by **CONTRACTOR** pursuant to this Contract (collectively "Confidential Information") are confidential. **CONTRACTOR** shall not provide or disclose any Confidential Information or their contents or any information therein, either orally or in writing, to any person or entity, except as authorized by **CITY** or as required by law. **CONTRACTOR** shall immediately notify **CITY** of any attempt by a third party to obtain access to any Confidential Information. This provision will survive expiration or termination of this Contract.

PSC-44. COVID-19

Employees of Contractor and/or persons working on its behalf, including, but not limited to, subcontractors (collectively, "Contractor Personnel"), while performing services under this Agreement and prior to interacting in person with City employees, contractors, volunteers, or members of the public (collectively, "In-Person Services") must be fully vaccinated against the novel coronavirus 2019 ("COVID-19"). "Fully vaccinated" means that 14 or more days have passed since Contractor Personnel have received the final dose of a two-dose COVID-19 vaccine series (Moderna or Pfizer-BioNTech) or a single dose of a one-dose COVID-19 vaccine (Johnson & Johnson/Janssen) and all booster doses recommended by the Centers for Disease Control and Prevention. Prior to assigning Contractor Personnel to perform In-Person Services, Contractor shall obtain proof that such Contractor Personnel have been fully vaccinated. Contractor shall retain such proof for the document retention period set forth in this Agreement. Contractor shall grant medical or religious exemptions ("Exemptions") to Contractor Personnel as required by law. If Contractor wishes to assign Contractor Personnel with Exemptions to perform In-Person Services, Contractor shall require such Contractor Personnel to undergo weekly COVID-19 testing, with the full cost of testing to be borne by Contractor. If Contractor Personnel test positive, they shall not be assigned to perform In-Person Services or, to the extent they have already been performing In-Person Services, shall be immediately removed from those assignments. Furthermore, Contractor shall immediately notify City if Contractor Personnel performing In-Person Services (1) have tested positive for or have been diagnosed with COVID-19, (2) have been informed by a medical professional that they are likely to have COVID-19, or (3) meet the criteria for isolation under applicable government orders.

PSC-45. Contractor Data Reporting

If Contractor is a for-profit, privately owned business, 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 annual anniversary of the effective date of the Contract), report the following information to City via the Regional Alliance Marketplace for Procurement ("RAMP") or via another method specified by City: Contractor's and any Subcontractor's annual revenue, number of employees, location, industry, race/ethnicity and gender of majority owner ("Contractor/Subcontractor Information"). Contractor shall further request, on an annual basis, that any Subcontractor input or update its business profile, including the Contractor/Subcontractor Information, on RAMP or via another method prescribed by City.

EXHIBIT 1

INSURANCE CONTRACTUAL REQUIREMENTS

CONTACT For additional information about compliance with City Insurance and Bond requirements, contact the Office of the City Administrative Officer, Risk Management at (213) 978-RISK (7475) or go online at www.lacity.org/cao/risk. The City approved Bond Assistance Program is available for those contractors who are unable to obtain the City-required performance bonds. A City approved insurance program may be available as a low cost alternative for contractors who are unable to obtain City-required insurance.

CONTRACTUAL REQUIREMENTS

CONTRACTOR AGREES THAT:

1. Additional Insured/Loss Payee. The CITY must be included as an Additional Insured in applicable liability policies to cover the CITY'S liability arising out of the acts or omissions of the named insured. The CITY is to be named as an Additional Named Insured and a Loss Payee As Its Interests May Appear in property insurance in which the CITY has an interest, e.g., as a lien holder.

2. Notice of Cancellation. All required insurance will be maintained in full force for the duration of its business with the CITY. By ordinance, all required insurance must provide at least thirty (30) days' prior written notice (ten (10) days for non-payment of premium) directly to the CITY if your insurance company elects to cancel or materially reduce coverage or limits prior to the policy expiration date, for any reason except impairment of an aggregate limit due to prior claims.

3. Primary Coverage. CONTRACTOR will provide coverage that is primary with respect to any insurance or self-insurance of the CITY. The CITY'S program shall be excess of this insurance and non-contributing.

4. Modification of Coverage. The CITY reserves the right at any time during the term of this Contract to change the amounts and types of insurance required hereunder by giving CONTRACTOR ninety (90) days' advance written notice of such change. If such change should result in substantial additional cost to CONTRACTOR, the CITY agrees to negotiate additional compensation proportional to the increased benefit to the CITY.

5. Failure to Procure Insurance. All required insurance must be submitted and approved by the Office of the City Administrative Officer, Risk Management prior to the inception of any operations by CONTRACTOR.

CONTRACTOR'S failure to procure or maintain required insurance or a self-insurance program during the entire term of this Contract shall constitute a material breach of this Contract under which the CITY may immediately suspend or terminate this Contract or, at its discretion, procure or renew such insurance to protect the CITY'S interests and pay any and all premiums in connection therewith and recover all monies so paid from CONTRACTOR.

6. Workers' Compensation. By signing this Contract, CONTRACTOR hereby certifies that it is aware of the provisions of Section 3700 *et seq*., of the California Labor Code which require every employer to be insured against liability for Workers' Compensation or to undertake

self-insurance in accordance with the provisions of that Code, and that it will comply with such provisions at all time during the performance of the work pursuant to this Contract.

7. California Licensee. All insurance must be provided by an insurer admitted to do business in California or written through a California-licensed surplus lines broker or through an insurer otherwise acceptable to the CITY. Non-admitted coverage must contain a **Service of Suit** clause in which the underwriters agree to submit as necessary to the jurisdiction of a California court in the event of a coverage dispute. Service of process for this purpose must be allowed upon an agent in California designated by the insurer or upon the California Insurance Commissioner.

8. Aggregate Limits/Impairment. If any of the required insurance coverages contain annual aggregate limits, CONTRACTOR must give the CITY written notice of any pending claim or lawsuit which will materially diminish the aggregate within thirty (30) days of knowledge of same. You must take appropriate steps to restore the impaired aggregates or provide replacement insurance protection within thirty (30) days of knowledge of same. The CITY has the option to specify the minimum acceptable aggregate limit for each line of coverage required. No substantial reductions in scope of coverage which may affect the CITY'S protection are allowed without the CITY'S prior written consent.

9. Commencement of Work. For purposes of insurance coverage only, this Contract will be deemed to have been executed immediately upon any party hereto taking any steps that can be considered to be in furtherance of or towards performance of this Contract. The requirements in this Section supersede all other sections and provisions of this Contract, including, but not limited to, PSC-3, to the extent that any other section or provision conflicts with or impairs the provisions of this Section.

Required Insurance and Minimum Limits

Name: _____ Date: _____

Agreement/Reference: _____

Evidence of coverages checked below, with the specified minimum limits, must be submitted and approved prior to occupancy/start of operations. Amounts shown are Combined Single Limits ("CSLs"). For Automobile Liability, split limits may be substituted for a CSL if the total per occurrence equals or exceeds the CSL amount.

Limits

____ **Workers' Compensation (WC) and Employer's Liability (EL)**

WC *Statutory*

EL _____

☐ Waiver of Subrogation in favor of City

☐ Longshore & Harbor Workers
☐ Jones Act

____ **General Liability** _____ _____

☐ Products/Completed Operations
☐ Fire Legal Liability _____
☐

☐ Sexual Misconduct _____

_____

_____

____ **Automobile Liability** (for any and all vehicles used for this contract, other than commuting to/from work) _____

____ **Professional Liability** (Errors and Omissions) _____

Discovery Period _____

____ **Property Insurance** (to cover replacement cost of building - as determined by insurance company) _____

☐ All Risk Coverage
☐ Flood _____
☐ Earthquake _____

☐ Boiler and Machinery
☐ Builder's Risk
☐ _____

____ **Pollution Liability** _____

☐ _____

____ **Surety Bonds -** Performance and Payment (Labor and Materials) Bonds _____

____ **Crime Insurance** _____

Other: _____

_____

_____

_____

EXHIBIT B

CITY OF LOS ANGELES
LOS ANGELES PUBLIC LIBRARY

REQUEST FOR QUALIFICATIONS
RFQ NO. 44-028 (Repost)

TO PROVIDE

MENTAL HEALTH SERVICES

AND/OR

SOCIAL SERVICES

REPOST

On October 13, 2022, the Board of Library Commissioners authorized staff to repost the Request for Qualifications for Mental Health Services and/or Social Services (RFQ), previously approved by the Board on January 27, 2022, and include a rolling submission due date of December 6, 2022, to find additional qualified entities to provide mental health services and or social services to assist Library patrons.

The last day to submit a proposal is:	**DECEMBER 6, 2022 (Tuesday)** **11:59 PM** **Proposals shall be submitted in a single PDF file and emailed to:** laplbidsubmissions@lapl.org
Pre-Proposal Conference:	**There will be no Pre-Proposal Conference**

Proposers to the RFQ are not required to wait until the due date to submit a proposal. As proposals are submitted, Library staff will review and evaluate and submit proposals that are found responsive to the instructions found in the RFQ to the Board for consideration to award a contract.

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)

TO PROVIDE MENTAL HEALTH SERVICES AND/OR SOCIAL SERVICES

DATE RFQ ISSUED:	**FEBRUARY 18, 2022 (Original Release)**
DATE RFQ REPOSTED:	**OCTOBER 14, 2022**
TITLE:	RFQ No. 44-028 (Repost) To Provide Mental Health Services and Social Services
DESCRIPTION:	THE LOS ANGELES PUBLIC LIBRARY (LAPL) IS SEEKING multiple entities to provide professional mental health services and/or social services at the Central Library and the branch library facilities on an as-needed basis. The LAPL 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 LAPL and our patrons. We welcome and encourage Request for Qualifications submissions from a wide range of participants.
ELIGIBILITY TO APPLY:	A minimum of three years paid experience in working directly with people experiencing mental health issues, substance abuse issues, housing insecurity; linking patrons with the services they need; and/or helping patrons address the causes and consequences of their mental health issues, substance abuse issues, or housing insecurity.
WEBSITE ADDRESS:	www.RAMPLA.org – For more information about RAMP, see our FAQs at https://bit.ly/RAMPfaqs Proposers must register on this website 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.
TERM:	Five (5) years

KEY DATES AND SUBMISSION: All times listed in this RFQ are Pacific Standard time (PST)

Mandatory Pre-Proposal Conference:	**THERE IS NO PRE-PROPOSAL CONFERENCE FOR THIS RFQ REPOST**
Proposal Due:	**Wednesday, December 6, 2022 at 11:59 p.m.** Proposers to the RFQ are not required to wait until the due date to submit a proposal. As proposals are submitted, Library staff will review and evaluate and submit proposals that are found responsive to the instructions found in the RFQ to the Board for consideration to award a contract.
Submission Email Address:	laplbidsubmissions@lapl.org
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 to Provide Mental Health Services and/or Social Services
C. Electronic Signature Policy (03/20)
D. Proposer Checklist of Services Provided and Location Availability
E. List of Library Locations

EXHIBITS

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

E.1 Declaration of Non-Collusion Affidavit (must be notarized)
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 Ethics – Prohibited Contributors – Bidders CEC Form 55
E.9 Iran Contracting Act of 2010 Affidavit
E.10 Equal Benefits Ordinance (EBO) / First Source Hiring Ordinance (FSHO) Sample Affidavit – On-Line Submission
E.11 Disclosure Ordinances Sample Affidavit – On-Line Submission
E.12 Business Inclusion Program (BIP) Walkthrough Manual (WAIVED, NOT APPLICABLE FOR THIS RFP)
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 (*Information only at this time – Not required for submission of proposal*)

A. PURPOSE OF REQUEST FOR QUALIFICATIONS

1. Introduction

The Los Angeles Public Library (LAPL) is issuing this Request for Qualifications (RFQ) to establish a list of qualified individuals or entities to provide mental health services and/or social services on an as-needed and as-requested basis. The services will be provided during open library hours at the Central Library or 72 branch libraries located throughout the City of Los Angeles (See Attachment E for list of library locations).

LAPL has embarked on a mission to reimagine security and safety at the Central Library and the 72 branch libraries and to provide outreach to the City's most vulnerable residents through the use of alternatives to traditional law enforcement. Contracts resulting from this RFQ will be an integral part of fulfilling that mission.

2. About the Library

Libraries are vibrant community centers with programs that turn young children into life-long readers, inspire teens to set career goals, and help adults enrich their lives. Annually, over 15 million people visit our libraries and participate in over 2,000 programs, borrowing over 15 million items from the collections of print, downloadable books, music, films and other items. Annual visits to our website exceeds 22 million.

Through its Central Library, the 72 branch libraries and website (www.lapl.org), LAPL provides free and easy access to information, ideas, books and technology that enrich, empower and connect every individual in our city's diverse communities.

3. Program Overview

Previously, LAPL established the Safety and Security Project to gather LAPL staff input and provide recommendations on what a safer and more welcoming library would look like. One of the reoccurring concerns was the need for alternatives to traditional law enforcement, specifically the need to assist troubled residents and connect them to the appropriate resources.

In Fiscal Year 2020-21, LAPL created the Library Experience Office (LibEx) to oversee LAPL safety and security. One aspect of this is the development and implementation of alternatives to traditional law enforcement, including:

Social Workers

The library is in the process of hiring Social Workers to engage with patrons who are in need of services such as housing, mental health, primary care, and substance abuse. The Social Workers will provide referrals to community service groups and available social programs; collaborate with local community groups, contracted agencies and other municipal agencies to identify and secure resources; and to promote awareness of available resources to library patrons.

Library Ambassadors

The library is in the process of establishing positions and hiring staff to act as Library Ambassadors to provide a more welcoming and safer library experience for patrons. The Library Ambassadors will greet patrons; answer basic questions about the library; engage patrons; de-escalate potential problems; encourage safe behavior; assist with programs and outreach efforts; and develop long-term solutions to address and prevent serious incidents.

Staff Training
The library is currently developing and identifying training programs to develop library staff in areas such as enhanced customer service, de-escalation, identifying social service needs and the availability of community-based programs for library patrons.

Social Service Outreach Contracts
This RFQ will allow experienced entities to provide mental health services and social services at the Central Library and 72 branch libraries; to promote awareness of available resources, provide training to LAPL staff; and identify social services needs and services available to those in need.

It should be noted that LAPL will continue to use the services of the Los Angeles Police Department (LAPD) to respond to emergencies and provide support during evacuations. This also includes the use of LAPD Security Officers and contract security guards for physical security needs, such as: ensuring all doors, windows and badge readers function properly, opening and closing buildings, provide fire-watches for branch libraries when fire or security systems are non-operational, and provide security for events and filming on library property.

NOTICE

On October 13, 2022, the Board of Library Commissioners authorized staff to repost the Request for Qualifications for Mental Health Services and/or Social Services (RFQ), previously approved by the Board on January 27, 2022, and include a rolling submission due date of December 6, 2022, to find additional qualified entities to provide mental health services and or social services to assist Library patrons.

Proposers to the RFQ are not required to wait until the due date to submit a proposal. As proposals are submitted, Library staff will review and evaluate and submit proposals that are found responsive to the instructions found in the RFQ to the Board for consideration to award a contract.

B. SERVICES REQUIRED BY LIBRARY

Proposers selected by this RFQ to become Contractors must be able to provide mental health services and/or social services to meet the needs of patrons and LAPL. Proposers must have a minimum of three years paid experience in working directly with people experiencing mental health issues, substance abuse issues, housing insecurity; linking patrons with the services they need; and/or helping patrons address the causes and consequences of their mental health issues, substance abuse issues, or housing insecurity.

The following are services that the LAPL desires. Proposers are NOT required to provide all of the following services:

1. Prevent Disruptive Incidents by Patrons

a. Intervene with agitated patrons to prevent aggressive and assaultive incidents.
b. Intervene with patrons to eliminate or reduce disruptive behaviors (e.g., inappropriate sexual behavior, indecent exposure, etc.).
c. Intervene to end disruptive incidents using de-escalation techniques or other similar skills.
d. Work with library staff and security staff to develop and implement a unified strategy for dealing with people in crises and disruptive situations.

2. Connect Patrons to Needed Services

a. Identify patrons in need of services (e.g., housing, medical, mental health, etc.) and link them to agencies which provide the appropriate services.
b. Identify patrons in need of benefits (e.g., California Identification Card, MediCal, CalFresh, Section 8 Housing, etc.) and assist in applying for or linking them to another provider who is able to apply for these benefits.

3. Develop and Present Training and Workshops that Address the Needs of Library Patrons

a. Develop and present programs, trainings, and workshops to meet the needs of housing insecure patrons; patrons with mental health issues, drug or alcohol abuse issues, or patrons in crises.

4. Train Library Staff and Volunteers

a. Develop programs to train LAPL staff to work with patrons who are housing insecure, who have mental health or substance abuse problems, who are displaying threatening and/or disruptive behavior or are undergoing a crisis.
b. Provide training to LAPL staff in various subjects, including but not limited to:

- De-Escalation Techniques
- Situational Awareness
- Conflict Management
- Stress Inoculation
- Stress Management
- Trauma Informed Care
- Connecting People to Resources
- Anti-Harassment Training

5. Provide Support for Library Staff and Volunteers

a. Provide immediate short-term therapeutic support to LAPL staff following a violent or traumatic event in the Library and support linkage to ongoing assistance through the Employee Assistance Program (EAP) or the employee's health provider.

b. Provide additional counseling, as-needed, for LAPL staff who have experienced a traumatic event in the course of their work in the library.

6. Pilot New LAPL Initiatives

a. Develop and conduct LAPL requested initiatives to pilot social workers, patrons with lived experience, or social worker interns working in the library or pilot other innovative approaches to support and assist patrons with housing insecurity or other needs.

7. Increase Connections to Community Resources

a. Develop collaboration with community entities (e.g., Neighborhood Councils, houses of worship, public agencies, non-profit service organizations, etc.) and establish linkages for referring patrons to obtain services (e.g., housing, health, mental health, etc.) through them.

b. Develop community resource guides for the Central Library and branch libraries that describe the services of local agencies.

8. Increase the Community Resources Available Through the Library

a. Recruit other community agencies and service providers to participate in **The Source** (an LAPL resource fair tailored to those experiencing homelessness) at the Central Library and branch libraries.

b. Work with LAPL to increase participation of personal hygiene-related resources (mobile showers, bathrooms and laundry) provided by outside agencies at library facilities or hosted by nearby organizations. Determine if there is a demonstrated need for these services in the Central Library or at a specific branch library.

9. Participate in Library Events to Enroll Patrons in Services Provided by Contractor

a. Participate in programs, such as **The Source** and **Homeless Connect Days** (an LAPL resource fair tailored to those experiencing homelessness), to enroll patrons in services which the Contractor provides.

10. Recommend Other Programs and Services to Implement

a. Recommend other programs or services for implementation which are mentioned in this RFQ which the Contractor is able to provide. These will be programs or services not previously conceived by LAPL, but which address one or more issues which patrons bring to the Library setting.

11. Responsibilities for all Selected Contractors

a. All Contractors are expected to:

- Engage LAPL staff so that the Contractor learns about library culture, builds rapport, learns LAPL staff needs, and offers effective support and consultation.
- Collaborate with LAPL staff and Security staff to plan and execute a unified strategy for engaging patrons consistent with the services provided by Contractor.
- Support the efforts of other social service agencies or Contractors working in the same library.
- Collect and report statistics and data required by LAPL on the Contractor's encounters with patrons and LAPL staff.
- Ensure that data collected remains confidential and secure.

12. Work Locations

a. All Contractors will be expected to provide services at the locations as stated in the submitted proposal in response to this RFQ (See Attachment D):

13. Contractor Selection for Available Work

a. All Contractors will be selected for available work projects based on the instructions in Section 6 (“Notice of Available Work”) of Attachment B (“Sample Contract to Provide Mental Health Services and Social Services”).

C. CONTENTS OF THE SUBMITTED PROPOSAL

Qualified entities interested in providing the services described in Section B ("Services Required by Library") of this RFQ are requested to submit the following:

1. Cover Letter and Executive Summary

Each proposal should be accompanied by a cover letter and an executive summary not exceeding three pages combined which summarizes key points of the proposal and must include the title, address and telephone, email and contact information of the person or persons who will be authorized to represent the organization regarding all matters related to the RFQ and any subsequent contract(s) awarded. This letter must be signed by the person or persons authorized to bind the Proposer to all commitments made in the submitted proposal.

2. Proposer Qualifications and Experience

A minimum of three years paid experience in working directly with people experiencing mental health issues, substance abuse issues, housing insecurity; linking patrons with the services they need; and/or helping patrons address the causes and consequences of their mental health issues, substance abuse issues, or housing insecurity. This part of the proposal shall include the Proposer's statement of qualifications, experience and any additional information to demonstrate proficiency in the following areas of expertise.

3. Proposed Fees

Proposers must include a list of fees to meet the requirements in Section B ("Services Required by Library") of this RFQ. The fees must be stated as hourly, project-based, or a combination thereof.

If additional non-salary expenses are required to perform the services described herein, provide a list of such anticipated costs or types of costs (e.g. mileage, supplies).

4. References

a. Proposers must include five references for the applicable capabilities, qualifications, and relevant experience cited in Section B ("Services Required by Library") and Section C.2 ("Proposer Qualifications and Experience"). For each reference, please list the name, position/title, organization name, jurisdiction, address, phone number and email address. For each reference, describe the nature of the project and the length of the engagement.

b. A list and detailed description of at least five successful programs within the last two years is to be provided that resemble the work described in Section B ("Services Requested by Library") and Section C.2 (" Proposer Qualifications and Experience") and should include letters of recommendation from previous sites where the Proposers delivered mental health services and/or social services. The five successful programs and letters of recommendation may include the five references listed above in Section C.4.a.

c. Selected Proposers must be willing to go through a background check, which may include fingerprinting and inquiries to applicable licensing agencies.

5. Key Personnel

Provide a list of names, work addresses and work telephone numbers of the key personnel the Proposer will assign to provide the required services as described in this RFQ.

6. Authorized Signatures

Proposals must be signed by a duly authorized officer eligible to sign contract documents and authorized to bind the company to all commitments made in the proposal. Consortiums, joint ventures, or teams submitting proposals will not be considered responsive unless it is established that all contractual responsibility rests solely with one proposer or one legal entity. The proposal must identify the responsible entity.

D. MANDATORY CITY SUBMITTAL REQUIREMENTS AND COMPLIANCE DOCUMENTS

Failure to complete and include the required compliance documents in the submitted proposals as stated in the instructions for Items 1 through 14 below may result in a submitted proposal being deemed non-responsive to the RFQ.

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 of the Proposer that 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; and that the Proposer has not directly or indirectly induced or solicited any other Proposer to submit a sham proposal, or any other person, firm, or corporation to refrain from submitting a proposal, and that the proposer has not sought by collusion to secure for themselves an advantage over any other proposer.

Instructions: Proposers shall complete a signed and **notarized** "Declaration of Non-Collusion" Affidavit (Exhibit E.1) and include with the submitted 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: All 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 submitted proposal.

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

The City requires that all contractors and subcontractors that perform work for the City shall comply with all 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 places, 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: All Proposers shall complete and include the Certification Regarding Compliance with the Americans with Disabilities Act Form (Exhibit E.3) with the submitted 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 practice of cooperation with the enforcement 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: All Proposers shall complete and include the Certification of Compliance with Child Support Obligations Form (Exhibit E.4) with the submitted 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: All Proposers shall complete and include the City of Los Angeles Contract History Form (Exhibit E.5) with the submitted 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 or remain within the City of Los Angeles.

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: All Proposers shall complete and include the City of Los Angeles Residence Information Form (Exhibit E.6) with the submitted 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 all construction contracts, public leases, or licenses of any value and duration; goods or service contracts with a value greater than $25,000 and a term of at least three months, each bidder or proposer must submit with its bid or proposal a certification, on a form (CEC Form 50) prescribed by the City Ethics Commission, that the bidder acknowledges and agrees to comply with the disclosure requirements and prohibitions established in the Los Angeles Municipal Lobbying Ordinance, if the bidder qualifies as a lobbying entity. A copy of CEC Form 50 may be found at the following website: https://ethics.lacity.org/forms/

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

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

8. Restrictions on Campaign Contributions and Fundraising in City Ethics

Los Angeles City Charter Section 470(c)(12) prohibits proposers of contracts projected to be worth $100,000 or more and that require City Council approval from making 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 bid and proposal process and the resulting contract.

Proposers and their principals must register with the City Ethics Commission. To do so, each proposer must submit with its bid a certification, on a form (CEC Form 55) prescribed by the City Ethics Commission. 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 said subcontractors and their principals 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 Ethics") of Attachment A ("Standard Provisions for City Contracts [Rev. 9/22] [v.1]") of this RFQ for additional information.

Instructions: All Proposers shall complete and include the Prohibited Contributors – Bidders CEC Form 55 (Exhibit E.8) with the submitted proposal.

Note: Should Proposer use an electronic signature for Form CEC Form 50, the document must be signed via a software that is accepted by the City and/or the Library (i.e., DocuSign, 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, all bidders submitting proposals for, entering into, or renewing contracts with the City of Los Angeles for goods and services estimated at $1 million or more 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 Contacting 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: All Proposers shall complete and include the Iran Contracting Act of 2010 Affidavit (Exhibit E.9) with the submitted proposal only IF the proposal for goods and/or services is estimated at $1 million or more.

10. Equal Benefits Ordinance (EBO) / First Source Hiring Ordinance (FSHO) (On-Line 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 Los Angeles Administrative Code Section 10.8.2.1, Equal Benefits Ordinance (EBO).

All proposers shall complete and submit an affidavit onto the 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 bids or 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 Los Angeles Administrative Code Sections 10.44 et seq., First Source Hiring Ordinance (FSHO).

All proposers shall complete and submit an affidavit onto the 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 bids or proposals. However, the City may request supporting documentation to verify that the benefits are provided equally as specified 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. 09/22] [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:
All 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 submitted 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)

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

12. Business Inclusion Program (BIP) Requirements (WAIVED, NOT APPLICABLE FOR THIS RFP)

Unless otherwise stated in this RFQ or by an addendum to this RFQ, the Business Inclusion Program Mandatory Outreach must be performed by the Proposer through the RAMP website.

In accordance with Mayor's Executive Directive No. 14, the Business Inclusion Program (BIP) requires all respondents for a Request for Bids (RFB), Request for Proposals (RFP), and Request for Qualifications (RFQ), to perform subcontractor outreach to all available Minority Business Enterprise (MBE), Women Business Enterprise (WBE), Small Business Enterprise (SBE), Emerging Business Enterprise (EBE), Disabled Veteran Business Enterprise (DVBE), and all Other Business Enterprise (OBE) firms who could perform a portion of the scope of work required in the RFB/RFP/RFQ. Participation by MBEs, WBEs, SBEs, EBEs, DVBEs, and OBEs may be in the form of subcontracting. Proposers may refer to the Business Inclusion Program Walkthrough Manual (Exhibit E.12) of this RFQ for additional information and instructions.

Proposers may refer to PSC-32 ("Business Inclusion Program") 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/BIS-program-description. Information on BIP may be found on the following website: www.rampla.org/s/support.

A Proposer's failure to attend the Mandatory Pre-Proposal Conference and complete the BIP Outreach Process may result in the proposal being deemed non-responsive to this RFQ.

Instructions: All Proposers shall perform the mandatory online BIP outreach as instructed in Exhibit E-12. The BIP outreach must be performed using RAMP located at www.rampla.org. Upon completion of the BIP outreach, Proposers shall include the BIP Summary Sheet with the submitted proposal.

13. Local Business Preference Program

This RFQ is subject to the policies and requirements established by Ordinance No. 187121 and Section 10.25, et seq., of the Los Angeles Administrative Code. The City is committed to maximizing opportunities for local businesses, as well as encouraging local businesses to locate and operate in Los Angeles County (County). The Local Business Preference Program (LBPP) aims to benefit the City by increasing local jobs and expenditures within the private sector. Proposers should be fully informed of this program. To be eligible for participation of this program, Proposers are required to submit an 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: Eligible Proposers for the LBPP shall complete and upload the LBPP affidavit available on RAMP located at www.rampla.org prior to the RFQ submission due date. Additionally, if applying for eligibility in the LBPP, print a copy of the completed LBPP affidavit and include it with the submitted 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 with contracts primarily for the furnishing of services to or for the City that involve an expenditure or receipt in excess of $25,000 and a contract term of at least three months, lessees and licensees of City property, and certain recipients of City financial assistance, shall comply with the provisions of Los Angeles Administrative Code Sections 10.37 et seq., Living Wage Ordinance (LWO) and 10.36 et seq., Worker Retention Ordinance (WRO).

It is the responsibility of all Proposers and Contractors to understand their responsibilities and obligations under the LWO and WRO.

Proposers may visit 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/ordinances

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: All Proposers shall complete and include the Employee Information Form LW-6 (Exhibit E.14a) and the Subcontractor Information Form LW-18 (Exhibit E.14b) with the submitted proposal.

LWO Exemption:
Proposers who believe that they meet the qualifications for exemption shall complete and submit the appropriate application form with the submitted proposal.

Exemption Application Forms are as follows:

(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).

THE PROPOSAL(S) AWARDED A CONTRACT BY THE BOARD OF LIBRARY COMMISSIONERS WILL BE REQUIRED TO COMPLY WITH THE FOLLOWING REQUIREMENTS FOR ITEMS 15 THROUGH 17 BELOW DURING THE TERM OF ANY 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 the selected contractor(s) own cost and expense, the selected contractor(s) and any of its subcontractors shall procure and maintain the minimum insurance requirement for the term of the contract and any additional terms as outlined in Exhibit E.15.

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 internet site, www.kwikcomply.org that uses the standard insurance industry form. 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. All Proposers awarded a contract by the Board of Library Commissioner must submit the required insurance prior to the execution of a contract.

16. Business Tax Registration Certificate (BTRC)

In accordance with the City of Los Angeles Municipal Code Section 21.03, persons engaged in any business within the City of Los Angeles are required to register and pay required taxes. All individuals or entities conducting business activities within the City of Los Angeles are required to 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 BTRCs or Business Tax Exemption Numbers. 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. All 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. The Contractor is required to furnish the Library with their social security number or Federal Employer Identification Number for the sole purpose stated in this paragraph.

Instructions: No submission is required at this time. All Proposers awarded a contract by the Board of Library Commissioners must provide an IRS Federal Employer ID Number or social security number prior to the execution of a contract.

THE PROPOSAL(S) AWARDED A CONTRACT BY THE BOARD OF LIBRARY COMMISSIONERS WILL BE REQUIRED TO COMPLY WITH THE FOLLOWING REQUIREMENTS FOR ITEMS 18 THROUGH 21 BELOW DURING THE TERM OF ANY 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 City evaluation and allowed an opportunity to respond. The City will use the final City 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, forms and documents: https://bca.lacity.org/ordinances

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, Section 10.48 of the Los Angeles Administrative Code. 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 Los Angeles Administrative Code Section 10.8.2., Non-Discrimination Clause.

All contracts for which the consideration is $1,000 or more shall comply with the provisions of Los Angeles Administrative Code Section 10.8.3., Equal Employment Practices Provisions. 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.

All contracts for which the consideration is $25,000 or more shall comply with the provisions of Los Angeles Administrative Code Section 10.8.4., Affirmative Action Program Provisions. 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 with the City and shall impose the same obligations. 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.*

E. PROPOSAL SUBMISSION AND REQUIREMENTS

Proposals shall be based only on the material contained in the RFQ, ~~Mandatory Pre-Proposal Conference responses~~, amendments, addenda, and other materials published by the LAPL relating to the RFQ. Proposers shall disregard any previous draft materials and oral representations that may have been obtained by the proposer. Proposals shall be submitted in accordance with the requirements of this RFQ, including any addenda.

~~1. Mandatory Pre-Proposal Conference~~ THERE IS NO PRE-PROPOSAL CONFERENCE

~~A Mandatory Pre-Proposal Conference will be conducted to provide an overview of the RFQ. To obtain the greatest benefit of 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). **Attendance at the Mandatory Pre-Proposal Conference and Sign-in on the attendance roster is required to satisfy requirements of the City's Business Inclusion Plan submittal (see Exhibit E.12 of this RFQ).**~~

~~Participation in the Mandatory Pre-Proposal Conference will 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. They 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 submission, as listed on www.rampla.org, by 4:00 p.m. to dgomez@lapl.org and will be posted on www.rampla.org.~~

~~**The Mandatory Pre-Proposal Conference will be held as follows:**~~

~~When: Wednesday, DATE, 2022 at 10:00 a.m.~~

~~Required registration in advance for this meeting by Monday, DATE, 2002, 5:00 p.m.:~~

~~Topic: RFQ 44-0XX to provide Marketing and Public Relations Consulting Services Mandatory Pre-Proposal Conference~~

~~Time: March XX, 2022 10:00 AM Pacific Time (US and Canada)~~

~~Please RSVP by **Monday DATE, 2002, 5:00 p.m.** and fill out the Google form, link provided above, providing the name of attendee, position, company, address, phone number, and email address. After registering, you will receive a confirmation email containing information about joining the meeting.~~

2. Submission Requirements

Proposals in response to this RFQ must be submitted electronically and shared with the Library through Google Drive as follows:

2.1 Electronic Submission

a. Proposers shall create or use their own Gmail Account Google Drive to submit their proposals.

b. All documents must be in one Portable Document Format (PDF) file with Optical Character Recognition (OCR).

c. Proposers shall upload the proposal document to their Google Drive.

d. Proposers shall ensure the name of the proposal document is: "RFP 44-28 for Mental Health and/or Social Services – VENDOR NAME"

e. Proposers shall share the Google Drive proposal document with the following Library Emails:

- laplbidsubmissions@lapl.org
- mlemus@lapl.org
- cathy.serrano@lapl.org

f. Do not password protect the submitted proposal document.

g. The submitted proposal must include all items as stated in Section H ("Proposer Checklist") of this RFQ.

h. The sections within the proposal document shall be in the order as listed in Section H ("Proposer Checklist") of this RFQ.

i. Documents requiring signatures shall conform to the "Electronic Signature Policy [03/20]" as stated in Attachment C of this RFQ.

j. Proposals must not be compressed, must not contain a virus or malware, must not be corrupted and must be able to be opened. Proposers are solely responsible for ensuring that electronic submissions are not corrupted. The Library may reject proposals that are compressed, cannot be opened, or that contain viruses, malware, or corrupted attachments

k. 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.

l. 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 located at: www.rampla.org

b. Proposers are encouraged to submit proposals prior to the due date and time.

Proposal Due Date: December 6, 2022 (Tuesday) by 11:59 P.M.

2.3 Submission Responsiveness

a. Failure to meet the requirements set for in this RFQ may be cause for rejection of the proposal by the Library.

b. The Library reserves the right to find a submitted 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.

e. Proposers should only list those references that would substantiate their experience as it relates to Sections B ("Scope of Work") and C ("Contents of the Submitted Proposal") of this RFQ.

3. Responsibility for Timely Submission of Proposal

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

4. Withdrawal by Proposer

A Proposer may withdraw its proposal provided that the request is in writing, signed by an authorized representative, and is received by the LAPL prior to the proposal deadline date. After proposals have been opened, the proposals shall be subject to acceptance by the City for a period of ninety (90) days. Except as previously stated, no Proposer may withdraw its proposal, except with the written consent of the LAPL. At the sole discretion of the LAPL, a Proposer cannot withdraw their proposal due to errors in their proposals.

5. The City's Rights of Rejection and Withdrawal of RFQ

The LAPL reserves the right to reject any and all proposals and to withdraw this RFQ at any time.

6. Proposal Format

Proposals shall be based only on the material contained in this RFQ, responses based on questions from the Mandatory Pre-Proposal Conference, amendments, addenda, and other material published by the LAPL relating to this RFQ.

Proposers shall disregard any previous draft materials and oral representations which may have been obtained by the Proposer. Proposals shall be submitted in accordance with the requirements of this RFQ, including any addenda.

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 completed responses to the City's mandatory City contract compliance documents. Failure to include satisfactory responses to each proposal item may result in the rejection of such proposals as non-responsive.

2. Proposal Evaluation

A panel of City staff and subject-matter experts will evaluate the proposals as described in this RFQ. Proposals deemed non-responsive will be disqualified and will not be evaluated. The review panel may request additional information to clarify a submitted proposal. The LAPL also reserves the right to waive any informality in a proposal when to do so would be to the advantage of the City and its taxpayers.

The review criteria will include: proposal quality and responsiveness to the criteria identified in this RFQ; experience and capabilities of assigned staff; Proposer experience and resources; compliance with City policies; and fees and expenses. The LAPL reserves the sole right to judge the contents of all proposals. Proposals which, at the discretion of the LAPL, are incomplete and/or do not follow content and format guidelines may be disqualified without further consideration.

To further assess the strengths and capabilities of a Proposer, the LAPL, at its sole discretion, may choose to conduct interviews and request oral presentations to provide additional information regarding qualifications. Such interviews may be reviewed and included as part of the proposal evaluation process.

Proposers bear the responsibility to ensure that the RFQ responses provide adequate and appropriate information and documentation for the LAPL to evaluate the responses relative to Proposer capabilities, strength of individuals performing project tasks, and proposed fees and expenses. Lack of adequate information and documentation may result in the proposal failing the evaluation criteria and being disqualified.

1. Evaluation Criteria

A selection committee composed of LAPL and other appropriate personnel will evaluate each proposal and the following criteria will be used in evaluating proposals and selecting the successful proposers.

Evaluation Criteria	Meets RFQ Requirements
Qualifications and Experience requirements	Pass / Fail
Proposed Fees	Pass / Fail
References	Pass / Fail
Recommendation	**Pass / Fail**

2. Appeal Process

The LAPL will notify all Proposers of the recommendations of the evaluation panel. Any protest to a proposal award(s) must be submitted in writing to the RFQ Administrator at the address shown below by certified mail or personal delivery within seven (7) calendar days of the mailing date of the notice of the contract award recommendation. Proposers may appeal procedural issues only.

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 filing a Government Code claim or legal proceedings. At a minimum, any written protest document must include the following:

- Name, address, and telephone number of the protesting party.
- Name and number of this RFQ.
- Detailed statement of the legal and factual grounds of the protest, including copies of all relevant documents; and, reference to the specific portion of the documents that form the basis of the protest.
- Request for a ruling from LAPL.
- Statement as to the form of relief requested.

Protest and attached documentation must be sent to the following address:

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

The LAPL may hold a hearing within five (5) working days after receiving the protest, unless waived by the Proposer. The City Librarian, or designee, shall make a final determination with respect to the protest and shall award or reject the contract accordingly. The decision of the City Librarian, or designee, shall be final.

G. GENERAL CONDITIONS

1. Acceptance and Disposition of Proposals

The LAPL reserves the right to reject all proposals. Failure of the Proposer to submit the above-required documents with their proposal may render the proposal non-responsive and result in its rejection.

It is the intent of the LAPL 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 LAPL reserves the right to further negotiate the terms and conditions of the contract. The LAPL reserves the right to withdraw this RFQ, to reject any proposal for non-compliance with RFQ provisions, or not to award a contract at any time due to unforeseen circumstances or if it is determined to be in the best interest of LAPL.

2. Public Record Act

All proposals submitted in response to this RFQ shall become the property of the LAPL and will be a matter of public record, subject to the State of California Public Records Act (California Code Sections 6250 et seq.). Proposers must identify in writing all copyrighted material, trade secrets, or other proprietary information that the Proposers claim are exempt from disclosure under the California Public Records Act (CPRA). Any Proposer claiming such exemption must identify the specific provision of the California Public Records Act that provides an exemption from disclosure for each item that the Proposer claims is not subject to disclosure under the California Public Records Act.
Please note that the wholesale use of headers/footers bearing designations such as "confidential," "proprietary," or "trade secret" on all or nearly all of a proposal is not acceptable and may be deemed by the LAPL as a waiver of any exemption claim. The identification of exempt information must be more specific.

In addition to the requested emailed copy noted in Section E.2.1 ("Proposal Submission Requirements"), all Proposers must supply one (1) complete duplicate copy of its proposal with those specific items claimed as exempt clearly marked (redacted). This copy must identify what specific information (if any) in their proposal that they claim, in good faith, is exempt from disclosure under the CPRA.

Any Proposer claiming such exemption must also state in the proposal the following: "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 action brought against the City for its refusal to disclose copyrighted material, trade secrets, or other proprietary information to any person making a request therefor."

3. RFQ Revisions

Any revision, amendment and addendum made to this RFQ will be posted at www.RAMPLA.org.

4. Transfers, Joint Ventures and Use of Subcontractors

Proposer shall not, without written consent of LAPL 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 LAPL 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. Information Requested and Not Furnished

The information requested and the manner of submission are essential to permit prompt evaluation of all proposals. Accordingly, the LAPL reserves the right to declare as non-responsive and reject any proposals in which information is requested and is not furnished or when a direct or complete answer is not provided.

6. 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 LAPL's requirements cannot be considered. Proposals offered subject to conditions and/or limitations may be rejected as non-responsive.

7. 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 LAPL reserves the right to make corrections or amendments due to errors identified in the proposal by the LAPL or the Proposer. This type of correction or amendment will only be allowed for errors and typing or transposition. All changes must be coordinated in writing with authorization by and made by the RFQ Contract Administrator identified in section G.11 of this RFQ.

8. Interpretation and Clarifications

The LAPL 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 Contract Administrator identified in Section G.11 of this RFQ. The LAPL reserves the right to modify requirements on any RFQ if it is in the best interest of the LAPL.

9. Cost of Proposal Preparation

The LAPL 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 Mandatory Pre-Proposal Conference or proposal opening, please contact the RFQ Contract Administrator at least five (5) working days prior to the scheduled event.

11. Contact for Information

For answers to questions relating to the content of this RFQ, the Proposers must submit questions 14 days prior to the due date of the proposal submission, as listed on www.RAMPLA.org, by 5:00 p.m. via email to:

Deirdre Gomez
Los Angeles Public Library
630 West Fifth Street
Los Angeles, CA 90071
Email: dgomez@lapl.org

LAPL shall be the sole judge of whether a response is required for any question. All questions submitted in writing by a Proposer and answers provided by LAPL will be posted on www.RAMPLA.org as an Amendment to the RFQ. Any oral communication between a Proposer and a City employee is not binding on LAPL or the City of Los Angeles.

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. 09/22 [v.1]) which is included in this RFQ as Attachment A.

H. PROPOSER CHECKLIST

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

Section	Form / Document Description	Exhibit No.	Initial
RFQ C.1	Cover Letter and Executive Summary	--	
RFQ C.2	Proposer Qualifications and Experience	--	
RFQ C.3	Proposed Fees	--	
RFQ C.4	References	--	
RFQ C.5	Key Personnel	--	
RFQ C.6	Authorized Signatures	--	
RFQ Attachment D	Proposer Checklist of Services Provided and Location Availability	--	
RFQ D.1	Declaration of Non-Collusion Affidavit (Must be Notarized)	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 (If Applicable)	Exhibit E.9	
RFQ D.10	Equal Benefits Ordinance (EBO) / First Source Hiring Ordinance (FSHO) – On-Line Submission	Exhibit E.10	
RFQ D.11	Disclosure Ordinances – On-Line Submission	Exhibit E.11	
RFQ D.12	Business Inclusion Program (BIP) Walkthrough Manual – WAIVED, NOT APPLICABLE FOR THIS RFP	Exhibit E.12	
RFQ D.13	Local Business Preference Program	Exhibit E.13a	

Section	Form / Document Description	Exhibit No.	Initial
Section	**Form / Document Description**	**Exhibit No.**	**Initial**
RFQ D.13	Local Business Preference Program (LBPP) Certification Information (If Applicable)	Exhibit E.13b	
RFQ D.14	Living Wage Ordinance (LWO) Employee Information (Form LW-6)	Exhibit E.14a	
RFQ D.14	LWO Subcontractor Information (Form LW-18)	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	

HUMANNOVATIONS
Empowering the Global Mental Health Revolution

Library *Community*

Connection and Crisis Support Program

LAPL/Humannovations Support Skills Training

Humannovations RFQ Proposal to: LOS ANGELES PUBLIC LIBRARY; RFQ NO. 44-028
Section 1. EXECUTIVE SUMMARY

Humannovations is proposing co-development with the Los Angeles Public Library (the Library) and/or provision of a specialty support skills training in order to: enhance positive interactions between staff, volunteers and visitors; reduce conflict and aggression; reduce need for law enforcement/security interactions with library patrons; and foster behavioral health resource connections on-site at 72 library facilities. This program would integrate the Experience Office (LEO) (LEO) mission and Library's Rules of Conduct through experiential communication, compassion-based de-escalation and distress reduction skills development.

Humannovations is a Los Angeles-based small business social enterprise (SBE) providing mental health training and program development at the intersection of community empowerment and equity, behavioral health services, peer support, crisis de-escalation and suicide prevention, based in over 50 years' professional experience. Our unique trainings have been provided around the world to government agencies, community members, mental health specialists, employees, peer supporters and others with lived experience, outreach and shelter workers, construction tradespeople and many others. The core of our work is skills-driven compassion-based 'crisis support' and mental health literacy training, based in connection, recovery, cultural humility and trauma-informed care. Humannovations' courses, such as Crisis Ally training, directly target the mission of reducing law enforcement and/or coercive interactions in behavioral health situations.

Humannovations is proposing to develop and deliver a unique custom training program for Los Angeles Public Library staff, designed to serve the program's mission to "reimagine security and safety" and "provide outreach to the City's most vulnerable residents through… alternatives to traditional law enforcement." Based on our proven mobile outreach curricula, such as *Crisis Ally* training, which have been provided to thousands of mental health, outreach and suicide prevention workers internationally, this specialty program could be a model for public libraries everywhere.

As provided by our senior faculty, assistant trainers and the Humannovations' "Intensity Players", professional actors who work to provide uniquely realistic role play scenarios, the proposed program would be grounded in the needs and experience of local Angelenos, celebrating the diversity and recognizing the challenges of historically disenfranchised communities as well. Through a series of on-site intensives and/or online content available through our learning management platform, program training participants, regardless of prior experience, will emerge with greater knowledge, skills and confidence for engaging with, supporting people in distress. As part of the core curriculum participants will learn and practice listening skills, violence prevention and non-violent de-escalation techniques focused on safety and compassion, and effective responses to suicidality, distress, and anger/rage. Each participant will receive training workbooks and follow-up materials throughout a six-month period to enable them to provide a safe and welcoming environment and reduce incidents at their branch/branches. Continuing learning after initial training through reminder "skills sheets" and study groups consolidates training content into practice on a daily basis, ensuring integration.

The four-year training and skills enhancement program we propose would ideally be co-developed by/ adapted to the experience and needs of the Library and its stakeholders, including people with lived experience who frequent or are employed at libraries city-wide. It would be provided by our diverse staff, including the Humannovations Director, Eduardo Vega, a bicultural child of a Hispanic immigrant, and our LA-based personally and racially diverse actors/assistant trainers. By year 3 of

the program, the training could be translated and provided in Spanish and/or other languages as prioritized by the Board of Library Commissions/leadership.

Humannovations' training programs are founded in the values of community empowerment and social justice, including a belonging based/fully-inclusive recognition of identities, as well as best-practices for engagement, mental health peer support and suicide prevention. They have been created with the conviction that everyone can show up for others as equals, in the spirit of compassion, even at life's most difficult moments. We have provided our training to hundreds of people with no prior experience in mental health, communication skills or human services, as well as a vast range of professionals including clinicians, medical staff and psychiatrists. I.e., the proposed project would have the capacity to serve staff and contractors throughout the Library's system, as well as integrating understanding and approaches across the range of its stakeholders.

Our work is driven by 'lived expertise'. This is the combination of program and services experience and lived experience of its founders and participants. Our 'peer ally' based programming is focused on fostering understanding and alliance that leads to distress reduction (de-escalation), and incorporates use of personal lived experience. No other crisis skills training in the United States provided to public agencies fully embraces the value of lived experience in this way, and includes an intentionally-structured approach to offering it when appropriate.

In short, Humannovations is proposing a partnership with the Los Angeles Public Library, with the express goal of empowering its staff, contractors and stakeholders to create an environment that is safe, free of conflictual interactions, and truly welcoming to its many community patrons. Our plan would be to provide introductory and advanced skills training to LAPL Staff, Ambassadors, Social Workers, Volunteers and/or Social Service Outreach Providers over the course of four (4) years.

The tailored system-wide training program, utilizing the Library's Rules of Conduct as a framework, could take several forms, depending on needs, scheduling and capacity at and within libraries. For example a customized LAPL curriculum based on Humannovations multiple training models could be created to incorporate input and specific needs identified by the Library Experience Office and rolled-out system-wide upon finalization (*Custom Training* Option A). *OR* Humannovations could provide its highly successful 20-hour *Crisis Ally* seminar trainings at libraries in a structured delivery fashion (*Package Training & Integration Option B).** (Based on the LAPL needs and priorities, alternative Scopes of Work to those presented may also be negotiated.)

**Crisis Ally* training was provided to over 300 community outreach and mental health staff in the state of Illinois in 2022 alone.

Project Sample Workplans: The following describes two proposed options for the program over the term of four years. The design and activities proposed below are for discussion purposes only. Final Workplan and Scope of Work TBD upon contracting.

Year, Term	Option A. Custom LAPL Training Program	Option B. Package Training Program
1, Q1-2	LEO, staff, patron, stakeholder presentations, listening sessions, needs assessment; curriculum development (10-24 hour curriculum)	Recruitment, communications, scheduling *Crisis Ally* 20 hour seminar provided to 50 librarians, directors, managers, ambassadors, social service staff; 2-day intensive and/or hybrid online version Review evaluation/feedback
1, Q3-4	Build online course content; pilot training at Central plus 2 branch libraries (up to 60 librarians, directors, managers, ambassadors, social service staff); review evaluations; enhance/adapt curriculum; hire/train assistant trainers and actors	Revise/adjust Crisis Ally training as needed based on evaluation/feedback *Crisis Ally* 20 hour seminar provided to 50 librarians, directors, managers, ambassadors; social service staff "Patron Support" study group/co-learning community development/recruitment
2, Q1-2	Training provided to 100 librarians, directors, managers, ambassadors, volunteers, social service staff. Skills 'tip' sheets development	*Crisis Ally* 20 hour seminar provided to 80 librarians, directors, managers, ambassadors, social service staff Skills 'tip' sheets development "Patron Support" study group/co-learning community sessions (x2)
2, Q3-4	Training provided to 100 branch social service staff, ambassadors, volunteers Skills 'tip' sheets dissemination (x2)	*Crisis Ally* 20 hour seminar provided to 80 librarians, directors, managers, ambassadors, social service staff Skills 'tip' sheets dissemination (x2) "Patron Support" study group/co-learning community sessions (x2)
3, Q1-2	Mid-term evaluation/review; data collection; content integration & outcomes assessment Skills 'tip' sheets dissemination (x2) Manualization/fidelity tool development Trainer program development	Mid-term evaluation/review; data collection; content integration & outcomes assessment Skills 'tip' sheets dissemination (x2) "Patron Support" study group/co-learning community sessions (x2)
3, Q3-4	Manual finalization Trainer recruitment Trainer training Training provided to 60 librarians, volunteers, managers, ambassadors, social service staff using new Trainers as co-trainers	*Crisis Ally* 20 hour seminar provided to 80 librarians, directors, managers, ambassadors, social service staff Skills 'tip' sheets dissemination (x2) "Patron Support" study group/co-learning community sessions (x2)
4, Q1-4	Trainers provide training to 100 volunteers, staff, ambassadors, etc. Trainer co-learning group "Patron Support" study group/co-learning community sessions (x2) Project final document/presentations	*Crisis Ally* 20 hour seminar provided to 80 librarians, directors, managers, ambassadors, social service staff, volunteers "Patron Support" study group/co-learning community sessions (x2) Project final document/presentations
Total trained	*440 (including 20 Trainers)*	*420*

CONCLUSION: Thank you for your consideration in this important project for the Los Angeles community. Humannovations is a local, small, minority-owned business that shares the mission of the Library Experience Office and the vision of healthy communities empowered by public libraries everywhere. We welcome the opportunity to discuss the Library's goals and our services in depth.



Eduardo Vega, M. Psy., Owner/CEO
Humannovations

RFQ. C2. Proposer Qualifications and Experience

Humannovations is a specialty social enterprise providing community mental health training and consulting for behavioral health services, peer support, crisis and suicide prevention, lived experience empowerment, and workforce capacity building. *The mission of Humannovations is to create a healthier future through innovative solutions that empower people and communities and reduce the global burden of mental ill-health and suicide*.

Humannovations was founded in 2017 by international mental health expert Eduardo Vega, to innovate gap-filling solutions at the intersection of public mental health and community empowerment, with a focus on lived experience and compassion-based support. Mr. Vega's work over 30 years in community services and mental health has guided his mission to cultivate compassion-based communities that respond to mental health challenges in the spirit of dignity, including empowering resources for people in distress/crisis, alternatives to law enforcement and coercion, and supportive approaches to suicide based in alliance and lived experience. In addition to long-time service on the Steering Committee of the National Suicide Prevention Lifeline, Vega is guest faculty to Yale University and co-investigator on major NIMH-funded research programs. (See Key Personnel below).

Humannovations clients have included the national Disaster Distress Helpline, the World Health Organization, the Corporation for Supportive Housing, the Substance Abuse and Mental Health Services Administration (SAMHSA), Vibrant Emotional Health, the US National Suicide Prevention Lifeline, the New Hampshire State Department of Behavioral Health, Michigan Department of Mental Health, the International Training Fund of the United Association of Pipefitters, Suicide Prevention Australia, the U.S. Suicide Prevention Resource Center (SPRC), GROW New Zealand, Mental Health Association of Delaware, as well as major multi-national technology and construction companies.

Humannovations has provided our empowering skills training experiences to over 1400 individuals from all walks of life. From volunteer suicide hotline staff, to psychiatrists, to community-based counselors, to construction site managers; from communities as varied as rural Nebraska and New Hampshire, to Los Angeles and the densely urban south side of Chicago. In the last five years alone, our trainings and program development services have served communities in places as diverse as Los Angeles and Oakland California, Lima Peru, Northern Arizona, and Dunedin New Zealand.

In his prior role with Mental Health Association of San Francisco, *Mr. Vega oversaw the development of pilot training for San Francisco Public Library volunteers and staff including people who were unhoused.* This "Crisis Support Skills" program provided 2-hour introductory training and mental health literacy training from a service user point of view, to aid in connection, stigma reduction, and conflict reduction.

In addition to trainings for mental health programs, leaders and organizations around the world, Mr. Vega created and delivered the first multi-modal 120-hour training in lived-experience based outreach and engagement for Los Angeles housing and homelessness services. This unique curriculum became a model for the integration of people with lived experience of homelessness on Los Angeles street outreach teams.

In 2017 Mr. Vega created the unique *Growing Through: Crisis Support Skills* training program, to fill the gap between traditional de-escalation/crisis intervention training and recovery model/alliance-based peer support practices. This unique humanizing alternative, that

incorporates cultural responsiveness and awareness of racial/legacy injustice, was quickly embraced by organizations including Oakland/Alameda County Behavioral Health Services, Georgia Crisis and Access Line and Oregon's Lines for Life (Crisis response and suicide prevention hotline service providers) as well as many others. Growing Through formed the basis of *"Crisis Ally"* a groundbreaking crisis support skills training system which has been provided to over 300 outreach and mobile crisis specialists in the state of Illinois.

In 2020, the US national Disaster Distress Helpline (DDH) contracted with Humannovations to provide training for a new national program of peer support for people impacted by COVID-19. Through a multi-year engagement, we tailored two of our curricula to the specific needs of the DDH Online Peer Support Program. For these purposes, a custom package of training seminars was subsequently delivered to three cohorts of supporters: healthcare workers; survivors of mass violence; and parents/caregivers impacted by COVID-19. Each training cohort consisted of individuals with lived experience based in multiple regions, who participated in 2 week-long seminars within a single month to complete the 20-hour curriculum. Building upon this work in partnership with the DDH, Humannovations is currently contracted to develop a unique internal curricula for the program as well as train internal trainers.

COVID-19 adaptation, Online, Hybrid Skills Training Systems & the Intensity Players

In response to the restrictions of COVID-19 pandemic, Humannovations created *Humannovations-U* to foster online education content utilizing an online Learning Management Platform (LMS). It is clear to our faculty, however, that practical experience utilizing the tools our courses teach was essential to our learners gaining the confidence to put them to use in their communities and places of employment. *I.e., Skills for positive listening and the confidence to use effective communication and de-escalation techniques cannot be effectively learned without real-world practice that involves other people.*

In order to preserve this invaluable aspect of experiential learning where in-person training is not possible, we re-developed our curricula to integrate asynchronous, on-line content such as presentations, videos and exercises with Zoom-based "Skills Sessions." This approach leveraged the benefit of both modalities, allowing for increased accommodations for scheduling and learning styles as well.

To maximize the effectiveness of this crucial learning element, Humannovations recruited and trained professional actors for the Skills Sessions. The Humannovations "Intensity Players" are a highly-adept, culturally diverse, and experientially diverse cast that provide our training participants with opportunities to practice the skills they are developing in situations that are close to natural. Intensity Players, who work now in both online and in-person seminars, are trained to provide realistic demonstrations with the training faculty, realistic 'role play' with participants, and support the learning process for all. Many of our actors are Los Angeles-based film and stage professionals, available to work with us and the Library, if contracted.

Experience working with individuals with lived experience, people with disabilities community/family members, and caregivers, LGBTQ+ and related communities

As a lived experience-run organization focused on empowerment, Humannovations efforts are deeply informed by the experiences of individuals living with mental health conditions and other challenges;

people recovering from substance use problems, unhoused and unemployed individuals, formerly incarcerated individuals and justice-involved youth, survivors of crime, disaster, mass violence and displacement, and their families and community members.

Humannovations faculty and staff have integrated lived experience stakeholders in virtually every professional program we have engaged. The staff and faculty of Humannovations have combined experience of over forty years working to empower, encourage and develop the role of people with lived experience, including parents/loved ones and caregivers. Each of Mr. Vega and Ms. Goodale have participated in and/or directed major local, regional and federal initiatives geared towards engagement of lived experience, service users/family in community driven systems change and program innovation. Employing people with lived experience is central to Humannovations' staffing and contracting. Most Humannovations' team members are people with lived experience related to mental health conditions, homelessness, addiction and recovery, including family members, and suicide loss and attempt survivors. A significant portion of our staff and partners identify as members of the LGBTQ+ community.

Training Experience: Empowerment and Learning Accommodations.

Humannovations training experiences are designed for maximum flexibility to accommodate varied learning styles, education levels and schedules, and provide support for learners with any related disabilities. We have collaborated with our client partners in multiple communities to ensure these accommodations in multiple ways. For instance, our expert training support staff provide direct assistance on technical issues related to our online LMS system and work to accommodate people at all levels of technology literacy and differing learning styles. Our Skills Sessions take place in segments scheduled at times convenient to clients and learner workplace considerations. During in-person seminars as well as online, we utilize simultaneous transcription to support multiple learning styles.

Humannovations training faculty have years of experience with accommodation support for cognitively diverse people and people with disabilities, including psychiatric disabilities. As an example, we have provided on-screen tech support, transcript and captioning alternatives, self- and alternatively paced assignment schedules and options for audio assignment completion in place of written work.

Diversity, Community Empowerment, Social Equity and Cultural Humility at our core.

In a place as diverse as California, and as complex as the city and county of Los Angeles, commitment to cultural and linguistic responsiveness is essential to success for any public program. As a multi-cultural company that celebrates diversity of all kinds, Humannovations seminars always center respect for cultural differences in the format and content of our trainings. This commitment is core to our founder's leadership and advocacy, fundamental to the way we think about our work, recruit, hire and teach our lessons as well.

Humannovations' trauma-informed trainings are grounded in non-stigmatizing language that recognizes the value of diverse cultural communities, the impact of injustice and inequities, including legacy discrimination and immigration status. For example, each Humannovations training includes content specific to understanding the social determinants of health, psychological impacts of racism and poverty, and bridging skills for working respectfully with people of different backgrounds.

As the bicultural son of a Latino immigrant who lived in Latin America and the father of an Asian-American child, Vega has connected with many cultural communities. His work includes training and consultation with Native Americans for Community Actions (Arizona), Whānau (Indigenous) leadership in New Zealand, multiple Latin-American nations and communities (through WHO/Pan American Health Organization). As a Fulbright specialist in mental health program development and human rights, he collaborated with three distinct cultural communities in the country of Fiji, and provided direct training in Japan as well.

In his role with the Mental Health Association of San Francisco, Vega designed and directed the California Promising Practices Project, a three year program technical assistance and research program funded by California Mental health Services Authority (CalMHSA), focused on supporting and amplifying the visibility of culturally specific community programs across the state. The *Community-Based Participatory* model this project employed stands as an important contrast to university based social research and training programs which can foster disempowerment.

Stakeholder Co-development/Co-learning, Training Customization and Evaluation

Humannovations intentionally partners with its contractors to adapt and ensure any programs fit the needs and specifics of their community—whether it be a community of employees, of patrons or customers, or a community based in a city or neighborhood. In this process, we seek to engage stakeholders from the beginning of any initiative, to seek out and listen authentically to members of the community and especially under-represented communities. By incorporating community members in the planning process and involving trusted representatives of such communities in marketing, can any initiative such as what we are proposing succeed.

The culture at the Library is distinct, as is its community and needs. Based on dozens of projects and leadership incorporating stakeholder input, Humannovations recognizes that communities, service users, patrons and families have crucial intelligence and insight to offer. When it comes to design, delivery, implementation and evaluation, the inclusion of our partner's stakeholder feedback is something we always request. In any extended project, we are accustomed to ongoing conversations with public stakeholders, listening sessions, Board presentations and collaboration with program evaluators. We would bring this engaged spirit thoroughly to the Library as well, if contracted, and seek to build the program in active collaboration with staff, security, the LEO and others.

Our proposed services for this RFQ would include evaluation and QI. Humannovations faculty have substantial experience in data driven project and program evaluation, secure data collection and reporting, government compliance requirements, quantitative and qualitative analysis and user experience review processes. User/participant experience, quality metrics, outputs and process evaluation are a key part of how we collaborate with and improve our outcomes and trainings. Upon contracting if desired, Humannovations can develop an evaluation Logic Model and/or collaborate with LAPL, LEO, the City or others in outcomes analysis for this important effort. We always advocate for partnership in outcomes and process evaluation on our projects, and have extensive history of collaboration in researchers and evaluators. (If desired, Humannovations can also consult on scopes of work for evaluation, selection and/or subcontracting of specialty evaluators as well.)

Section C.3 Proposed Fees

Humannovations is proposing to deliver tailored skill development for the Library, its staff ambassadors, and social service contractors, focused on emotional distress, community safety, suicide prevention and crisis de-escalation in positive, inclusive trainings that provide significant experiential learning. The vision is to create a unified framework for understanding, connecting to, and supporting people in distress at Library branches, in order to improve a welcoming environment, reduce conflictual interactions and the need for police/security or other modes in intervention.

I.e., Our services propose to Train Library Staff and Volunteers (RFQ Section B. Item 4) to ensure that they are empowered with the *knowledge, skills and confidence to*

- Prevent/reduce disruptive incidents involving Patrons, (Item 1) when distress, anger or intensity are present.
- Connect Patrons to needed services (Item 2) and Increase Connections to these (Item 7), in collaboration with other Library contract providers, social services agencies etc.
- Enhance understanding through training based in (from Item 4)
    - Trauma-Informed Care
    - Non-Violent De-escalation and Distress Reduction Techniques
    - Situational Awareness/Creation of Safe Space
    - Conflict and Stress Management
    - Anti-Harassment Training and Sensitivity Enhancement

(If desired by the Library, Humannovations experts can support Items 6, Pilot New LAPL Initiatives, and 10, Recommend Other Programs and Services, as part of an expanded scope to include technical assistance and program development.)

Design, Cost Basis and Fees

The basis of the "*LAPL Community Connection and Crisis Support Program"* skills development experience we propose, based on implementation over 4 years is:

EITHER;

PROGRAM A. Custom training based in Humannovations curricula, developed in collaboration with Library leadership, the LEO and stakeholders, to be provided by Humannovations trainers and, ultimately, trained staff/specialists at the Library,

OR

PROGRAM B. Deployment of Humannovations proven package seminar *Crisis Ally* to the same, followed upon with a series of continuous learning and practice support tools, in-person Skills enhancement and community learning collaborative

Both of these models pertain to 20-hours of individual training with no less than 10 hours being on-site experiential skills training with Master Trainers and trained actors (Intensity Players).

Proposed fees are based on a proposed Workplan including training cohorts and in-person sessions of 20-30 participants.

LAPL Program A FEE TABLE A. CUSTOM TRAINING OPTION

Cost Center	Basis	Year 1	Year 2	Year 3	Year 4	Item Total
Humannovations TA/devteam	20 hrs/month	$ 60,000	$60,000	$72,000	$72,000	$264,000
Project Director*	20-40 hrs/mo	$96,000	$72,000	$90,000	$60,000	$ 318,000
Training Director*	10-20 hrs/mo	$36,000	$36,000	$24,000	$24,000	$120,000
Coordinator/PM*	20-30 hrs/week	$ 45,500	$52,000	$58,500	$ 65,000	$221,000
Assistant Trainer*	20-30 hrs/mo	$15,000	$ 16,500	$18,000	$19,500	$ 69,000
Intensity Players (Actors)	4 per session	$6,400	$ 7,200	$8,000	$8,800	$ 30,400
LMS service fees	$100-150/mo	$1,200	$ 1,200	$1,800	$1,800	$ 6,000
On-site training support	$200-250/per	$800	$800	$1,000	$1,000	$ 3,600
Materials/supplies	$25 pp/other	$2,000	$ 5,500	$ 2,000	$3,500	$ 13,000
Travel/ mileage	miles*.655	$ 262	$786	$328	$655	$ 2,031
Travel/other	Consultation	$ 3,000	$1,500	$1,500	$1,500	$ 7,500
Human Resource Consultant	10 -20 hrs/mo	$15,300	$16,200	$17,100	$18,000	$ 66,600
Humannovations Staff Fringe (*)	26.5% of wage	$51,013	$46,773	$ 50,483	$44,653	$192,920
		$ 332,475	**$ 316,459**	**$ 344,710**	**$320,408**	**$ 1,314,051**

The Program A above differs from Program B in terms of costs associated with program/training development for an original LAPL curriculum, including technical assistance on-site and trainer training.

Program B below offers a more rapid approach to training through provision of Humannovations extant Crisis Ally 20 hour training program.

LAPL Program B FEE TABLE B. PACKAGE TRAINING OPTION

Cost Center	Basis	Year 1	Year 2	Year 3	Year 4	Item Total
Humannovations TA/devteam	20 hrs/month	$48,000	$60,000	$72,000	$72,000	$ 252,000
Project Director*	20-40 hrs/mo	$96,000	$72,000	$ 90,000	$60,000	$ 318,000
Training Director*	10-20 hrs/mo	$36,000	$36,000	$24,000	$24,000	$ 120,000
Coordinator/PM*	20-30 hrs/week	$45,500	$52,000	$58,500	$65,000	$ 221,000
Assistant Trainer*	20-40 hrs/mo	$18,000	$26,400	$14,400	$15,600	$ 74,400
Intensity Players (Actors)	4 per session	$12,800	$14,400	$10,000	$11,000	$ 48,200
LMS service fees	$100-150/mo	$ 1,200	$1,200	$1,800	$1,800	$ 6,000
On-site training support	$200-250/per	$2,000	$2,000	$1,250	$1,250	$ 6,500
Materials/supplies	$25 pp/other	$2,000	$5,500	$2,000	$3,500	$ 13,000
Travel/ mileage	miles*.655	$786	$ 786	$ 655	$655	$ 2,882
Travel/other	Consultation	$3,000	$ 3,000	$1,500	$1,500	$ 9,000
Human Resource Consultant	10 -20 hrs/mo	$15,300	$16,200	$17,100	$18,000	$ 66,600
Humannovations Staff Fringe (*)	26.5% of wage	$51,808	$49,396	$49,529	$43,619	$194,351
		$ 332,475	**$ 316,459**	**$ 344,710**	**$320,408**	**$ 1,314,051**

Table C below describes all cost/fee centers as they appear in the above Fee Tables.

Note: Humannovations' seminars are based on a small class learning experience of 15-25 individuals. In our professional experience this configuration provides the ideal balance for individual learning and skills practice, as well as group development and ongoing co-learning opportunities. This may be adjusted, however, depending on the Library's preferences and/or the needs of specific branches or communities.

FEE TABLE C. COST DETAIL/ITEM DESCRIPTION	
Humannovations TA/Devteam	20 hours per month; Contract Administration; Client Technical Assistance; Program Development; Data Collection/Compliance; $250/hr Y1&2; $300/hr Y3 & 4;
Project Director*	Project Director, Consultant/ Master Trainer Eduardo Vega, MPsy $200/hr years 1&2; $250/hr years 3 & 4; *20-40 hours per month*
Training Director*	Training Director/Curriculum Lead; Lisa Goodale, MSW $150/hr years 1&2; $200/hr years 3 & 4; *10-20 hours per month*
Coordinator/PM*	LALP program Training Coordinator/Program Manager (.5 FTE) ($35/hr)* *25-40 hours per week;* (To Be Hired)
Assistant Trainer*	20-30 hrs/mo; Seraluna Sanchez/ Humannovations Project Mgr/Asst Trainer $50/hr
Intensity Players (Actors)	4 per live session, including online skills session and in person intensive seminars
LMS service fees	$100-150/mo. Learnworlds onlinevLearning Management System service fees
On-site training support	$200-250/per session. Direct costs for in-person training/participant support
Materials/supplies	$25 per person/other supplies including paper /workbooks/printouts/certificates
Travel/ mileage	Mileage based on current MRR $0.655/mile
Travel/other	In-person consultation / travel to LA for Ms. Goodale
Human Resource Consultant	10 -20 hrs/mo; Diana Alonso, MS; HR/mental health program expert
Humannovations Staff Fringe (*)	26.5% of wage; Health insurance, etc. Applies to *Humannovations staff
Note: COLA reasonable wage increases all integrated for all individuals over the proposed four year program	

Final fee note: Humannovations senior faculty provide a range of contract services pertaining to mental health program design, development and deployment, including consultation on crisis services, community-based supports and services, stigma reduction and suicide prevention. In the event that the Library seeks to contract for these in combination, or as alternative to the activities proposed, staffing and direct costs presented here are guaranteed. Project and deliverables-based options are also available for consideration. Please contact director@humannovations.net for more information.

Section C4. REFERENCES

1. *US National Disaster Distress Helpline;* Online Peer Support Program.
   Vibrant Emotional Health as contractor the U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration (SAMHSA)

   Project Contact: Jordan Haywood
   Program Manager
   Vibrant Emotional Health, Disaster Distress Helpline
   50 Broadway, 11th floor, New York, NY, 10004
   Phone: 347-853-3077; Email: Jordan.Haywood@vibrant.org

   Jurisdiction: National

Beginning in 2020, Humannovations contracted with Vibrant to provide the Disaster Distress Helpline with custom program support and training services for a new federal program to support healthcare workers and parents and caregivers impacted by the COVID19 pandemic as individuals and communities affected by incidents of mass violence (such as mass shootings, terrorist bombings, etc.)

Humannovations assisted with the online peer support program development, staff recruitment and program implementation. The core of this contract, which was renewed for 2021, was the provision of custom training for new peer support and crisis staff, based in Humannovations curricula, tailored to the needs of the focal communities and incorporating special content related to trauma, social determinants of health, discrimination and social injustice. In 2022, this contract was renewed to focus on learning enhancement, skills assessment, and the development of a custom curriculum for the DDH program, including new and adapted content and exercises and training for future trainers.

2. Susan Stearns
   Executive Director
   National Alliance on Mental Illness (NAMI) New Hampshire/ New Hampshire Department of Health and Human Services, Bureau of Community Mental Health Services
   Address: NAMI New Hampshire 85 North State Street Concord, NH 03301
   Phone: 603-496-5748 Email: sstearns@namimh.org

   Jurisdiction: Statewide

In 2019 Humannovations' Principal Eduardo Vega was contracted to provide training, technical assistance and evaluation for New Hampshire mental health stakeholders to focus on the

integration of lived experience in suicide prevention, systems change and workforce development focused on crisis services and peer support. Over the course of this contract, and a renewed/ expanded scope in 2020, Vega facilitated community mental health leadership dialogues and a week-long 40-hour *Growing Through*/Peer Crisis Support Skills training, landscape analysis, program development technical assistance for nearly 30 organizations and hundreds of individuals. Due to the pandemic this program was adapted from in-person consultation to online engagement.

3. Sally Spencer-Thomas, Psy.D.,
   Title: Owner, President & Co-Founder, United Suicide Survivors International
   Sally Spencer-Thomas LLC
   10122 Buena Vista Dr., Conifer, CO 90433
   720-244-6536

   Jurisdiction: International /Global

Humannovations has partnered as a subcontractor with Dr. Spencer-Thomas on several national and international initiatives, including, a two-year program beginning in 2019 to provide mental health literacy, suicide prevention and staff training to a global tech giant. This project involved education of leaders and contractors in the US, South America, Europe and East Asia, along with regional/inter-cultural adaptation, simultaneously interpreted instruction and translation of content into eight languages. From 2020-2021, Humannovations was in partnership with Dr. Thomas teaching peer support as well as crisis support and de-escalation skills to construction leaders in hundreds of local trade unions around the US and Canada. The contract was expanded in 2021 to include scaling a program that teaches basic and advanced peer support skills to construction trainers who are helping active-duty military transition to employment in civilian life through apprentice programs.

4. Michael Hazard
   Veterans in Piping Program Manager
   United Association International Training Fund
   Three Park Place, Annapolis, MD 21401
   Phone: 310-720-5228; Email: mikeh@UANET.ORG
   Jurisdiction: National

Humannovations has provided program development and training for the United Association (UA) Veterans In Piping program, in partnership with Sally Spencer-Thomas, since 2019. The unique extended mental health literacy, resource education and peer support skills training of this program, co-designed by Humannovations' staff includes suicide awareness and

prevention, trauma-informed care, addiction and substance abuse recovery supports, motivational interviewing and crisis support and de-escalation for heavy industry tradespeople and transitioning military around the US. Expansion of this co-developed model is underway to engage and train thousands of construction industry workers and managers within the UA, across the US and Canada.

5. Jerome Phillips, MS, QMHP, IM+CAT, IM+CANS
   Director
   Westside Community Triage Wellness Center
   Bobby E. Wright Comprehensive Behavioral Health Center, Inc
   4133 W. Madison Chicago, Illinois 60624
   Phone: 773-722-7900 ext 4119; Email: jphillips@bewcbhc.org
   Jurisdiction: Local Chicago Westside

Bobby E. Wright Comprehensive Behavioral Health Center, Inc., is a non-profit that has been providing quality mental health care, addictions treatment, and developmental disability services for more than 50 years. B.E.W. provides support and treatment to youth, adults and families living within Chicago's Westside communities and surrounding areas.

This urban community mental health agency is one of over thirty that has participated in Humannovations' *Crisis Ally* training of mobile crisis workers and engagement specialist through Illinois Program 590, a state level initiative to expand services and reduce police interactions in mental/behavioral health crises, as driven by the US national 988 transformation. (Humannovations provided training to over 300 individual Program 590 providers across the state of Illinois under this program in 2022 alone.)

B.E.W., which provides direct services in one of Chicago's historically impoverished, multi-ethnic neighborhoods, is one of five provider agencies that contracted in 2022 with Humannovations to provide on-site, in-person intensive training in addition to receiving online training for their staff.

[Insert Letters of Reference]

Disaster Distress Helpline's Online Peer Support Communities

Disaster Distress Helpline

Vibrant Emotional Health

Jordan Haywood
Program Manager
Vibrant Emotional Health, Disaster Distress Helpline
50 Broadway, 11th floor
New York, NY, 10004

Jurisdiction: Nationwide

Phone: 347-853-3077

RE: Humannovations Training Project reference

To: Those concerned

This communication is to provide enthusiastic reference for Humannovations in their proposal to provide community mental health peer and crisis support services for the Los Angeles Public Library. Humannovations is known to us as one of the world's premier trainer in the areas of crisis support services, peer support, communication skills and suicide prevention.

The Disaster Distress Helpline is a national federally-funded program providing support to individuals impacted by disasters, trauma and mass violence, among other impacts. During the period of August 2019 through the present we contracted Humannovations at our agency for the following services:

- Development and implementation of our core national peer support and crisis program
- Custom training services for our 30 peer supporters and allied crisis staff
- Development and implementation of our peer supporter tip sheet and skills assessment
- Development and implementation of supporting skills gym and training program
- Curriculum development and the creation of an internal training curricula unique to our program

The services and quality, including customer service, that Humannovations provided us was excellent over all. We especially valued Humannovations training program and guidance/expertise in the realm of peer support. Through their content, consultation, assistance, and support, our staff have been able to provide excellent services to our community members on a daily basis.

Based on this experience we heartily recommend Humannovations as a provider of training and support services for your project. Feel free to connect with me for further information at Jordan.haywood@vibrant.org

Bobby E. Wright

Comprehensive Behavioral Health Center, Inc.

4133 W Madison Chicago, IL 60624
(773)722-7900 ~ (773)722-0644 *FAX*
www.bewcbhc.org

The "Wright" Way

Rashad K. Saafir, Ph.D.
President/CEO

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In Dedication to Bobby E. Wright, Ph.D., Executive Director 1973-1982 (Deceased)

Jerome Phillips, MS, QMHP, IM+CAT, IM+CANS
Director
Westside Community Triage Wellness Center
Bobby E. Wright Comprehensive Behavioral Health Center, Inc
4133 W. Madison
Chicago, Illinois 60624
773-722-7900 ext 4119

January 6, 2023

RE: Humannovations Public Library Project reference

To: Those concerned

This is to provide enthusiastic reference for Humannovations in their proposal to provide community mental health peer and crisis support services for the Los Angeles Public Library. The Bobby E. Wright Comprehensive Behavioral Health Center, Inc., is a non-profit that has been providing quality mental health care, addictions treatment, and developmental disability services for more than 50 years. B.E.W. provides support and treatment to youth, adults and families living within Chicago's Westside communities and surrounding areas.

Humannovations is known to us as one of the world's premier trainers in the areas of crisis support services, peer support, outreach communication skills and suicide prevention. We initially contracted with Humannovations for 2-day on-site Crisis Support Skills training for our entire outreach team. The learning experience, based on their unique compassion-based peer approach and recommendations from our state behavioral health authority, was a great fit for our community in many ways.
The services and quality, including customer service, that Humannovations provided us was excellent, and we continue to use their training services, both online and on-site. We especially value Humannovations' growth model, empowering approach regardless of title/education and their commitment to our employee's learning success.

Based on this experience we heartily recommend Humannovations as a provider of training and support services for your project. Feel free to contact me for further information at jphillips@bewcbhc.org.

Best Regards,
Jerome Phillips
Bobby E. Wright
(773) 722-7900

NAMI New Hampshire

National Alliance on Mental Illness

January 3, 2023

To whom it may concern,

On behalf of NAMI New Hampshire, the New Hampshire Chapter of the National Alliance on Mental Illness, I am pleased to offer this letter of support for the proposal *Humannovations* is submitting to provide mental health support training to public libraries in Los Angeles.

In 2019 and again in 2020, under grants provided by the New Hampshire Department of Health and Human Services, Bureau of Community Mental Health Services, NAMI NH contracted with Humannovations to provide statewide crisis support, peer support skills and mental health leadership training. The trainings consisted of Humannovatoins *Activating Hope* and 40-hour *Growing Through/Crisis Support* programs provided to over 80 individuals. Although the plan had been for the 2020 trainings to be in person trainings, as a result of the pandemic, they were done remotely.

Participants included community members, advocates, mental health specialists and peer support providers, as well as leadership from the DHHS Bureau of Mental Health. Hummannovations provided technical assistance and support with community engagement and recruitment of participants. Both the in person and virtual trainings were very well received by participant in our state. Formal evaluations/feedback for live and virtual trainings were excellent.

New Hampshire is continuing to reap the benefits of the trainings and work done by Humannovations. I am confident the positive results which we have seen in New Hampshire will be replicated in your community as well.

Please feel free to contact me at (603) 496-5748 if you have any questions or would like further information.

Respectfully,

Susan Stearns
Executive Director

Dr. Sally Spencer-Thomas LLC
Professional Speaker and Impact Entrepreneur
10122 Buena Vista Drive
Conifer, CO 80433 USA
720-244-6536
SallySpencerThomas@gmail.com
www.SallySpencerThomas.com

January 8, 2023

RE: Humannovations Training Project reference

To Whom It May Concern:

I am pleased to write this letter of support for Humannovations as I view their work as highly effective in the world of mental health promotion and suicide prevention, especially in the space of peer support. I wholeheartedly support their proposal to provide community mental health peer and crisis support services for the Los Angeles Public Library.

I have worked with Eduardo Vega, the founder of Humannovations for over a decade on several national and international initiatives, including a two-year partnership with a global tech giant and a three-year partnership with one of the largest unions in North America. We have written mental health and peer support playbooks together that were subsequently translated into eight languages. We founded an international suicide prevention nonprofit in 2015 based on some scribbles on a cocktail napkin, and that organization is still thriving today.

When it comes to training, Humannovations is known to me as one of the world's premier training organizations in the areas of crisis support services, peer support, outreach communication skills and suicide prevention. From 2020-2021 Humannovations was in partnership with our company and taught basic peer support implementation skills to construction leaders all over the world, and from 2021 to the present, we have contracted with Humannovations to partner on scaling a program that teaches peer support skills (basic and advanced) to construction trade trainers who are helping active-duty military through apprentice programs. Currently we are scaling two forty-hour peer support courses (basic and advanced) across hundreds of local unions in the U.S. and Canada.

Together we have co-authored training manuals and multiple evaluation reports related to our work. The outcomes from our trainees demonstrate the impact of the efforts.

In this partnership we have benefitted greatly from Humannovations visionary and strategic approach, openness to collaboration and effective instructional content.

Based on this experience we enthusiastically recommend Humannovations as a provider of training and support services for your project. Feel free to connect with me if you'd like to discuss further.

Best regards,

Sally Spencer-Thomas, Psy.D., Owner, Sally Spencer-Thomas LLC
President & Co-Founder, United Suicide Survivors International
www.UniteSurvivors.org

INTERNATIONAL TRAINING FUND

Three Park Place
Annapolis, MD 21401
Telephone: (410) 269-2000
Fax: (410) 267-0382

Micheal Hazard
Veterans in Piping Program Manager
United Association International Training Fund
Three Park Place
Annapolis, MD 21401
310-720-5228

RE: Humannovations Training Project Reference

To: Those Concerned

This communication is to provide enthusiastic reference for Humannovations in their proposal to provide community mental health peer and crisis support services for the Los Angeles Public Library.

Humannovations is known to us as one of the world's premier trainers in the areas of crisis support services, peer support, outreach communication skills and suicide prevention.

The United Association (UA) Veterans in Piping (VIP) program provides job skills training leading to direct entry and employment for transitioning military service members. Due to multiple losses to suicide, and the stress that all service members experience during their transition back to the civilian workforce, we launched a mental health initiative to prevent such loss and to create a help-giving help-seeking working environment where people feel comfortable asking for help.

During the period of June 2021 through December 2022 we contracted with Humannovations to provide our VIP Instructional Staff with training in mental health literacy, suicide prevention and peer support. The services and quality, including customer service, that Humannovations provided us was excellent overall. We specially valued the roll play that Humannovations incorporated in our crisis training sessions. This role playing, although uncomfortable at times, help to make our staff better listeners and to feel more comfortable starting a conversation with someone they are concerned about as well as assisting someone in crisis in getting the help that they need. I will also add that our staff expressed that the Humannovations training not only helped them professionally but personal as well.

Based on our experience with Humannovations we have contracted with them again and we heartily recommend Humannovations as a provider of training and support services for your project. Feel free to contact me for further information at mikeh@uanet.org

Brionne Rhodes
Director of Programs at One Hope United
907 N Bluff Rd # 9
Collinsville, IL 62234
Phone: (618) 345-9644

January 9, 2023

RE: Humannovations Public Library Project reference

To: Those concerned

This is to provide enthusiastic reference for Humannovations in their proposal to provide community mental health and crisis support training services for the Los Angeles Public Library.

Founded in 1895, One Hope United is a multistate nonprofit that helps children and families build the skills to live life without limits. We serve over 10,000 children and families each year through education centers, child and family services, counseling, and residential programs. With our evidence-based and trauma-informed practices, we empower children and families to see and create a future where, regardless of their past, they can reach their full potential.

We contracted with Humannovations for 2-day on-site Crisis Support Skills training for our entire crisis services team, based on recommendations from the Illinois state mental health authority. The training experience they provided, based on connection and compassion, was a great fit for our staff and community.

The services and quality, including customer service, that Humannovations provided us was excellent. We especially valued Humannovations' flexibility, their ability to provide services in our semi-rural community, and their commitment to our employees' success.

Based on this experience we heartily recommend Humannovations as a provider of training and support services for your project. Feel free to contact me for further information at brhodes@onehopeunited.org

Brionne Rhodes /sig



Eduardo Vega, M.Psy.

Chief Executive Officer/Principal
Humannovations / Red Lever Innovations

HUMANNOVATIONS

Mission: *To advance social and individual transformation by empowering people, communities and organizations with strategy and development consultation, and training and technical assistance for policy, programs and practices in health and human services. To provide dynamic leadership in partnerships for social justice that are grounded in hope and human dignity.*

Summary

An innovative change agent with significant credentials at local, national and international levels, Eduardo Vega's work has established him as a global leader and systems transformation expert. With over twenty-five years experience around the world in health, human services and program innovation, Vega's expertise includes management and executive leadership in policy advocacy, communications, counselor training, suicide prevention and crisis services, human rights and stigma change, research/evaluation, Ivy League academia, knowledge transfer, organizational development and government service.

HIGHLIGHTS

- 12+ years executive leadership, senior management, and program development in non-profit, social enterprise, human services and related government agencies.
- Internationally recognized thought leader/expert consultant in suicide prevention and mental health: Office of the White House of the President (Obama); US Health and Human Services Administration…
- Highly successful grant writing, proposal and government resource development expert (funding awards including multiple California state, Federal HHS, NIH etc.)
- Expert skills in strategic planning, stakeholder engagement, program development, systems change, policy advocacy and program innovation in health care, mental health, workforce development
- Professional NGO consulting; interim CEO/Executive Director including OD, HR and strategic modeling
- Innovative team player with exceptional written, verbal and visual communication skills, analytical, project management, training and program innovation expertise. Proposal reviewer.
- Expansive up-to-date knowledge of recovery-oriented programs and initiatives, local and federal mental health and related funding resources, planning and resources, research initiatives and partnerships
- 12+ years policy leadership in suicide prevention, mental health, user/patient driven services, peer employment, stigma/discrimination and patients rights at local, state, national, international levels.
- Bilingual (Spanish)/ bicultural individual with strong orientation to cultural minority issues based on work in diverse communities in six U.S. states and five countries.
- California State Mental Health Oversight and Accountability Commissioner (2007-1012) US Fulbright Specialist/Visiting Professor; US State Department/ Fiji National University School of Medicine; Yale Leadership Institute core Faculty.
- Established author/blogger with multiple opinion, research and policy publications. Advocate/organizer with lived experience of disability, mental health services and suicide.

Education

M.A. Psychology; Cognitive Science/Clinical Psychology; New School for Social Research Graduate Faculty
B.A. Humanities—Poetics/Performance Studies/Psychology; New College of California

HUMANNOVATIONS

RECENT PROFESSIONAL EXPERIENCE

CEO/Principal. Humannovations. (dba Red Lever Innovations, LLC).(2016- present)
Executive leadership, strategy, project management of a consulting and technical assistance collective focused on systems change, social justice and behavioral health services transformation fueled by the "lived experience" of people who have been there. Based on decades of program and leadership training, Dignity Recovery Action International provides project design and implementation, change management consultation, research and evaluation, and training and technical assistance to health stakeholders internationally. Clients including national and local government agencies, private, NGO/non-profit and technology sector businesses: the World Health Organization (WHO/PAHO), ginger.io, the Corporation for Supportive Housing, Facebook, Yale University, Movember, Alameda County, University of Michigan, International Bipolar Foundation, Centerstone Behavioral Health, Beyond Blue (AUS), NZ Health Promotion Agency. Creator of the GROWING THROUGH training for crisis, peer support and suicide prevention.

President/CEO, Mental Health Association of San Francisco (November 2010 – November 2016)
Direction, planning, oversight and management of major urban mental health advocacy, education and training organization. Budgeting, contracting, strategic planning, grant writing, development and implementation of organizational policies and procedures. Policy advocacy including legislative advocacy at the county and state level. National project leadership in consumer empowerment practice, consumer employment/peer services, suicide prevention policy and practice, stigma and discrimination projects, disability rights and protections. Program and staff development. Responsibility over broad project portfolio including major conferences, 40+ staff and interns and over $3,500,000 budget annually. *Developed this organization from a budget less than $500K of exclusively local grants and contracts to +$4.0M annual of local, state and federal funded programs and research projects in less than 3 years.*

Director, Principal Investigator. Center for Dignity, Recovery and Empowerment). (2011-2016)

As Founder/PI of the Dignity and Recovery Center directed research, communications and training/ technical assistance efforts of a unique Technical Assistance, Research and Training Center focused on best practices in social change, the identification of promising and emerging practices for reducing mental health challenges within diverse ethnic and other communities. Oversight of innovations bringing practices research into consumer-run programs, suicide prevention, etc. into implementation with a focus on simultaneous development, research and rapid knowledge transfer Center-funded program partners including community-based agencies throughout California and university-based research leaders. Project funding $1.9M/year–$9+M total.

Fulbright Specialist; US Department of State; Fiji National University School of Medicine. (2014-2015).
Field-based training and policy leadership in community and user empowerment, stakeholder engagement and change strategy for improved human rights and restructuring of the national mental health system of Fiji. Led FNU, US State Department liaison, Fiji government and Australia Commission in collective impact planning with community stakeholders. Developed advanced training courses for user/patients, nursing and medical faculty, health services students and senior leadership. Conducted trainings in psychosocial model, program development, NGO organizational development, advocacy and public speaking for patients and caregivers, motivational interviewing/health coaching and peer support. Created and led university courses in same. Consulted on policy changes, provided NGO technical assistance and support.

PROFESSIONAL EXPERIENCE (continued)

Commissioner. California Mental Health Services Oversight and Accountability Commission.
August 2007—2012. (Commission renewed 12/2010).
Major oversight responsibility for over $4.2B Mental Health Services Act resources including approval of California county plans, and directions for implementation of statewide projects. Authored and directed significant state policy papers/ initiatives related to user/family engagement, stakeholder participation, issue resolution and directions for Reduction of Ethnic and Cultural Disparities in mental health services access and quality. Founding Chair, *CA Client Family Leadership Committee*, Vice-Chair, *Cultural and Linguistic Competence Committee*.

Chief, Empowerment & Advocacy Bureau, Los Angeles County Department of Mental Health.
May 2007- November 2010. (Job Title: Director, Consumer Rights & Advocacy).
Executive Management level direction for Los Angeles County including budget remediation, countywide planning, major policy and planning and contractor relations. Reporting directly to the Director of Mental Health, this position is responsible for county-wide projects focused on consumer rights, family advocacy, community advocacy and client empowerment in the nation's largest county mental health system. Developed and managed over $3M in county services contracts. Created Los Angeles County Stigma and Discrimination (S&D) Taskforce and Plan. Initiated innovative annual statewide conference. Strategic planning and development-- built staff of five (5) into a 21 position office overseeing implementation of over $2.5M annually.

Associate Director, Project Return: The Next Step, Mental Health Association of Los Angeles.
2005-2007. Previously Director of Education, Assistant Director.
Major responsibility for leadership, development, direction and oversight of one of the nation's largest community-based peer support and peer advocacy organizations. Oversaw growth transformation of $2.1M annual budget. Grant writing and consultation, advocacy teaming, Developed training curricula in peer support, advanced peer support, project management, communications, recovery, etc. Conducted trainings for Project Return staff, LAC- Department of Mental Health, county IMD program staff , Los Angeles County clients and public.

Mental Health Policy and Programming Consultant. 2003-present.
Consultant on consumer issues on major mental health initiatives at local, regional and national levels. Partners/clients including SAMHSA/CMHS, the California Institute of Mental Health, CA Department of Mental Health, the Mental Health Disparities Institute, the Elimination of Barriers Initiative, the National Suicide Prevention Lifeline, National Strategy on Board and Care, the Alternatives conference, the National Association of State Mental Health Program Directors (NASMHPD), the National Empowerment Center, the International Association of Chiefs of Police, California Protection and Advocacy, the Center for Mental Health Policy and Services Research at University of Pennsylvania, the Bazelon Center for Mental Health Law, the federal Resource Center to Address Discrimination and Stigma.

Program Manager/ Project Manager–National Mental Health Consumers' Self-Help Clearinghouse.
Mental Health Association of Southeastern Pennsylvania (2002-2005).
Developed and managed projects and products for federally funded (SAMHSA) national training and technical assistance center. Communications including copy writing, editing, research, grant writing, graphic design and layout, website development, outreach and dissemination. Oversaw

production of major Clearinghouse products and projects. Contractor bidding/negotiation and budget development for national consumer conference. Contributed major writing, coordination and research efforts to multiple federal grant applications. Spanish translator and Hispanic outreach liaison.

Project Manager/Director of Dissemination: UPennCollaborative on Community Integration. (concurrent with above). Dissemination director and co-investigator for University of Pennsylvania based rehabilitation, research and training center (RRTC) funded by the National Institute on Disability and Rehabilitation Research. Duties including dissemination plan development, implementation and management, research development and consultation, writing, editing, public relations and press coordination, web development, conference planning. Co-investigator on major studies in peer-support and community integration resources.

Mental Health Counselor/Homeless Services Outreach/Advocate; 1988-1997. Residential, Crisis Residential Program, Vocational Rehabilitation. San Francisco, CA; Tucson, AZ; Minneapolis/St. Paul., MN; New York, NY. Counselor in residential, day, vocational rehabilitation, crisis and other psychosocial programs for people with mental illness including and homeless outreach worker. In milieu assessment & outreach to homeless and homeless people with mental illness, crisis intervention, social work, case management and referral, client advocacy; Spanish translator.

Additional Related Experience

Extern Psychologist– Beth Israel Hospital; New York City. 1999-2000.
Conducted individual and group therapy sessions with a mixed inpatient setting under supervision of Chief Psychologist. Consulted with staff, conducted ongoing assessment and relevant follow-up as needed.

Writer, Editor, Legal Editor. Freelance. 1996-2000.
Reporting, writing, copy editing, proof reading for major legal, corporate and non-profit communications including promotions, offerings, coverage, ad copy, depositions, transcripts, financial data, merger & acquisition contracts, litigation briefs, in-house manuals, and professional legal journal articles. Clients including Weil, Gotshal & Manges, Brown & Wood, Bear Stearns, Medical Education Technologies, Strook, Strook & Lavan, Morgan Stanley. Editor-in-Chief , Id Magazine, a bulletin of graduate psychology students.

Art Director, Graphic Designer, Production Artist, Freelance. 1999-2004.
Major national and NYC corporate, media and advertising clients including Young & Rubicam, Saatchi and Saatchi, Tischman Speyer Properties, AIG, Standard and Poor's, National Muscular Dystrophy Association, Scholastic Press.

General Manager–Skywatchers' Inn & Observatory. 2001-2002.
General and day-to-day management of internationally-recognized astronomical observatory and bed-and-breakfast. Oversaw staff of over 30 part- and full-time employees, contractors and consultants. Directed educational programs and major marketing efforts. Managed annual budget over $200,000. Directed major budgetary, personnel efforts, reducing COO by 20%.

Graduate Teaching Asst. Language & Thought. New School for Social Research, Graduate Faculty of Social Science. Research Assistant, Psycholinguistics Lab; 1999-2000. GTA/lecturer—taught graduate psychology and cognitive science classes including lectures, test composition, grading. Contributed to major research funded by National Institute of Mental Health and the National Labor Relations Board. Assisted in running subjects, tabulating results, statistics. Conducted original research in mental-illness stigma and labeling effects. Developed original research in bilingualism, code switching and linguistic relativity.

Crisis Counselor, Help-On-Call. University of Arizona.
Counseled callers to mental health crisis, suicide prevention and referral line. Provided crisis counseling and crisis referral.

Sample Recent Publications

The Most Important Truth About Suicide Is The One You've Never Heard. Huffington Post. Eduardo Vega; 07/17/2017 02:56 pm ET | Updated Jul 19, 2017. http://www.huffingtonpost.com/entry/594aebc2e4b062254f3a5b4b

Comparison of a peer facilitated support group to cognitive behavior therapy: Study protocol for a randomized controlled trial for hoarding disorder. Contemporary clinical trials, 50, pp.98-105. Uhm, S.Y., Tsoh, J.Y., Mackin, R.S., Gause, M., Chan, J., Franklin, J., Eckfield, M., Salazar, M., Vigil, O., Bain, D. and Stark, S., Delucci, K, Vega, E., and Matthew, C., 2016.

*Transforming Idioms of Mental Distress in Community Based Participatory Research to Enhance Local Engagement. 2017 (*In Press, Transcultural Psychiatry). Lewis,S., Vega, E., Botcheva, L., Yang, L.

Anger as the Expression of Collective and Intergenerational Trauma in African American Communities. (In Press) Amber A Graham, M.A.; Sara E Lewis, Ph.D; Eduardo Vega, M.A.; Monica Martinez, B.A.; Alexandra Von Ritzhoff, M.A.; Tanya Singh, M.A.; Nora Alduwaihi, M.A.; Josefina Toso-Salman, M.A.; Luba Botcheva, Ph.D; Lawrence Hsin Yang, Ph.D

The Idioms Project: language, identity and distress related to mental health in culturally bounded communities. In Press. Lawrence Hsin Yang, Luba Botcheva, Monica Martinez, Daniel Esparza, Sarah Berne, Eduardo Vega.

Recent advances in cross-cultural measurement in psychiatric epidemiology: utilizing 'what matters most' to identify culture- specific aspects of stigma. International Journal of Epidemiology 2014 Mar 16. Epub 2014 Mar 16. Lawrence Hsin Yang, Graham Thornicroft, Ruben Alvarado, Eduardo Vega, Bruce George Link

Key Ingredients to Contact-Based Stigma Change: A Cross-Validation. Psychiatric Rehabilitation Journal 2014 Jan 13. Epub 2014 Jan 13. Patrick W Corrigan, Patrick J Michaels, Eduardo Vega, Michael Gause, Jon Larson, Richard Krzyzanowski, Luba Botcheva

The California schedule of key ingredients for contact-based anti-stigma programs. Psychiatric Rehabilitation Journal 2013 Sep 8;36(3):173-9. Epub 2013 Jul 8. Patrick W Corrigan, Eduardo Vega, Jon Larson, Patrick J Michaels, Glen McClintock, Richard Krzyzanowski, Michael Gause, Blythe Buchholz

Self-stigma of mental illness scale--short form: reliability and validity. Psychiatry Research. 2012 Aug 10;199(1):65-9. Epub 2012 May 10. Patrick W Corrigan, Patrick J Michaels, Eduardo Vega, Michael Gause, Amy C Watson, Nicolas Rüsch.

Leadership and Awards

United Suicide Survivors International. Founding Board Member/Treasurer.

Destination Dignity! (US National) Dignity Mental Health Coalition. Chair and Founding Member.

Fulbright Specialist Fellow 2014-15; US State Department Embassy in Fiji/Fiji National University School of Medicine. Selected as Fulbright Fellow core expert for community mental health in the nation of Fiji.

National Action Alliance on Suicide Prevention. Executive Committee Member (2010-present); Chair, Taskforce on Suicide Attempt Survivors; Member: National Strategy on Suicide Prevention Taskforce.

CA Mental Health Services Oversight and Accountability Commission. (Commissioner 2007-2012)

Global Alliance for Stigma Change. Transnational leadership body of programs and leaders.

California Association of Mental Health Peer-Run Organizations (CAMPHRO) Board President, Co-Founder.

US National Recovery-to-Practice Steering Committee. HHS/Center for Mental Health Services. 2009-2013.

National Suicide Prevention Lifeline, Steering Committee (2004- present); Mental Health America of California. Board Member (2010-2017). *Disability Rights California*. Board Member. (2010-2014)

Awards/recognitions: White House Office of the President (Obama); the United States Senate; US Surgeon General; the State of California, the Nation of Fiji; the International Initiative on Mental Health Leadership; the US State Department; the New Zealand Ministry of Health; the office of the Mayor of the City of Kobe.

Public Keynote Addresses, Trainings and Presentations, Affiliations available on request

C.5 Key Personnel.

Humannovations Faculty/ Staff Bio Statements:

Eduardo Vega, M.Psy,; President and CEO; Founder/Principal

Humannovations is led by Eduardo Vega, an internationally recognized expert in the mental health programs, crisis services, peer support and suicide prevention. His professional work experience in the fields of social services and behavioral health over thirty years includes crisis services and crisis residential, shelters and homeless outreach, psychiatric in-patient and vocational rehabilitation. *(See complete CV below.)*

From 2011 to 2017, Vega was CEO of the Mental Health Association, where he executed, developed and expanded its programs, public advocacy portfolio and funding. Prior to that he served as Branch Chief of the Division of Empowerment and Advocacy at Los Angeles County Department of Mental Health, Assistant Director/Training Director of Project Return (Los Angeles), Project Manager for the University of Pennsylvania Rehabilitation Research and Training Center on Community Integration of People with Psychiatric Disabilities (Philadelphia) and Extern Psychologist at Beth Israel Hospital (New York, Manhattan).

Highly sought as a content expert and speaker on behavioral health systems, program innovation, suicidology and suicide prevention, Vega bridges his own lived experience with mental health conditions with expert insight into mental health service settings and policy. As a master trainer and educator, he created Humannovations' unique impactful trainings including *Growing Through, Offering Presence, Crisis Ally* and *Peer SPACES*.[1]

Vega's work as an advocate for lived experience, and specialist in the engagement of community stakeholders is known in California and internationally. From 2007 to 2011, in his role as a California MHSOAC Commissioner, Vega led the MHSOACs Client and Family Leadership Committee while also serving as co-chair of the Cultural and Linguistic Competency Committee. He also spearheaded the MHSOAC's statewide Stakeholder Engagement process. In his Executive Committee role with the National Action Alliance for Suicide Prevention, Vega created the world's first national Suicide Attempt Survivor Taskforce to bring insights from lived experience into the national dialogue on suicide and mental health services.

Mr. Vega identifies himself as a bicultural Dominican-American, and a person living with mental health conditions since childhood and is a survivor of suicide attempts as a young adult. He holds a Master's in Psychology from New School for Social Research, is guest lecturer for Yale University, and co-author on dozens of research and policy papers. Vega is also a published fiction author, poet, playwright, conservatory trained actor and theater director.

Lisa Goodale, MSW; Humannovations' Associate Director/Training Director

Ms. Goodale served for more than 20 years as a member of senior leadership with the national headquarters of the Depression and Bipolar Support Alliance (DBSA), the nation's leading peer-

[1] Humannovations operated as a DBA of Mr. Vega's single member LLC from 2017 until formal incorporation in 2022.

led mental health organization, with her last role as Consulting Services Vice President. At DBSA, she developed new training and consultation business related to implementation of peer support services, peer specialist training/certification, Veteran-related issues and needs, and overall mental health training and consultation. She managed and played a major role in securing a $1M+ national peer specialist training and certification contract with the U.S. Department of Veterans Affairs (VA).

Goodale is a systems-change and mental health programming expert who has provided technical assistance, training, and contracted consultation to a wide range of entities, including Westat, Magellan Health, the National Association of Peer Specialists and the SAMHSA Recovery to Practice Project. She creates and delivers online and conference-based workshops, training/continuing education courses, and organizational technical assistance and has served as co-author for a wide range of publications focused on recovery and the value of peer support.

Goodale is a licensed social worker and a family member of people with lived mental health experience and counts her long-term work with the peer-led DBSA national organization as a defining experience in her professional and personal life. Her recent work has focused heavily on outreach to, creating partnerships with, and seeking the participation and wisdom of people with lived experience, family members, parents, caregivers, and clinicians in a variety of research and consultation endeavors.

Goodale co-developed DBSA's nationally recognized Certified Peer Specialist training curriculum and spearheaded its approval of by Department of Veterans Affairs Office of Mental Health Services and the Illinois Department of Veterans Affairs. She has served as a research co-investigator for the NIMH-funded Pilot Trial of Peer Support for Bipolar Disorder; and as an Expert Panel Member for the Peer Specialist Services in the VA: Fidelity of Implementation study.

Seraluna Sanchez, MUP; Project Manager/Assistant Trainer

Sera is a mother of two with a background in fine art and theatre, urban planning, environmental sustainability, and advocacy for displaced and economically vulnerable communities. She earned a Master of Urban Planning degree from University of Southern California in 2021, (at the height of COVID-19 pandemic challenges). As part of the pilot California Climate Action Corps fellowship cohort, Sera is honored to have worked alongside the Watts Rising Collaborative to implement the $33.25 million Transformative Climate Communities (TCC) grant through 26 community-identified infrastructure projects. Sera is an active community member and has developed resources for community connection and conflict reduction such as Critlab: a workshop in critical thinking and debate skills for high school students and MEDIA: a multimedia art critique collaborative for local artists in Denton, TX. She has served for over a year as a peer supporter for the national Disaster Distress Helpline's Online Peer Support Communities. Having been formerly unhoused as a single parent, her focus is to develop systems level frameworks to foster supportive communities, address the negative impacts of politics and policy in disaster response and to develop global systems of support for environmentally displaced persons. She currently serves as Project Manager for the Humannovations team and doubles as an Intensity Player, bringing a combination of lived experience and improv skills to the training program.

Diana Alonso, Humannovations Development and Human Resource Consultant.

Diana is a proven people champion and change catalyst with over seven years of success in strategic human resources, communications, and operational evaluation. She is passionate about building resilient and sustainable cultures of belonging through psychological safety methods. She has been a thought leader and innovator for non-profits, education, and technology.

During her time at Humannovations, Diana has been a bridge between organizational strategy, training development, project management, communications and business partnership. With her multi-faceted experience, Humannovations has been able to expand its reach and innovate itself during the pandemic, including the launch of Humannovations-U, an online learning hub for support skills training. She holds a Bachelor of Arts degree in Psychology from the University of California, Santa Barbara, and a Master's of Science in Applied Psychology from the University of Southern California.

Section *6. **Authorized Signatures***

Humannovations is proud to propose to offer its training and mental health program development services to the City of Los Angeles, Los Angeles Public Library in response to RFQ NO. 44-028.

I, Eduardo Vega, am the duly authorized officer eligible to sign contract documents and authorized to bind the company to all commitments made in the proposal. I am 100% owner, President and Chief Executive Officer of Humannovations.



Eduardo Vega
President and CEO
Humannovations

Dated: January 10, 2023

ATTACHMENT D TO RFQ

REQUEST FOR QUALIFICATIONS (RFQ) NO. 44-XXX
TO PROVIDE MENTAL HEALTH SERVICES AND/OR SOCIAL SERVICES

Proposer Checklist of Services Provided and Location Availability

To be considered for the list of qualified entities to provide mental health services and/or social services, Proposers must provide at least one of the following services. Proposers are NOT required to be able to provide all of the following services. **Proposers must include this checklist in their submitted response to this RFQ**. For a description of the services list below, please refer to RFQ Section B ("Services Required by Library"). All Proposers are advised to read Section B of the RFQ to be aware of responsibilities for all Contactors selected in response to this RFQ.

Name of Proposer: Humannovations	
Skills and Services from Section B ("Skills and Services Required") of this RFQ	**Check Below if Proposer Provides the Skills or Services**
1. Prevent Disruptive Incidents by Patrons	X
2. Connect Patrons to Needed Services	
3. Develop and Present Training and Workshops that Address the Needs of Library Patrons	X
4. Train Library Staff and Volunteers	X
5, Provide Support for Library Staff and Volunteers	X
6. Pilot New LAPL Initiatives	X
7. Increase Connections to Community Resources	X
8. Increase the Community Resources Available Through the Library	
9. Participate in Library Events to Enroll Patrons in Services Provided by Contractor	X
10. Recommend Other Programs and Services to Implement	X

To be considered for the list of qualified entities to provide mental health services and/or social services, Proposers must provide service to at least one of the following Library Areas (See RFQ Attachment E for full list of Libraries).

Library Areas	**Check Below if Proposer will Provide Service to the Area**
Central Library	X
Northeast Area	X
Hollywood Area	X
Central Southern Area	X
Western Area	X
West Valley Area	X
East Valley Area	X

Proposers must include this checklist in their submitted response to this RFQ.

City of Los Angeles Confidentiality Agreement

I understand that my employer, _____, (hereinafter referred to as "Contractor"), has entered into a contract (hereinafter referred to as the "Agreement") with the City of Los Angeles, acting by and through its Board of Library Commissioners (hereinafter "City" or "Library"), to provide various services to the Library.

I will provide temporary services to Library and as part of these services I will have access to confidential information. "Confidential Information" includes all data, records, documents, audio or visual recordings, materials, products, technology, computer programs, specifications, manuals, business plans, software, marketing plans, financial information, and other information disclosed or submitted, orally, in writing, or by any other media, to me by Library pursuant to the Agreement or this Confidentiality Agreement, regardless of whether the information is marked or otherwise identified in writing as confidential, and regardless of whether the Confidential Information is received prior to execution of this Confidentiality Agreement.

I further understand that all Confidential Information provided to me by City, or accessed or reviewed by me during the performance of this assignment will remain the property of City.

I agree to use Confidential Information solely in connection with providing services to City under the Agreement and for no other purpose.

I agree not to provide Confidential Information, nor disclose its content or any information contained in it, either orally or in writing or in any form to transmit information, to any other person or entity, unless required by law or court order. I further agree not to make copies of any Confidential Information unless a formal request is made through Contractor and approved by City.

I agree to promptly notify City of all requests, notices, subpoenas, pleadings, or other means, for the release of Confidential Information received by me.

I agree that I will not divulge to any unauthorized person, Confidential Information or any other information obtained while performing work pursuant to the Agreement between me and City.

I will be responsible for protecting the confidentiality and maintaining the security of all Confidential Information and any other Library information in my possession. I agree to use the same standard of care to protect City's Confidential Information as I use to protect my own confidential and proprietary information, but not less than a reasonable standard. Upon request by City, or completion or termination of my assignment under the Agreement, I will promptly return or destroy all Confidential Information in my possession at City's discretion, and provide City with written certification stating that such Information has been returned or destroyed.

This Agreement is to apply in conjunction with any prior confidentiality agreement between myself, Contractor and/or City, and will not nullify such agreements; however, this Agreement will take precedence. Any conflicts with any other agreements will be modified to comply with the terms and intent of this Agreement.

I acknowledge that violation of this Confidentiality Agreement may subject me to civil and/or criminal action and that the City of Los Angeles will seek all possible legal redress.

Print Contractor Name

Print Contractor Representative Name | Print Contractor Representative Title

Contractor Representative Signature | Date

Print Employee Name | Print Employee Title

Employee Signature | Date

Print Agreement Number

LOS ANGELES PUBLIC LIBRARY
MENTAL HEALTH SERVICES AND/OR SOCIAL SERVICES
Notice of Available Work No. Year-XXX
Released DATE

DESCRIPTION OF PROJECT

Narrative of Project and Deliverables

Bid Due: *Date*
Time
Location

Email Bid To: *LAPL Staff Email*

Contact: *LAPL Staff Name*
Section / Title
Telephone Number

Please email any questions to the contact person identified above.

OVERVIEW

Project Budget

Project Timeline

Bid Submittal Requirements and Specifications

In order to be considered for this specific project, please submit the following for review and evaluation by the Library. Provide one (1) bound response to this Notice of Available Work to include:

Submittal Requirements and Specifications including Cost

The response must be a high-quality professional submission demonstrating the ability to perform this work in an accurate and efficient manner. The submission will be considered a work-sample for quality and accuracy purposes and will be evaluated accordingly.

Evaluation

The evaluation of the submission will be conducted by Library staff and include a review for professionalism, including presentation of material and accuracy of information.

The submission which best meets the needs of the Library and the bid submittal requirements and specifications, and has the best cost for the Library will be recommended for the project and a written Notice to Proceed (Exhibit F of the Agreement) will be issued by the Library.

Exhibits

All terms and conditions of the Mental Health Services and/or Social Services Agreement shall remain in full force and in effect.

THE CITY OF LOS ANGELES
LOS ANGELES PUBLIC LIBRARY

By: _____
Project Manager
Los Angeles Public Library

Date: _____

Exhibit F

BOARD OF LIBRARY COMMISSIONERS

BICH NGOC CAO
PRESIDENT

KATHRYN EIDMANN
VICE-PRESIDENT

ARIANNE EDMONDS
DALE FRANZEN
VACANT

RAQUEL M. BORDEN
BOARD EXECUTIVE ASSISTANT

CITY OF LOS ANGELES

CALIFORNIA

KAREN BASS
MAYOR

LOS ANGELES PUBLIC LIBRARY
ADMINISTRATIVE OFFICES

RICHARD J. RIORDAN CENTRAL LIBRARY
630 WEST FIFTH STREET
LOS ANGELES, CA 90071

(213) 228-7515 Phone
(213) 228-7096 TDD
(877) 488-4327 TDD
(TOLL FREE NO.)

JOHN F. SZABO
CITY LIBRARIAN

DATE

CONTRACTOR NAME
CONTRACTOR ADDRESS
CONTRACTOR ADDRESS

RE: MENTAL HEALTH SERVICES AND/OR SOCIAL SERVICES – NOTICE TO PROCEED WITH NOTICE OF AVAILABLE WORK NO. YEAR-XXX

The Los Angeles Public Library has selected your response to the Notice of Available Work No. YEAR-XXX released on DATE.

All work must be done in conformance with Agreement No. C-XXXXXX between the Los Angeles Public Library and CONTRACTOR NAME and in your response to the Notice of Available Work No. YEAR-XXX released on DATE.

Term of Project:
Cost / Pricing:

If you have any questions or require additional information, please contact STAFF NAME and TELEPHONE NUMBER.

Sincerely,

NAME
Project Manager
Los Angeles Public Library

cc: LAPL Business Office

Exhibit G

BOARD OF LIBRARY COMMISSIONERS

BICH NGOC CAO
PRESIDENT

KATHRYN EIDMANN
VICE-PRESIDENT

ARIANNE EDMONDS
DALE FRANZEN
VACANT

RAQUEL M. BORDEN
BOARD EXECUTIVE ASSISTANT

CITY OF LOS ANGELES

CALIFORNIA

KAREN BASS
MAYOR

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(213) 228-7096 TDD
(877) 488-4327 TDD
(TOLL FREE NO.)

JOHN F. SZABO
CITY LIBRARIAN

DATE

CONTRACTOR NAME
CONTRACTOR ADDRESS
CONTRACTOR ADDRESS

RE: MENTAL HEALTH SERVICES AND/OR SOCIAL SERVICES – SUPPLEMENTAL NOTICE TO PROCEED WITH NOTICE OF AVAILABLE WORK NO. YEAR-XXX

On DATE, the Los Angeles Public Library issued a Notice to Proceed based on your response to the Notice of Available Work No. YEAR-XXX released on DATE.

The following items are supplemental items which are to be completed as part of the aforementioned Notice to Proceed:

1.
2.
3.

All work must be done in conformance with Agreement No. C-XXXXXX between the Los Angeles Public Library and CONTRACTOR NAME and in your submitted response to the Notice of Available Work No. YEAR-XXX released on DATE.

If you have any questions or require additional information, please contact STAFF NAME and TELEPHONE NUMBER.

Sincerely,

NAME
Project Manager
Los Angeles Public Library

cc: LAPL Business Office