

CITY OF WEST HOLLYWOOD

REQUEST FOR PROPOSALS (RFP) HOMELESS INITIATIVE – COORDINATED RESPONSE FRAMEWORK (CRF) DEVELOPMENT AND IMPLEMENTATION

ADDENDUM NO. 1 – QUESTIONS & RESPONSES

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Q1. Is the scope outlined in Section V. 'Program Scope and Objectives' meant to be inclusive of all three phases or only representative of Phase 1?

The scope outlined in Section V is intended to represent the full scope across all three phases of the Coordinated Response Framework project. Although the City will initially contract only for Phase 1, the scope reflects the entire system the City aims to develop by the conclusion of Phase 3. This includes all elements such as cross-agency coordination structures, standardized triage processes, technology planning, data governance, community engagement, and evaluation components.

Phase 1 addresses foundational work, but the objectives in Section V collectively describe the work expected to be completed across Phases 1, 2, and 3.

Q2. Regarding Section VII, do you want the proposal response to be inclusive of the full three-phased project or only Phase 1?

Proposals should be comprehensive and detailed for all three phases. While the City will award an initial contract for Phase 1 only, proposers must still include:

- A detailed approach, methodology, deliverables, and workplan for Phase 1
- A clear, phased description of planned work, activities, and deliverables for Phases 2 and 3
- Phase-based budget estimates for Phases 1, 2, and 3

This structure ensures the City can fully assess long-term strategy and maintain continuity across phases. The City intends to amend the contract to include Phases 2 and 3 pending successful completion of Phase 1, available funding, and Council direction.

Q3. Is it expected that contracting will be executed in February and work for Phase 1 will be completed in March?

The City anticipates executing the contract in February 2026. However, Phase 1 is not expected to be completed by March, nor is it required to conclude within a single month.

The City is seeking a realistic, consultant-informed timeline that:

- Reflects the urgency of the work
- Aligns with the sequencing of Phases 1–3 described in the RFP
- Accounts for the level of effort needed for Phase 1 activities (e.g., workflow audit, stakeholder mapping, initial CRF design)

Proposers should recommend timelines they believe are feasible and appropriate.

Q4. Is it necessary for the budget to be time and materials or is fixed price based on delivery allowable?

Both time-and-materials and fixed-price budgets are allowable under this RFP.

Regardless of the fee structure, all proposals must include:

1. **Hourly rates** for all personnel who may work on the project
2. **Estimated hours** for each major task across all three phases (required even for fixed price models)
3. Explanation of how the budget aligns with the phased structure of the work

This information allows the City to plan for an initial contract for Phase 1 and future amendments for Phases 2 and 3.