

City and County of San Francisco

Formal Request for Qualifications for: Community Engagement

Sourcing Event ID 000009151

This RFQ can be viewed on the City's Supplier Portal at:

<https://sfcitypartner.sfgov.org/pages/index.aspx>



Proposal Phase	Tentative Date
Request for Qualifications Issuance	May 12, 2026
Pre-Proposal Conference	<p>May 18, 2026, 9:30am – 10:20am PT</p> <p>Join on your computer or Teams app Click here to join the meeting Microsoft Teams meeting Join: https://teams.microsoft.com/meet/274071009661634?p=A2oQrbwslByNgJYiBo Meeting ID: 274 071 009 661 634 Passcode: VC2iP6nr</p> <hr/> <p>Need help? System reference Dial in by phone +1 415-906-4659, 746004067# United States, San Francisco Find a local number Phone conference ID: 746 004 067# For organizers: Meeting options Reset dial-in PIN</p> <p>*The recording of the Pre-Proposal will be posted on this link: (Extension) Request for Qualifications 9151: Community engagement San Francisco Environment Department (SFE)</p>
Deadline for Questions	May 19, 2026, 12 pm PT

	*The Q&A will also be posted on this link: (Extension Request for Qualifications 9151: Community engagement San Francisco Environment Department (SFE))
Deadline to Submit Proposals	May 28, 2026, 12 pm PT
Notice of Intent to Establish Prequalified List	June 17, 2026
Period for Protesting Notice of Intent to Establish Prequalified List	Within three (3) business days of the City's issuance of a Notice of Intent to Award.
List Administrator:	Sheila Layton Contracts and Grants Manager, San Francisco Environment Department 1455 Market Street, 13th Floor San Francisco, CA 94103 Email: ENV-SFEBIDS@sfgov.org

MANDATORY MINIMUM QUALIFICATION DOCUMENTATION	Proposers <u>must</u> submit the necessary documentation with their proposals to demonstrate they meet every Minimum Qualification (MQ) requirement set forth in this solicitation. A proposal that fails to provide the required documentation will not be eligible for further consideration.
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Attachments

Attachment 1: Proposer Questionnaire and References

Attachment 2: Written Qualifications Template

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1 RFQ Summary

1.1 Introduction

This Request for Qualifications (hereinafter “RFQ” or “Solicitation”) is being issued by San Francisco Environment Department (hereinafter, “SF Environment” or “City”). SF Environment, on behalf of all City Departments, is seeking qualified suppliers (“Proposers”) to provide proposals (“Proposal”) for community engagement activities related to SF Environment’s programs and policies.

The City shall evaluate Proposals to create a Prequalified Pool of Proposers (“Prequalified Pool”). Proposers prequalified under this RFQ are not guaranteed a contract. The City may use the Prequalified Pool, at its sole and absolute discretion, on an as-needed basis.

Multiple Service Areas: The Prequalified Pool will consist of entities with experience in the following 6 Service Areas. **Proposers are not required to have experience with all service areas but MUST have experience in at least one:**

1. Events – Providing hands-on support for community events;
2. Education and awareness – Sharing information and engaging in program, policy, and other outreach and community education efforts;
3. Culturally appropriate marketing – Reaching audiences with the culturally appropriate messaging;
4. Reporting – Hands-on reporting and progress tracking;
5. Technical assistance – Providing community members with hands-on assistance in a variety of technical capacities;
6. Other engagement strategies – Other deep community engagement activities that focus on recruiting participants, convening advisory committees, conducting surveys, etc.

1.2 Creation and Duration of the Prequalified List

Proposers meeting the Minimum Qualifications and scoring a minimum of 70 Points shall be added to the Prequalified List and eligible for potential contract negotiations (“Resulting Contract”) with the City, on an as-needed basis. A Prequalified List is valid for 2 years, but may be extended for up to 2 additional years if re-opened by the City in accordance with Section 21.4 of the San Francisco Administrative Code. Responsive Proposals will be evaluated by a panel (“Evaluation Panel”) consisting of parties with expertise related to goods and/or services being procured through this RFQ. The Evaluation Panel may include staff from various City departments. Proposals will be evaluated based on the criteria outlined herein. If applicable, a Contract Monitoring Division (CMD) Contract Compliance Officer will assess Proposal compliance with Local Business Enterprise (LBE) requirements and assign a rating bonus to Proposal scores. The CMD-adjusted scores (if applicable) will then be tabulated, and Proposers will be ranked starting with the Proposer receiving the highest score, then continuing with the Proposer receiving the second highest score, and so on.

1.3 Resulting Contracts Awarded to Contractors Selected from the Prequalified List

1.3.1 Selection of Contractors from the Prequalified List

Pursuant to Section 21.4 of the San Francisco Administrative Code, City shall select contractors from the Prequalified List for Resulting Contracts pursuant to three options, as described below. Selections must be made prior to List expiration.

- (A) City may select the highest available ranked contractor from the Prequalified List (if a ranking was done when the List was created); OR
- (B) City may request quotes or proposals from contractors on the Prequalified List to evaluate which to select. Where applicable, the Department shall apply Chapter 14B LBE Rating Bonuses or Bid Discounts when evaluating quotes and proposals received from the Prequalified List. The request for quotes or proposals may also include an LBE Participation Requirement.
- (C) For Resulting Contracts that are less than the Minimum Competitive Amount in effect when the selections is being made, City may select a contractor from the Prequalified List without any further solicitation. In choosing this option, City shall notify the Prequalified List of its selection. The Notice shall specify the commodities and/or services awarded; their cost; and the selected contractor's unique qualifications for having been selected without a further solicitation.

1.3.2 Notice of Intent to Award a Resulting Contract to the Prequalified List

Except where a contractor was selected without a further solicitation for a contract amount equal to or less than the Minimum Competitive Amount, City shall not issue a Notice of Intent to Award when awarding a Resulting Contract to a contractor from the Prequalified List. The City's award of a Resulting Contract to a contractor from the Prequalified List is final and not subject to further review.

1.3.3 Anticipated Term of Resulting Contracts

A Resulting Contract awarded to the Prequalified List shall be non-exclusive, with an original term to be determined at the time of Contract award based on the awarding Department's business needs, but shall not exceed ten (10) years.

1.3.4 Anticipated Not to Exceed Amount of Resulting Contracts

The Not-to-Exceed (NTE) amount of a Resulting Contract awarded to the Prequalified List shall be determined at the time of Contract award based on the awarding Department's business needs.

1.4 Cooperative Purchasing and Use by Other City Departments

Any other City department, public entity or non-profit made up of multiple public entities, may use the results of this RFQ to select Contractors from the Prequalified List under the same terms and conditions of this RFQ.

2 Solicitation Schedule

The anticipated schedule for this RFQ is set forth below. These dates are tentative and subject to change. It is the responsibility of the Proposer to check for any Addenda to this RFQ or other pertinent information posted in the City’s Supplier Portal.

Proposal Phase	Tentative Date
Request for Qualifications Issued	May 12, 2026
Pre-Proposal Conference	<p>May 18, 2026, 9:30am – 10:20am PT</p> <p>Join on your computer or Teams app Click here to join the meeting</p> <p>Microsoft Teams meeting</p> <p>Join:</p> <p>https://teams.microsoft.com/meet/274071009661634?p=A2oQrbwslByNgJYiBo</p> <p>Meeting ID: 274 071 009 661 634</p> <p>Passcode: VC2iP6nr</p> <hr/> <p>Need help? System reference</p> <p>Dial in by phone</p> <p>+1 415-906-4659,,746004067# United States, San Francisco</p> <p>Find a local number</p> <p>Phone conference ID: 746 004 067#</p> <p>For organizers: Meeting options Reset dial-in PIN</p> <p>*The recording of the Pre-Proposal will be posted on this link: (Extension) Request for Qualifications 9151: Community engagement San Francisco Environment Department (SFE)</p>
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Notice of Intent to Establish Prequalified List	June 17, 2026
Period for Protesting Notice of Intent to Award	Within three (3) business days of the City's issuance of a Notice of Intent to Award.
The Pre-Proposal Conference Details	
<p>The Pre-Proposal Conference will begin at the time specified. Proposers’ representatives are urged to arrive on time. Topics already covered will not be repeated for the benefit of late arrivals. Failure to attend the Pre-Proposal Conference shall not excuse the awarded Proposer from any obligations of a Resulting Contract awarded pursuant to this RFQ. Any change or addition to the requirements contained in this RFQ as a result of the Pre-Proposal Conference will be executed by a written Addendum to this RFQ. It is the responsibility of the Proposer to check for any Addendum to this RFQ or other pertinent information posted on the City’s Supplier Portal https://sfcitypartner.sfgov.org/pages/index.aspx.</p>	

3 Requirements for Requested Goods and Services

3.1 Goods and/or Services Requested

This RFQ is being issued to create a Prequalified Pool of suppliers to provide community engagement on SF Environment programs and policies through events, education and awareness, culturally relevant marketing, reporting, technical assistance and other in-community engagement strategies. SF Environment aims to serve/engage all people who live in, work in, or visit San Francisco. To improve accessibility, reach, relevance and impact of SF Environment programs, SF Environment will partner with organizations that can transform technical and/or complex information into a variety of formats that are understandable by the general public (e.g., compliance information, program eligibility information, program scope, etc.).

Engagement areas listed below could target to a variety of audiences, in a variety of neighborhoods. This could include youth, residents, organizations, businesses, City agencies, home, or business contractors, etc. In your application, please be sure to specify which audience(s) and neighborhood(s) you serve.

Multiple Service Areas: The Prequalified Pool will consist of entities with experience in the following 6 Service Areas. **Proposers are not required to have experience with all service areas but MUST have experience in at least one:**

Events

- Hosting community meetings, or community events

- Tabling at events in community spaces (e.g., at neighborhood block parties, street fairs, parades, festivals, housing sites, etc.)
- Conducting demonstrations in community spaces (e.g., cooking demos, zero waste demos, cleaning demos)
- Providing research to identify new and innovative event types that would appeal to targeted audiences
- Event planning (e.g., acquiring materials, permits, vendors; audio-visual technology coordination and set-up; developing agendas; securing venue, speakers, childcare, food, addressing language and accessibility needs, handling all logistics, etc.)
- Event implementation and coordination (e.g., day-of facility coordination, setup and breakdown, providing materials, recording attendance and impressions, booking performers, etc.)
- Recruiting participants (e.g., communities, organizations, residents, businesses, etc.) for events, meetings, programs, advisory committees, or working groups
- Conducting necessary follow-up to events (e.g., summarizing discussions and feedback, creating action items, completing reports, emailing attendees, thanking hosts, providing attendance metrics etc.)
- Moderating or facilitating events

Education and Awareness

- Canvassing (e.g., knocking door to door, talking to people)
- Flyering
- Reaching out to audience(s) via phone calls, emails, social media, presentations, etc. and sharing materials and communications
- Engage audience(s) in pilot projects or interactive activities in the community to increase education and awareness
- Materials production and delivery including graphic design, printing, digital packaging
- Translation and interpretation services Materials development in multiple languages (e.g., presentation slides, event invitations, flyers, etc.)
- In-language interpretation in languages commonly spoken in San Francisco including American Sign Language (ASL) during site visits and trainings

Culturally Relevant Marketing

- Paid media (e.g.: radio spots, TV commercials, PSAs, etc.) in-language and on relevant channels
- Audio, graphic or video content development

- Earned media (e.g.: press releases, media pitches, press contacts for press placements)
- Local or national influencer partnerships
- Designing and implementing experiential learning opportunities
- Providing feedback on creative and/or messaging used in campaigns
- Advertising and hosting in-language community meetings

Evaluation and Reporting

- Reporting on outputs and outcomes (e.g., write-up of findings, documentation, etc.)
- Tracking to ensure positive community member experience (e.g.: capturing emails, monitoring following-up, tracking calls/interactions, etc.)
- Tracking and reporting on outreach/marketing metrics (e.g.: clicks/impressions/number of subscribers, etc.)
- Creating, implementing, distributing, collecting, and analyzing pre-and-post surveys to collect participant information, establish baselines (if needed) and gather community feedback on performance
- Proposing and tracking additional metrics to assess performance and impact on community (e.g.: feedback from specific audiences, geographies, demographics, etc.)
- Sharing evaluation results and feedback to inform program design or future changes to projects and programs

Technical Assistance

- Conducting research on specific topics to develop program-specific recommendations (e.g., previous feedback from community members collected during other planning processes, best practices from other municipalities or communities, etc.)
- Hosting workshops for communities and organizations on how to partner with each other and/or the City
- Recruiting communities and organizations to help participate in City contracting
- Convening mixers for communities and organizations to understand range of services provided by SF Environment as well as Community Based Organizations
- Administering participant stipends, and tracking receipts
- Administering incentives for SF Environment programs and grants, and tracking receipts

Other Engagement Strategies

- Conducting surveys, focus groups or interviews
- Recruiting businesses, individuals and industry associations to participate in programs

- Developing, or assisting with development of, community engagement, media and marketing strategy
- Convening community advisory councils or other bodies to inform projects, programs, or policies

3.2 Regulatory and Compliance Requirements Specific to the Goods/Services Solicited

3.2.1 Reserved. Web Content Accessibility Guidelines (WCAG) 2.1 Level AA

3.2.2 Green Purchasing Requirements

In preparation for any Proposal submitted in response to this Solicitation, Proposers are required to review the City [Mandatory Green Purchasing Requirements](#) to ensure all goods and services offered to City in response to this Solicitation comply with the City’s Green Purchasing Requirements.

4 Local Business Enterprise (LBE) Program Requirements

4.1 CMD Compliance Officer

The CMD Compliance Officer (CCO) for this Solicitation and any Contract awarded to a Contractor selected from the resulting Prequalified List is:

LBE Certification Unit
 Contract Monitoring Division
 City and County of San Francisco
 Tel: 415-554-0630
 Email: LBECert@sfgov.org
 Website: www.sfgov.org/cmd.

4.2 Reserved. (Application of LBE Rating Bonuses and/or Bid Discounts)

4.3 LBE Subcontracting Participation Requirements

There shall be no LBE Subcontracting Requirement for any Contract awarded to a Contractor selected from the Prequalified List because : the funding for this contract prohibits application of local preferences when evaluating an Award.

5 Proposal Evaluation Criteria

Evaluation Phase	Maximum Points
Minimum Qualifications Documentation	Pass/Fail

Written Proposal	100 Points
TOTAL POINTS	100

6 Minimum Qualifications AND Documentation Required with Proposal (Pass/Fail)

Proposers must provide documentation that clearly demonstrates each Minimum Qualification (MQ) listed below has been met. Minimum Qualification documentation should be clearly marked as “MQ1”, MQ2”, etc.... to indicate which MQ it supports. Each Proposal will be reviewed for initial determination on whether Proposer meets the MQs referenced in this section. **This screening is a pass or fail determination and a Proposal that fails to meet the Minimum Qualifications will not be eligible for further consideration in the evaluation process.** The City reserves the right to request clarifications from Proposers prior to rejecting a Proposal for failure to meet the Minimum Qualifications.

MQ #	Description
MQ #1	Completed Attachment 1, Proposer Questionnaire and References.
MQ #2	Completed Attachment 2, City’s Written Proposal

7 Written Proposal Evaluation Criteria (100 POINTS)

In addition to submitting documents supporting each Minimum Qualification as required by this Solicitation, Proposers shall also submit a complete Proposal consisting of each item set forth in Attachment 2, Written Proposal Template.

8 Reserved. (Price Proposal)

9 Reserved. (Oral Interviews)

10 Supporting Documentation Required Prior to Selection For the Prequalified List

Proposers must provide each Required Supporting Documentation (“RSD”) identified below prior to Award. Failure to do so may result in the Proposal being deemed Non-Responsive.

11 City’s Social and Economic Policy Requirements

The San Francisco Municipal Code establishes a number of requirements for people seeking to do business with the City (“Social and Economic Policy Requirements”).

11.1 Nondiscrimination Requirements (“Equal Benefits”)

Proposers awarded any Resulting Contract exceeding \$230,000 (the City’s “Minimum Competitive Amount”), may not, during the term of the Contract, discriminate in the provision of benefits between employees with domestic partners and employees with spouses, and/or between the domestic partners and spouses of such employees, where the domestic partnership has been registered with a governmental entity pursuant to state or local law authorizing such registration. This Equal Benefits requirement applies in any of the contractor’s operations in San Francisco, on real property owned by San Francisco, or where work is being performed for the City elsewhere in the United States, subject to the conditions set forth in San Francisco Labor and Employment Code Articles 131 and 132. Contractors must submit a declaration confirming that the business complies with the Equal Benefits law. The declaration is available via SF City Partner Supplier Portal. For more information, visit the [Contract Monitoring Division \(CMD\) website](#).

11.2 Reserved. (Prevailing Wage Ordinance)

11.3 Health Care Accountability Ordinance

If awarded a Resulting Contract when selected from the Prequalified List, Proposer may be required to comply with the requirements of San Francisco Labor and Employment Code Articles 121. For more information, visit: <http://sfgov.org/olse/hcao>.

11.4 Minimum Compensation Ordinance

If awarded a Resulting Contract when selected from the Prequalified List, Proposer may be required to comply with San Francisco Labor and Employment Code Articles 111. For more information, visit: <http://sfgov.org/olse/mco>.

11.5 First Source Hiring Program

If awarded a Resulting Contract when selected from the Prequalified List, Proposer may be required to comply with all of the applicable provisions of the First Source Hiring Program, Chapter 83 of the San Francisco Administrative Code. For more information, visit <https://oewd.org/first-source>

11.6 Reserved. (Sweat free Procurement)

11.7 Non-Profit Entities

If awarded a Resulting Contract under this Solicitation, any nonprofit Proposer must be in good standing with the California Attorney General’s Registry of Charitable Trusts by the time of contract execution and must remain in good standing during the term of the agreement. Upon request, Proposer must provide documentation to the City demonstrating its good standing with applicable legal requirements. If Proposer will use any nonprofit subcontractors to perform the agreement, Proposer will be responsible for ensuring they are also in compliance with all requirements of the Attorney General’s Registry of Charitable Trusts at the time of Contract execution and for the duration of the agreement.

12 Terms and Conditions for Receipt of Proposals

12.1 How to Register to propose and be awarded a City Contract

To submit a proposal for a City contract, all vendors must be registered as a City BIDDER or a SUPPLIER. To be awarded a contract, Proposers must convert their BIDDER ID to a SUPPLIER ID, which requires additional steps to demonstrate compliance with certain San Francisco supplier requirements.

12.1.1 Registering as a BIDDER to propose on a City contract

Proposers that are not currently a City SUPPLIER must obtain a BIDDER ID by completing the following form on the SF City Partner Portal:

<https://sfcitypartner.sfgov.org/pages/BidderRegistration-BS3/bidder-registration-1.aspx>

12.2 Converting a BIDDER ID to SUPPLIER ID to be awarded a City contract

To convert a BIDDER ID to a SUPPLIER ID, awarded Proposers are required to register with the City Tax Collector's Office. Additionally, businesses awarded contracts exceeding \$230,000 (the "Minimum Competitive Amount") must comply with the City's Equal Benefits requirements pursuant to Labor and Employment Code Article 131 and must submit the online Equal Benefits Declaration through the [SF City Partner Portal](#).

For detailed instructions on registering for City Business Tax, submitting an Equal Benefits Declaration, and for converting your BIDDER ID to a SUPPLIER ID visit [Contracting with the City and County of San Francisco](#).

- City Business Tax Registration Inquiries: For questions regarding business tax registration procedures and requirements, contact the Tax Collector's Office at (415) 554-4400 or, if calling from within the City and County of San Francisco, 311.
- Equal Benefits Program Inquiries: For questions concerning the San Francisco Labor and Employment Code Articles 131 and 132, go to: www.sfgov.org/cmd.

12.3 Proposal Questions and Submissions

12.3.1 Proposer Questions and Requests for Clarification

Proposers shall address any questions regarding this Solicitation to the Contract Administrator whose name and contact information appears on the cover page of this Solicitation. Proposers who fail to submit questions concerning this Solicitation and its requirements will waive all further rights to protest based on the specifications and conditions herein. **Questions must be submitted by email to the Contract Administrator whose name and contact information appears on the cover page of this Solicitation no later than Written Questions Due Date.** A written Addendum will be executed addressing each question and answer and posted publicly. It is the responsibility of the Proposer to check for any Addenda and other updates that will be posted on the City's Supplier Portal:

<https://sfcitypartner.sfgov.org/pages/Events-BS3/event-search.aspx>.

12.3.2 Proposal Format

Proposals must be submitted using the attached submission forms or created using word processing software (e.g. Microsoft Word or Excel) and typed in a legible font. The document must have page margins of at least .5” on all sides. Information must be provided at a level of detail that enables effective evaluation and comparison between Proposals. Failure to follow formatting, submission, or content requirements, as well as page limit restrictions (if any), may negatively impact the evaluation of your Proposal.

12.3.3 Time and Place for Submission of Proposals

Prior to the Proposal submission deadline, Proposers must email their complete Proposals to **email to the Contract Administrator whose name and contact information appears on the cover page of this Solicitation no later than Submission Due Date**. Late submissions will not be considered. Each original Proposal received will be screened to ensure that all content required by this Solicitation is included. Partial or complete omission of any required content may disqualify Proposals from further consideration. Late Proposal submissions will not be considered and failure to adhere to the above requirements may result in the complete rejection of your Proposal.

Proposers are encouraged to email their Proposals to the Contract Administrator as early as possible to address any technical issues that may arise during the submission process.

12.4 RFQ Addenda

The City may modify this Solicitation, prior to the Proposal Due Date, by issuing an Addendum to the Solicitation, which will be posted on the San Francisco Supplier Portal. Every Addendum will create a new version of the Sourcing Event and Proposers must monitor the event for new versions. **The Proposer shall be responsible for ensuring that its Proposal reflects any and all Addenda issued by the City prior to the Proposal Due Date regardless of when the Proposal is submitted.** Therefore, the City recommends that the Proposer consult the website frequently, including shortly before the Proposal Due Date, to determine if the Proposer has downloaded all Solicitation Addenda. It is the responsibility of the Proposer to check for any Addenda, Questions and Answers documents, and updates, which may be posted to the subject Solicitation.

THE SUBMITTAL OF A RESPONSE TO THIS SOLICITATION SHALL EXPLICITLY STIPULATE ACCEPTANCE BY PROPOSERS OF THE TERMS FOUND IN THIS SOLICITATION, ANY AND ALL ADDENDA ISSUED TO THIS SOLICITATION, AND THE PROPOSED CONTRACT TERMS.

12.5 Public Disclosure

All documents under this solicitation process are subject to public disclosure per the California Public Records Act (California Government Code § 7920.000 et seq and the San Francisco Sunshine Ordinance (San Francisco Administrative Code Chapter 67). Contracts, Proposals, responses, and all other records of communications between the City and Proposers shall be open to inspection immediately after a contract has been awarded. Nothing in this Administrative Code provision requires the disclosure of a private person’s or organization’s net worth or other proprietary financial data submitted for qualification for a

contract or other benefit until and unless that person or organization is awarded the contract or benefit.

If the City receives a Public Records Request (“Request”) pertaining to this solicitation, City will use its best efforts to notify the affected Proposer(s) of the Request and to provide the Proposer with an opportunity to object to disclosure of the material requested by the due date for disclosure (“Response Date”). If the Proposer asserts that some or all of the material requested contains or reveals valuable trade secret or other information belonging to the Proposer that is exempt from disclosure and directs the City in writing to withhold such material from production (“Withholding Directive”), then the City will comply with the Withholding Directive on the condition that the Proposer seeks judicial relief on or before the Response Date. Should Proposer fail to seek judicial relief on or before the Response Date, the City shall proceed with the disclosure of responsive documents.

12.6 Limitation on Communications During Solicitation

From the date this Solicitation is issued until the date the competitive process of this Solicitation is completed (either by cancelation or final Award), Proposers and their subcontractors, vendors, representatives and/or other parties under Proposer’s control, shall communicate solely with the Contract Administrator whose name appears in this Solicitation. Any attempt to communicate with any party other than the Contract Administrator whose name appears in this Solicitation – including any City official, representative or employee – is strictly prohibited. Failure to comply with this communications protocol may, at the sole discretion of City, result in the disqualification of the Proposer or potential Proposer from the competitive process. This protocol does not apply to communications with the City regarding business not related to this Solicitation.

12.7 Proposal Selection Shall Not Imply Acceptance

The acceptance and/or selection of any Proposal(s) shall not imply acceptance by the City of all terms of the Proposal(s), which may be subject to further approvals before the City may be legally bound thereby.

12.8 Cybersecurity Risk Assessment

The following Third-Party Audit Reports can be used to satisfy CCSF’s Cybersecurity Risk Assessment requirement:

- SOC 2 Type 2
- ISO/IEC 27001
- CSA STAR Level 2
- FedRAMP
- StateRAMP
- HITRUSTCSF – *products or services that primarily relate to the Healthcare industry ONLY.*
- PCI DSS Level 1 – *products or services that primarily relate to the Payment Processing industry ONLY.*
- NIST 800-53

In addition to the Third-Party Audit Reports mentioned above, City and County of San Francisco's CRA requirement can also be satisfied by providing a completed CAIQ Lite Questionnaire or completing the City's CRA Questionnaire in the City's LogicGate portal.

The above reports may be requested at such time City has selected or is considering a potential Proposer. The reports will be evaluated by the soliciting Department and the City's Department of Technology to identify existing or potential cyber risks to City. Should such risks be identified, City shall afford a potential Proposer an opportunity to cure such risk within a period of time deemed reasonable to City. Such remediation and continuing compliance shall be subject to City's on-going review and audit through industry-standard methodologies, including but not limited to: on-site visits, review of the entities' cybersecurity program, penetration testing, and/or code reviews.

12.9 Solicitation Errors and Omissions

Proposers are responsible for reviewing all portions of this Solicitation. Proposers are to promptly notify the City, in writing and to the Solicitation contact person if the Proposer discovers any ambiguity, discrepancy, omission, or other error in the Solicitation. Any such notification should be directed to the City promptly after discovery, but in no event later than the deadline for questions. Modifications and clarifications will be made by Addenda as provided below.

12.10 Objections to Solicitation Terms

Should a Proposer object on any ground to any provision or legal requirement set forth in this Solicitation, the Proposer must, no later than the deadline for questions, provide written notice to the City setting forth with specificity the grounds for the objection. The failure of a Proposer to object in the manner set forth in this paragraph shall constitute a complete and irrevocable waiver of any such objection.

12.11 Protest Procedures

12.11.1 Protest of Non-Responsiveness Determination

Within three (3) business days of the City's issuance of a Notice of Non-Responsiveness, a Proposer may submit a written Notice of Protest of Non-Responsiveness. The Notice of Protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The Notice of Protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure or Solicitation provision on which the protest is based. In addition, the Notice of Protest must specify facts and evidence sufficient for the City to determine the validity of the protest.

12.11.2 Protest of Non-Responsible Determination

Within three (3) business days of the City's issuance of a Notice of Non-Responsibility, a Proposer may submit a written Notice of Protest of Non-Responsibility. The Notice of Protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The Notice of Protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure or Solicitation

provision on which the protest is based. In addition, the Notice of Protest must specify facts and evidence sufficient for the City to determine the validity of the protest.

12.11.3 Protest of Prequalified List Creation

Within three (3) business days of the City's issuance of a Notice of Intent to Award, a Proposer may submit a written Notice of Protest of Contract Award. The Notice of Protest must include a written statement specifying in detail each and every one of the grounds asserted for the protest. The Notice of Protest must be signed by an individual authorized to represent the Proposer, and must cite the law, rule, local ordinance, procedure or Solicitation provision on which the protest is based. In addition, the Notice of Protest must specify facts and evidence sufficient for the City to determine the validity of the protest.

12.11.4 Delivery of Protests

A Notice of Protest must be written. Protests made orally (e.g., by telephone) will not be considered. A Notice of Protest must be delivered by mail or email to the Contract Administrator whose name and contact information appears on the cover page to this Solicitation and received by the due dates stated above. A Notice of Protest shall be transmitted by a means that will objectively establish the date the City received the Notice of Protest. If a Notice of Protest is mailed, the protestor bears the risk of non-delivery within the deadlines specified herein.

12.12 Proposal Term

Submission of a Proposal signifies that the proposed products, services and prices are valid for 180 calendar days from the Proposal Due Date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity. At Proposer's election, the Proposal may remain valid beyond the 180-day period in the circumstance of extended negotiations.

12.13 Revision to Proposal

A Proposer may revise a Proposal on the Proposer's own initiative at any time before the deadline for submission of Proposals. The Proposer must submit the revised Proposal in the same manner as the original. A revised Proposal must be received on or before, but no later than the Proposal Due Date and time. In no case will a statement of intent to submit a revised Proposal, or commencement of a revision process, extend the Proposal Due Date for any Proposer. At any time during the Proposal evaluation process, the City may require a Proposer to provide oral or written clarification of its Proposal. The City reserves the right to make an award without further clarifications of Proposals received.

12.14 Proposal Errors and Omissions

Failure by the City to object to an error, omission, or deviation in the Proposal will in no way modify the Solicitation or excuse the Proposer from full compliance with the specifications of this Solicitation or any contract awarded pursuant to this Solicitation.

12.15 Financial Responsibility

The City accepts no financial responsibility for any costs incurred by a Proposer in responding to this Solicitation. Proposers acknowledge and agree that their submissions in response to this Solicitation will become the property of the City and may be used by the City in any way deemed appropriate.

12.16 Proposer's Obligations under the Campaign Reform Ordinance

If a Resulting Contract awarded to a Contractor from the Prequalified List has (A) a value of \$100,000 or more in a fiscal year and (B) requires the approval of an elected City official, Proposers are hereby advised:

- (A) Submission of a Proposal in response to this Solicitation may subject the Proposers to restrictions under Campaign and Governmental Conduct Code Section 1.126, which prohibits City contractors, Proposers, and their affiliates from making political contributions to certain City elective officers and candidates; and
- (B) Before submitting a Proposal in response to this Solicitation, Proposers are required to notify their affiliates and subcontractors listed in the awarded contract or Proposal of the political contribution restrictions set forth in Campaign and Governmental Conduct Code section 1.126.

This restriction applies to the party seeking the contract, the party's board of directors, chairperson, chief executive officer, chief financial officer, chief operating officer, any person with an ownership interest greater than ten percent, and any political committees controlled or sponsored by the party, as well as any subcontractors listed in the awarded contract or Proposal. The law both prohibits the donor from giving contributions and prohibits the elected official from soliciting or accepting them.

The people and entities listed in the preceding paragraph may not make a campaign contribution to the elected official at any time from the submission of a Proposal for a contract until either: (1) negotiations are terminated and no contract is awarded; or (2) twelve months have elapsed since the award of the contract.

A violation of Section 1.126 may result in criminal, civil, or administrative penalties. For further information, Proposers should contact the San Francisco Ethics Commission at [\(415\) 252-3100](tel:415-252-3100) or go to <https://sfethics.org/compliance/city-officers/city-contracts/city-departments/notifying-bidders-and-potential-bidders>.

12.17 Reservations of Rights by the City

The issuance of this Solicitation does not constitute a guarantee by the City that a contract will be awarded or executed by the City. The City expressly reserves the right at any time to:

- (A) Waive or correct any defect or informality in any response, Proposal, or Proposal procedure;
- (B) Reject any or all Proposals;
- (C) Reissue the Solicitation;

- (D) Prior to submission deadline for Proposals, modify all or any portion of the selection procedures, including deadlines for accepting responses, the specifications or requirements for any materials, equipment or services to be provided under this Solicitation, or the requirements for contents or format of the Proposals;
- (E) Procure any materials, equipment or services specified in this Solicitation by any other means; or
- (F) Determine that the subject goods or services are no longer necessary.

12.18 No Waiver

No waiver by the City of any provision of this Solicitation shall be implied from the City's failure to recognize or take action on account of a Proposer's failure to comply with this Solicitation.

12.19 Other

- 1) The City may make such investigation, as it deems necessary, prior to the award of this contract to determine the conditions under which the goods are to be delivered or the work is to be performed. Factors considered by the City shall include, but not be limited to:
 - a. Any condition set forth in this Solicitation;
 - b. Adequacy of Proposer's facilities and/or equipment, location and personnel to supply the goods to be delivered or properly perform all services required under the anticipated contract; and
 - c. Delivery time(s).
- 2) City reserves the right to inspect an awarded Proposer's place of business prior to award of and/or at any time during the contract term (or any extension thereof) to aid City in determining an awarded Proposer's capabilities and qualifications.
- 3) Failure to timely execute a contract, or to furnish any and all insurance certificates and policy endorsements, surety bonds or other materials required in the contract, shall be deemed an abandonment of a contract offer. The City, in its sole discretion, may select another Proposer and may proceed against the original selectee for damages.
- 4) City reserves the right to reject any Proposal on which the information submitted by Proposer fails to satisfy City and/or if Proposer is unable to supply the information and documentation required by this Solicitation within the period of time requested.
- 5) Any false statements made by a Proposer or any related communication/clarification may result in the disqualification of its Proposal from receiving further evaluation and a contract award.