

Solicitation 012-212801

Expansion of Anti-Hate Efforts in Orange County

Bid Designation: Public



County of Orange

Bid 012-212801

Expansion of Anti-Hate Efforts in Orange County

Bid Number **012-212801**
Bid Title **Expansion of Anti-Hate Efforts in Orange County**

Bid Start Date **Sep 10, 2021 12:41:38 PM PDT**
Bid End Date **Sep 17, 2021 12:00:00 PM PDT**
Question & Answer End Date **Sep 14, 2021 12:00:00 PM PDT**

Bid Contact **Nina V Badalamenti**
Administrative Manager I
714-973-6827
Nina.Badalamenti@occr.ocgov.com

Contract Duration **Not Applicable**
Contract Renewal **Not Applicable**
Prices Good for **Not Applicable**

Standard Disclaimer **The County of Orange is not responsible for and accepts no liability for any technical difficulties or failures that result from conducting business electronically.**

Bid Comments **SEE THE REQUIREMENTS OF THIS RFI #012-212801 IN THE ATTACHMENT.**
ALL QUESTIONS FOR THIS RFI ARE DUE BY SEPTEMBER 14, 2021 BY 12:00 NOON AS INSTRUCTED IN THE RFI.
ALL RESPONSES ARE DUE BY SEPTEMBER 17, 2021 BY 12:00 NOON AS INSTRUCTED IN THE RFI.

Item Response Form

Item **012-212801-01-01 - Expansion of Anti-Hate Efforts in Orange County**

Quantity **1 each**

Unit Price

Delivery Location **County of Orange**
060 - OCCS/CID
1300 S GRAND AVE
BLDG B
SANTA ANA CA 92705
Qty 1

Description
RFI

Signature Page

<input type="checkbox"/> I have read and understand and agree to the terms and conditions herewith and I am submitting a response to this solicitation.		
Date:	<input type="text"/>	Company Name: <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
* Authorized Signature	Print Name	Title
<input type="text"/>	<input type="text"/>	<input type="text"/>
* Authorized Signature	Print Name	Title

OR

I prefer not to submit a bid in response to this solicitation per the reason(s) given below.		
Reason(s): aaa		
Date:	<input type="text"/>	Company Name: <input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
* Authorized Signature	Print Name	Title

*** If the Contractor is a corporation, signatures of two specific corporate officers are required as further set forth.**

The first corporate officer signature must be one of the following: 1) the Chairman of the Board; 2) the President; 3) any Vice President.

The second corporate officer signature must be one of the following: a) Secretary; b) Assistant Secretary; c) Chief Financial Officer; d) Assistant Treasurer.

In the alternative, a single corporate signature is acceptable when accompanied by a corporate resolution demonstrating the legal authority of the signature to bind the company.

RETURN THIS SHEET WITH YOUR RESPONSE

County of Orange – Bidder Instructions

1. DEFINITIONS:

- a. **"Bid"** means an offer, made in response to a solicitation to perform a contract for work and labor or to supply goods or services at a specified price, whether or not it is considered a "sealed bid" or results in award of a contract to a single or non-competitively bid contract.
- b. **"Bidder"** means a supplier who submits a bid to the County in response to a solicitation.
- c. **"Solicitation"** means the process, by whatever name known or in whatever format used, of notifying prospective bidders that the County wishes to receive bids for furnishing goods or services.
- d. **"Supplier"** means a business entity, bidder, offeror, vendor or contractor.
- e. **"County"** means the County of Orange.

2. SUBMISSION OF BIDS:

- a. Bids must be hand delivered or sent via U.S. Mail or common carrier unless another method is specifically authorized in the solicitation.
- b. Where a "sealed" bid is required, each bid shall be separately sealed inside an envelope and must be signed and received by the closing time and date specified, and on the forms furnished by the County to be considered for award.
- c. The bidder is solely responsible for ensuring that the full bid is received by the County in accordance with the solicitation requirements, prior to the date and time specified in the solicitation, and at the place specified. The County shall not be responsible for any delays in mail or by common carriers or by transmission errors or delays or misdelivery.
- d. Bids received after the bid closing date and time will be considered nonresponsive.
- e. If no time for receipt of bids is specified in the solicitation, the bid shall be due by the close of the business day on the date indicated. Close of the business day shall be 5:00 p.m. All times are Pacific Standard Time (PST).
- f. Generally, sealed bids will be opened and read on the due date unless another date and time is specified in the solicitation or any addendum thereto or the reverse auction terms and conditions are included in the solicitation. When a County Agency/Department facilitates a reverse auction, all bids shall remain confidential before and during the auction. Information is not public, including the number and names of the responders, until the Notice of Intent to Award or contract award is published, whichever occurs first.
- g. Faxed bid responses will NOT be allowed.
- h. All bids received by the County and opened are subject to disclosure under the California Public Records Act, and other applicable law.
- i. It is preferred that bids/proposals be submitted electronically at www.bidsync.com, unless otherwise stated in the bid packet. If responding to this solicitation through BidSync, the electronic version of the bid response will prevail. The County of Orange is not responsible for and accepts no liability for any technical problems that result from conducting business electronically.
- j. The County shall not be liable for any expenses incurred by potential Bidders in the preparation or submission of their bids. The County shall not, in an event, be liable for any pre-contractual expenses incurred by Bidders prior to the date of award and execution, if any, of the Contract. Pre-contractual expenses are defined as expenses incurred by the Bidder in: a) preparing its bid in response to this IFB; b) submitting that bid to the County; c) negotiating with the County any matter related to the Bidder's bid; and d) any other expenses incurred by the Bidder prior to the date of award and execution, if any, of the Contract.
- k. Bids are not to be marked as confidential or proprietary. The County shall refuse to consider any bid so marked. Additionally, all bids shall become the property of the County. The County reserves the right to make use of any information or ideas in the bids submitted.
- l. If clarification of this IFB is considered necessary, a written addendum shall be issued. Oral statement(s) concerning the meaning of the contents of this IFB by County personnel or any other person is (are) unauthorized and should not be relied upon. All inquiries concerning this IFB should be directed to the assigned DPA (Deputy Purchasing Agent) per the instructions in the IFB.
- m. Bidders shall be solely responsible for any errors or omissions in their bids. Any discrepancies in numbers or calculations shall be interpreted to reflect the lowest price to the County.

- n. The Model Contract contained in this solicitation is the Contract proposed for execution. Negotiations may or may not be conducted with the finalists; therefore, the response submitted should contain Offeror's most favorable terms and conditions, since the selection and award may be made without further discussion. Any exceptions to the terms and conditions made by any Offeror after submission of its response may result in elimination from further consideration.
- o. Any exceptions to the County's terms and conditions must be clearly stated in responses to this solicitation. Any exception must include the details of the exception and the reasons for it. The County reserves the right to disqualify vendors taking exception to its terms and conditions. Vendors taking exception after notice of award will be disqualified from award of contract.

3. SOLICITATION ADDENDUM (ADDENDA):

- a. The County of Orange does not guarantee that you will receive the addenda to this solicitation unless you received notification of this solicitation by e-mail from BidSync on behalf of the County of Orange. Bidders registered on BidSync will receive an email notification when an addendum has been created. A link to the County of Orange's online bidding web site can be found at: <http://egov.ocgov.com/ocgov/Procurement/Open%20Bids>.
It is the Bidder's responsibility to request all additional information and/or modifications to this solicitation.
- b. In the event that the solicitation is revised by an addendum, supplier shall submit the original solicitation and any addenda that the buyer requires to be submitted.
- c. Price(s) offered shall reflect all addenda issued by the County. Failure to do so will permit the County to interpret the bid to include all addenda issued in any resulting contract.

4. PRICES:

- a. All prices and notations must be typewritten.
- b. All prices must be bid in U.S. currency.
- c. Unit prices may not be more than four (4) places to the right of the decimal point. For example, a unit price of \$.56726 each would exceed this limitation. Unit prices which exceed this limitation will automatically be truncated to the fourth decimal place for both evaluation and award purposes. Using the example just cited, the "6" at the end of the unit price would be truncated (i.e., dropped off) leaving a unit price of \$.5672 each.
- d. An error in the bid may cause the rejection of that bid; however, the County may at its sole option retain the bid and make certain arithmetic corrections. In determining if a correction will be made, the County will consider the conformance of the bid to the format and content required by the solicitation, and any unusual complexity of the format and content required by the solicitation.
 - i. If the bidder's intent is clearly established based on review of the complete bid submittal, the County may at its sole option correct an error based on that established intent.
 - ii. The County may at its sole option correct obvious clerical errors.
 - iii. The total price of unit-price items will be the product of the unit price and the quantity of the item. If the unit price is ambiguous, unintelligible or uncertain for any cause, or is omitted, it shall be the amount obtained by dividing the "Extension" price by the quantity of the item.
 - iv. Out of state contractors must include California Sales Tax permit number.
 - v. Prices quoted shall be firm for the first period of the price agreement.
 - vi. Cost increases may be considered during Contract renewal periods only. The County requires bona fide proof of cost increases prior to any price escalation adjustment. A minimum of 30 (thirty) days advance notice in writing is required to secure such adjustments. When offering escalating price bids, quote applicable labor and material separately as to percentage of total cost. No retroactive pricing adjustments will be considered. The County may enforce, adjust, or cancel escalating price agreements as it sees fit. The net dollar amount of profit will remain firm during the period of the price agreement. Adjustments increasing Contractor's profit will not be allowed.
 - vii. All decreases will be automatically extended to the County

5. CASH DISCOUNTS: The County encourages bidders to offer cash discounts for prompt payment etc.; however, unless provided elsewhere in the solicitation, cash discounts offered by bidders for the prompt payment of invoices will not be considered in evaluating offers to determine the successful bidder for award of any resulting contract.

6. INSPECTION OF SOLICITATION DOCUMENTS: Supplier shall carefully review all documents referenced and made a part of this solicitation to ensure that all information required to properly respond to the solicitation has been received or made available and all requirements are priced in the bid. Failure to examine any document, drawing, specification, or instruction will be at the supplier's sole risk.

7. BRAND NAMES: Any reference to brand names and/or numbers in the solicitation is intended to be descriptive, but not restrictive, unless otherwise specified. Bids offering equivalent items meeting the standards of quality specified may be considered, unless otherwise specified, providing the bid clearly describes the article offered and how it differs from the referenced brand. Unless bidder specifies otherwise, it is understood that the bidder is offering a referenced brand item as specified in the solicitation. The County reserves the right to determine whether a substitute offer is equivalent to and meets the standards of quality indicated by the brand name references, and the County may require the supply of additional descriptive material and a sample.

8. EVALUATION OF BIDS:

- a. Where more than one line item is specified in the solicitation, the County reserves the right to determine the lowest, responsive and responsible bidder, either on the basis of individual items, combination of items as specified in the solicitation, or on the basis of all items included in the solicitation, unless otherwise expressly provided.
- b. Unless otherwise specified in the solicitation, the County may accept any item or combination of items as specified in the solicitation, of any bid unless the bidder expressly objects and conditions its response on receiving all items for which it provided a bid. In the event that the bidder so objects, the County may consider the bidder's objection and evaluate whether the award on such basis will result in the lowest price to the County or may determine in its sole discretion that such an objection is non-responsive and renders the bidder ineligible for award.
- c. All other criteria to be used in evaluating bids will be identified elsewhere in the solicitation.

9. CONFLICT OF INTEREST:

- a. Current County Employees (PCC Section 10410):
 - i. No officer or employee shall engage in any employment, activity or enterprise from which the officer or employee receives compensation or has a financial interest and which is sponsored or funded by any County Agency/Department, unless the employment, activity or enterprise is required as a condition of regular County employment.
 - ii. No officer or employee shall contract on his or her own behalf as an independent contractor with any County agency to provide goods or services.
- b. Former County Employees (PCC Section 10411): For the two-year period from the date he or she left County employment, no former County officer or employee may enter into a contract in which he or she engaged in any of the negotiations, transactions, planning, arrangements or any part of the decision-making process relevant to the contract while employed in any capacity by any County agency/department.
- c. For the twelve-month period from the date he or she left County employment, no former County officer or employee may enter into a contract with any County agency/department if he or she was employed by that County agency in a policy-making position in the same general subject area as the proposed contract within the twelve-month period prior to his or her leaving County service.

10. JOINT BIDS: Where two or more Suppliers desire to submit a single bid in response to a solicitation, they should do so on a prime/subcontractor basis rather than as a joint venture. The County intends to contract with a single firm or multiple firms, but not with multiple firms doing business as a joint venture.

11. SAMPLES TO DETERMINE RESPONSIVENESS TO TECHNICAL REQUIREMENTS FOR PURPOSES OF AWARD:

- a. Samples of items, when required by the County, must be furnished free of expense to the County, unless otherwise provided.
- b. Unless expressly set forth in the solicitation, the sample or samples furnished must be identical in all respects to the product or products being offered to the County.
- c. Bidders offering products of a different manufacturer and model number than those specified in the solicitation may be required to submit samples for inspection and specification compliance testing in order for the County to determine if the item offered is equivalent to and meets the minimum standards of quality acceptable to the County as indicated by the manufacturer and model number specified in the solicitation.
- d. Samples, if not destroyed by tests, may, upon request made at the time the sample is furnished, be returned at bidder's expense.
- e. Samples may be required prior to award. If requested, such samples must be delivered to the address specified and within the timeframe identified in the notification. Failure to submit samples as specified may be grounds for rejection.

12. SPECIFICATION CONCERNS:

- a. In the event a supplier believes that the County's solicitation is unfairly restrictive, ambiguous, contains conflicting provisions or mistakes or in the supplier's experience any resulting contract would be commercially impractical to perform, the matter should be

promptly brought to the attention of the buyer identified in the solicitation, in writing, immediately upon receipt of the solicitation, in order that the matter may be fully considered and appropriate action taken by the County prior to the closing time set to receive bids.

13. VALIDITY OF BID: Unless specified elsewhere in the

solicitation, bidder's bid shall be valid for a minimum of one hundred eighty (180) days following the bid closing date.

14. MISTAKE IN BID: If prior to contract award, a bidder discovers a mistake in their bid which renders the bidder unwilling to perform under any resulting contract, the bidder must immediately notify the buyer and request to withdraw the bid. It shall be solely within the County's discretion as to whether withdrawal will be permitted. If the solicitation contemplated evaluation and award of "all or none" of the items, then any withdrawal must be for the entire bid. If the solicitation provided for evaluation and award on a line item or combination of items basis, the County may consider permitting withdrawal of specific line item(s) or combination of items.

15. COUNTY'S RIGHTS:

- a. The County reserves the right to modify or cancel in whole or in part its solicitation at any time without prior notice.
- b. The County reserves the right to reject any or all bids if the County determines that a bidder's bid was non-responsive to the solicitation requirements and to waive informalities and minor irregularities in bids received.
- c. The County reserves the right to reject any or all bids if the County determines that a bidder is not a responsible supplier.
- d. Award final Contract with the lowest, responsive, responsible Bidder or Bidders as necessary to serve the best interests of the County may require.
- e. Award its total requirement to one Bidder or to apportion those requirements among two or more Bidders as the County may deem to be in its best interests.
- f. Make no guarantee as to the usage of the services by the County. The County furthermore makes no representation that any Contract will be awarded to any Bidder responding to this IFB.'
- g. All bids received may be public record after opening. Bids are not to be marked as confidential or proprietary. The County shall refuse to consider any bid so marked. Bids must be submitted in response to this IFB may be subject to public disclosure as permitted by the California Public Records Act. Additionally, all bids shall become the property of the County. The County reserves the right to make use of any information or ideas in the bids submitted.
- h. Waive, at its discretion, any irregularity or informality which the County deems correctable or otherwise not warranting rejection of the bid.
- i. Make final award determination based on the lowest responsive, responsible bid, but award will be contingent upon agency/department approval, including a review of qualifications, and the successful bidder must have met all the qualifications/requirements set forth herein.

16. UNFAIR PRACTICES ACT AND OTHER LAWS: Supplier warrants that its bid complies with the Unfair Practices Act (Business and Professions Code Section 17000 et seq.) and all applicable County, State and Federal laws and regulations.

17. VIOLATION OF AIR OR WATER POLLUTION LAWS:

- a. Prior to an award, the County shall ascertain if the intended awardee is a person included in notices from the Boards. In the event of any doubt of the intended awardees' identity or status as a person who is in violation of any County, State, or federal air or water pollution law, the County will notify the appropriate Board of the proposed award and afford the Board the opportunity to advise the County that the intended awardee is such a person.
- b. No award will be made to a person who is identified either by the published notices or by advice, as a person in violation of County, State, or federal air or water pollution control laws.

18. INDEPENDENCE OF BID: By submitting this bid, bidder swears under penalty of perjury that it did not conspire with any other supplier to set prices in violation of anti-trust laws.

19. PROTESTS: All protests shall be submitted on protester's letterhead and include at minimum the following information:

- ◆ The name, address and telephone number of the protester;
- ◆ The signature of the protester or the protester's representative;
- ◆ The solicitation or contract number;
- ◆ A detailed statement of the legal and/or factual grounds for the protest; and

◆ The form of relief requested

All protests related to bid or proposal specifications must be submitted to the Deputy Purchasing Agent no later than five (5) business days prior to the close of the bid or proposal. Protests received after the five (5) business day deadline will not be considered by the County. In the event the protest of specifications is denied and the protester wishes to continue in the solicitation process, they must still submit a bid prior to the close of the solicitation in accordance with the bid/proposal submittal procedures provided in the bid/proposal.

In protests related to the award of a contract, the protest must be submitted no later than five (5) business days after the notice of the proposed contract award is provided by the Deputy Purchasing Agent. Protests relating to a proposed contract award which are received after the five (5) business day deadline will not be considered by the County.

If the protester wishes to appeal the decision of the Deputy Purchasing Agent, the protester must submit, within three (3) business days from receipt of the Deputy Purchasing Agent's decision, a written appeal to the Office of the County Purchasing Agent at:
1300 S. Grand Ave., Bldg A Santa Ana, CA 92705

The decision of the County Purchasing Agent on whether to allow the appeal to go forward will be final and there shall be no right to any administrative appeals of this decision.

20. INDEPENDENT CONTRACTOR REPORTING REQUIREMENTS: Any independent contractor, prior to being awarded a purchase order which contains services, must provide certain information pertaining to its business to the County. The County, in accordance with Unemployment Insurance Code Section 1088.8, will report such information to the Employment Development Department. By submitting a bid, bidder acknowledges this information is required and that it is being reported to the Employment Development Department.

Additional information on this reporting requirement can be found at the California Employment Development Department web site located at www.edd.ca.gov/txicr.htm.

21. Orange County Child Support: To comply with the child support enforcement requirements of the County of Orange, within ten days of notification of selection of award of contract but prior to official award of contract, the selected contractor agrees to furnish to the contract administrator, the Purchasing Agent, or the agency/department deputy purchasing agent:

- a. In the case of an individual contractor, his/her name, date of birth, Social Security number, and residence address;
- b. In the case of a contractor doing business in a form other than as an individual, the name, date of birth, Social Security number, and residence address of each individual who owns an interest of ten (10) percent or more in the contracting entity;
- c. A certification that the contractor has fully complied with all applicable federal and state reporting requirements regarding its employees; and
- d. A certification that the contractor has fully complied with all lawfully served Wage and Earnings Assignment Orders and Notices of Assignment and will continue to so comply.

Failure of the contractor to timely submit the data and/or certifications required may result in the contract being awarded to another contractor. In the event a contract has been issued, failure of the contractor to comply with all federal, state, and local reporting requirements for child support enforcement or to comply with all lawfully served Wage and Earnings Assignment Orders and Notices of Assignment shall constitute a material breach of the contract. Failure to cure such breach within 60 calendar days of notice from the County shall constitute grounds for termination of the contract.

22. AMERICANS WITH DISABILITY ACT (ADA): To comply with the non-discrimination requirements of the ADA, it is the policy of the County to make every effort to ensure that its programs, activities and services are available to all persons, including persons with disabilities. For persons with a disability needing a reasonable modification to participate in the procurement process, or for persons having questions regarding reasonable modifications for the procurement process, you may contact the buyer listed in the solicitation.

23. Vendor Advisory: The County does not require and neither encourages nor discourages the use of lobbyists or other consultants for the purpose of securing business.

A. GOVERNING LAW AND VENUE

This Contract has been negotiated and executed in the state of California and shall be governed by and construed under the laws of the state of California. In the event of any legal action to enforce or interpret this Contract, the sole and exclusive venue shall be a court of competent jurisdiction located in Orange County, California, and the parties hereto agree to and do hereby submit to the jurisdiction of such court, notwithstanding Code of Civil Procedure Section 394. Furthermore, the parties specifically agree to waive any and all rights to request that an action be transferred for adjudication to another County.

B. ENTIRE CONTRACT

This Contract contains the entire Contract between the parties with respect to the matters herein, and there are no restrictions, promises, warranties or undertakings other than those set forth herein or referred to herein. No exceptions, alternatives, substitutes or revisions are valid or binding on County unless authorized by County in writing. Electronic acceptance of any additional terms, conditions or supplemental Contracts by any County employee or agent, including but not limited to installers of software, shall not be valid or binding on County unless accepted in writing by County's Purchasing Agent or designee.

C. AMENDMENTS

No alteration or variation of the terms of this Contract shall be valid unless made in writing and signed by the parties; no oral understanding or agreement not incorporated herein shall be binding on either of the parties; and no exceptions, alternatives, substitutes or revisions are valid or binding on County unless authorized by County in writing.

D. TAXES

Unless otherwise provided herein or by law, price quoted does not include California state sales or use tax. Out-of-state Contractors shall indicate California Board of Equalization permit number and sales permit number on invoices, if California sales tax is added and collectable. If no permit numbers are shown, sales tax will be deducted from payment. The Auditor-Controller will then pay use tax directly to the State of California in lieu of payment of sales tax to the Contractor.

E. DELIVERY

Time of delivery of goods or services is of the essence in this Contract. County reserves the right to refuse any goods or services and to cancel all or any part of the goods not conforming to applicable specifications, drawings, samples or descriptions or services that do not conform to the prescribed statement of work. Acceptance of any part of the order for goods shall not bind County to accept future shipments nor deprive it of the right to return goods already accepted at Contractor's expense. Over shipments and under shipments of goods shall be only as agreed to in writing by County. Delivery shall not be deemed to be complete until all goods or services have actually been received and accepted in writing by County.

F. ACCEPTANCE PAYMENT

Unless otherwise agreed to in writing by County, 1) acceptance shall not be deemed complete unless in writing and until all the goods/services have actually been received, inspected, and tested to the satisfaction of County, and 2) payment shall be made in arrears after satisfactory acceptance.

G. WARRANTY

Contractor expressly warrants that the goods covered by this Contract are 1) free of liens or encumbrances, 2) merchantable and good for the ordinary purposes for which they are used, and 3) fit for the particular purpose for which they are intended. Acceptance of this order shall constitute an agreement upon Contractor's part to indemnify, defend and hold County and its indemnities as identified in paragraph "Z" below, and as more fully described in paragraph "Z," harmless from liability, loss, damage and expense, including reasonable counsel fees, incurred or sustained by County by reason of the failure of the goods/services to conform to such warranties, faulty work performance, negligent or unlawful acts, and non-compliance with any applicable state or federal codes, ordinances, orders, or statutes, including the Occupational Safety and Health Act (OSHA) and the California Industrial Safety Act. Such remedies shall be in addition to any other remedies provided by law.

H. PATENT/COPYRIGHT MATERIALS/PROPRIETARY INFRINGEMENT

Unless otherwise expressly provided in this Contract, Contractor shall be solely responsible for clearing the right to use any patented or copyrighted materials in the performance of this Contract. Contractor warrants that any software as modified through services provided hereunder will not infringe upon or violate any patent, proprietary right, or trade secret right of any third party. Contractor agrees that, in

accordance with the more specific requirement contained in paragraph "Z" below, it shall indemnify, defend and hold County and County Indemnitees harmless from any and all such claims and be responsible for payment of all costs, damages, penalties and expenses related to or arising from such claim(s), including, costs and expenses but not including attorney's fees.

I. ASSIGNMENT

The terms, covenants, and conditions contained herein shall apply to and bind the heirs, successors, executors, administrators and assigns of the parties. Furthermore, neither the performance of this Contract nor any portion thereof may be assigned by Contractor without the express written consent of County. Any attempt by Contractor to assign the performance or any portion thereof of this Contract without the express written consent of County shall be invalid and shall constitute a breach of this Contract.

J. NON-DISCRIMINATION

In the performance of this Contract, Contractor agrees that it will comply with the requirements of Section 1735 of the California Labor Code and not engage nor permit any subcontractors to engage in discrimination in employment of persons because of the race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, or sex of such persons. Contractor acknowledges that a violation of this provision shall subject Contractor to penalties pursuant to Section 1741 of the California Labor Code.

K. TERMINATION

In addition to any other remedies or rights it may have by law, County has the right to immediately terminate this Contract without penalty for cause or after 30 days' written notice without cause, unless otherwise specified. Cause shall be defined as any material breach of Contract, any misrepresentation or fraud on the part of the Contractor. Exercise by County of its right to terminate the Contract shall relieve County of all further obligation.

L. CONSENT TO BREACH NOT WAIVER

No term or provision of this Contract shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to, or waiver of, a breach by the other, whether express or implied, shall not constitute consent to, waiver of, or excuse for any other different or subsequent breach.

M. INDEPENDENT CONTRACTOR

Contractor shall be considered an independent Contractor and neither Contractor, its employees, nor anyone working under Contractor shall be considered an agent or an employee of County. Neither Contractor, its employees nor anyone working under Contractor shall qualify for workers' compensation or other fringe benefits of any kind through County.

N. PERFORMANCE

Contractor shall warrant all work under this Contract, taking necessary steps and precautions to perform the work to County's satisfaction. Contractor shall be responsible for the professional quality, technical assurance, timely completion and coordination of all documentation and other goods/services furnished by the Contractor under this Contract. Contractor shall perform all work diligently, carefully, and in a good and workmanlike manner; shall furnish all necessary labor, supervision, machinery, equipment, materials, and supplies, shall at its sole expense obtain and maintain all permits and licenses required by public authorities, including those of County required in its governmental capacity, in connection with performance of the work. If permitted to subcontract, Contractor shall be fully responsible for all work performed by subcontractors.

O. INSURANCE (SEE SEPARATE ATTACHMENT)

P. CHANGES

Contractor shall make no changes in the work or perform any additional work without the County's specific written approval.

Q. CHANGE IN OWNERSHIP

Contractor agrees that if there is a change or transfer in ownership of Contractor's business prior to completion of this Contract, and the County agrees to an assignment of the Contract, the new owners shall be required under terms of sale or other transfer to assume Contractor's duties and obligations contained in this Contract and complete them to the satisfaction of the County.

County reserves the right to immediately terminate the Contract in the event the County determines that the assignee is not qualified or is otherwise unacceptable to the County for the provision of services under the Contract.

R. FOR MAJEURE

Contractor shall not be assessed with liquidated damages or unsatisfactory performance penalties during any delay beyond the time named for the performance of this Contract caused by any act of God, war, civil disorder, employment strike or other cause beyond its reasonable control, provided Contractor gives written notice of the cause of the delay to County within 36 hours of the start of the delay and Contractor avails himself of any available remedies.

S. CONFIDENTIALITY

Contractor agrees to maintain the confidentiality of all County and County-related records and information pursuant to all statutory laws relating to privacy and confidentiality that currently exist or exist at any time during the term of this Contract. All such records and information shall be considered confidential and kept confidential by Contractor and Contractor's staff, agents and employees.

T. COMPLIANCE WITH LAWS

Contractor represents and warrants that services to be provided under this Contract shall fully comply, at Contractor's expense, with all standards, laws, statutes, restrictions, ordinances, requirements, and regulations (collectively "laws"), including, but not limited to those issued by County in its governmental capacity and all other laws applicable to the services at the time services are provided to and accepted by County. Contractor acknowledges that County is relying on Contractor to ensure such compliance, and pursuant to the requirements of paragraph "Z" below, Contractor agrees that it shall defend, indemnify and hold County and County INDEMNITEES harmless from all liability, damages, costs and expenses arising from or related to a violation of such laws.

U. FREIGHT

Prior to the County's express acceptance of delivery of products, Contractor assumes full responsibility for all transportation, transportation scheduling, packing, handling, insurance, and other services associated with delivery of all products deemed necessary under this Contract.

V. SEVERABILITY

If any term, covenant, condition or provision of this Contract is held by a court of competent jurisdiction to be invalid, void, or unenforceable, the remainder of the provisions hereof shall remain in full force and effect and shall in no way be affected, impaired or invalidated thereby.

W. ATTORNEY FEES

In any action or proceeding to enforce or interpret any provision of this Contract, each party shall bear their own attorney's fees, costs and expenses.

X. INTERPRETATION

This Contract has been negotiated at arm's length and between persons sophisticated and knowledgeable in the matters dealt with in this Contract. In addition, each party had been represented by experienced and knowledgeable independent legal counsel of their own choosing or has knowingly declined to seek such counsel despite being encouraged and given the opportunity to do so. Each party further acknowledges that they have not been influenced to any extent whatsoever in executing this Contract by any other party hereto or by any person representing them, or both. Accordingly, any rule or law (including California Civil Code Section 1654) or legal decision that would require interpretation of any ambiguities in this Contract against the party that has drafted it is not applicable and is waived. The provisions of this Contract shall be interpreted in a reasonable manner to effect the purpose of the parties and this Contract.

Y. EMPLOYEE ELIGIBILITY VERIFICATION

The Contractor warrants that it fully complies with all Federal and State statutes and regulations regarding the employment of aliens and others and that all its employees performing work under this Contract meet the citizenship or alien status requirement set forth in Federal statutes and regulations. The Contractor shall obtain, from all employees performing work hereunder, all verification and other documentation of employment eligibility status required by Federal or State statutes and regulations including, but not limited to, the Immigration Reform and Control Act of 1986, 8 U.S.C. §1324 et seq., as they currently exist and as they may be hereafter amended. The Contractor shall retain all such documentation for all covered employees for the period prescribed by the law. The Contractor shall indemnify, defend with counsel approved in writing by County, and hold harmless, the County, its agents, officers, and employees from employer sanctions and any other liability which may be assessed against the Contractor or the County or both in connection with any alleged violation of any Federal or State statutes or regulations pertaining to the eligibility for employment of any persons performing work under this Contract.

Z. INDEMNIFICATION

Contractor agrees to indemnify, defend with counsel approved in writing by County, and hold County, its elected and appointed officials, officers, employees, agents and those special districts and agencies which County's Board of Supervisors acts as the governing Board ("County Indemnitees") harmless from any claims, demands or liability of any kind or nature, including but not limited to personal injury or property damage, arising from or related to the services, products or other performance provided by Contractor pursuant to this Contract. If judgment is entered against Contractor and County by a court of competent jurisdiction because of the concurrent active negligence of County or County Indemnitees, Contractor and County agree that liability will be apportioned as determined by the court. Neither party shall request a jury apportionment.

AA. AUDITS/INSPECTIONS

Contractor agrees to permit the County's Auditor-Controller or the Auditor-Controller's authorized representative (including auditors from a private auditing firm hired by the County) access during normal working hours to all books, accounts, records, reports, files, financial records, supporting documentation, including payroll and accounts payable/receivable records, and other papers or property of Contractor for the purpose of auditing or inspecting any aspect of performance under this Contract. The inspection and/or audit will be confined to those matters connected with the performance of the Contract including, but not limited to, the costs of administering the Contract. The County will provide reasonable notice of such an audit or inspection.

The County reserves the right to audit and verify the Contractor's records before final payment is made.

Contractor agrees to maintain such records for possible audit for a minimum of three years after final payment, unless a longer period of records retention is stipulated under this Contract or by law. Contractor agrees to allow interviews of any employees or others who might reasonably have information related to such records. Further, Contractor agrees to include a similar right to the County to audit records and interview staff of any subcontractor related to performance of this Contract.

Should the Contractor cease to exist as a legal entity, the Contractor's records pertaining to this agreement shall be forwarded to the County's project manager.

BB. CONTINGENCY OF FUNDS

Contractor acknowledges that funding or portions of funding for this Contract may be contingent upon state budget approval; receipt of funds from, and/or obligation of funds by, the state of California to County; and inclusion of sufficient funding for the services hereunder in the budget approved by County's Board of Supervisors for each fiscal year covered by this Contract. If such approval, funding or appropriations are not forthcoming, or are otherwise limited, County may immediately terminate or modify this Contract without penalty.

CC. EXPENDITURE LIMIT

The Contractor shall notify the County of Orange assigned Deputy Purchasing Agent in writing when the expenditures against the Contract reach 75 percent of the dollar limit on the Contract. The County will not be responsible for any expenditure overruns and will not pay for work exceeding the dollar limit on the Contract unless a change order to cover those costs has been issued.

PROTEST PROCEDURES

A. Policy

Any actual or prospective bidder, proposer or Contractor who alleges a grievance by the solicitation or award of a Contract may submit a grievance or protest to the appropriate agency/department Deputy Purchasing Agent.

B. Procedure

All protests shall be typed under the protester's letterhead and submitted in accordance with the provisions stated herein. All protests shall include at a minimum the following information:

1. The name, address and telephone number of the protester;
2. The signature of the protester or the protester's representative;
3. The Solicitation or Contract number;
4. A detailed statement of the legal and/or factual grounds for the protest; and
5. The form of relief requested.

C. Protest of Bid/Proposal Specifications:

All protests related to bid or proposal specifications must be submitted to the Deputy Purchasing Agent no later than five (5) business days prior to the close of the bid or proposal. Protests received after the five (5) business day deadline will not be considered by the County.

In the event the protest of specifications is denied and the protester wishes to continue in the solicitation process, they must still submit a bid prior to the close of the solicitation in accordance with the bid/proposal submittal procedures provided in the bid/proposal.

D. Protest of Award of Contract:

In protests related to the award of a Contract, the protest must be submitted no later than five (5) business days after the notice of the proposed Contract award is provided by the Deputy Purchasing Agent. Protests relating to a proposed Contract award which are received after the five (5) business day deadline will not be considered by the County.

1. Protest Process

- (a) In the event of a timely protest, the County shall not proceed with the solicitation or award of the Contract until the Deputy Purchasing Agent, the County Purchasing Agent or the Procurement Appeals Board renders a decision on the protest.
- (b) Upon receipt of a timely protest, the Deputy Purchasing Agent will within ten (10) business days of the receipt of the protest, issue a decision in writing which shall state the reasons for the actions taken.
- (c) The County may, after providing written justification to be included in the procurement file, make the determination that an immediate award of the Contract is necessary to protect the substantial interests of the County. The award of a Contract shall in no way compromise the protester's right to the protest procedures outlined herein.
- (d) If the protester disagrees with the decision of the Deputy Purchasing Agent, the protestor may submit a written notice to the Office of the County Purchasing Agent requesting an

appeal to the Procurement Appeals Board, in accordance with the process stated below.

2. Appeal Process

- (a) If the protester wishes to appeal the decision of the Deputy Purchasing Agent, the protester must submit, within three (3) business days from receipt of the Deputy Purchasing Agent's decision, a written appeal to the Office of the County Purchasing Agent.
- (b) Within fifteen (15) business days, the County Purchasing Agent will review all materials in connection with the grievance, assess the merits of the protest and provide a written determination that shall contain his or her decision on whether the protest shall be forwarded to the Procurement Appeals Board.
- (c) The decision of the County Purchasing Agent on whether to allow the appeal to go forward will be final and there shall be no right to any administrative appeals of this decision.

COMPANY PROFILE

(Complete this form and submit with your bid/proposal)

Company Legal Name:

Company Legal Status (corporation, partnership, sole proprietor etc.):

Business Address:

Website Address:

Telephone Number: Facsimile Number:

Email Address:

Length of time the firm has been in business: Length of time at current location:

Is your firm a sole proprietorship doing business under a different name: Yes No

If yes, please indicate sole proprietor's name and the name you are doing business under:

Is your firm incorporated: Yes No If yes, State of Incorporation:

Federal Taxpayer ID Number D-U-N-S #

****County requires a valid D-U-N-S® number prior to Contract Award. If needed, Respondent may obtain one at no cost at www.dnb.com. If Respondent is unable to provide/obtain a D-U-N-S® number, please indicate so in the proposal response.***

Regular business hours:

Regular holidays and hours when business is closed:

Contact person in reference to this solicitation:

Telephone Number: Facsimile Number:

Email Address:

Contact person for accounts payable:

Telephone Number: Facsimile Number:

Email Address:

Name of Project Manager:

Telephone Number: Facsimile Number:

Email Website Address:

In the event of an emergency or declared disaster, the following information is required:

Name of contact during non-business hours:

Telephone Number: Cell or Pager Number:

Email Address:



COUNTY OF ORANGE

**REQUEST FOR INFORMATION
FOR
EXPANSION OF ANTI-HATE EFFORTS IN ORANGE COUNTY**

RFI No. 012-212801

Date of Issuance: September 10, 2021
Responses Due: September 17, 2021
12:00 P.M. (Pacific Time)



**RFI for Expansion of Anti- Hate Efforts in Orange County
012-212801**

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**RFI for Expansion of Anti- Hate Efforts in Orange County
012-212801**

Purchasing Agent (“DPA”): Nina.Campmas@occr.ocgov.com

E. Respondents will be evaluated based on the responses to the questions in Section VIII. Questionnaire.

F. Audit Requirements

1. Non-profit Respondents are required to submit their most recent IRS Form 990.
2. Respondents who have expended federal funds in excess of \$750,000 annually are required to submit two (2) years of Single Audit reports (FY 2018/2019 and FY 2019/2020).
3. Respondents who are not subject to Single Audit reports requirements are required to submit two (2) years of audited financial statements (FY 2018/2019 and FY 2019/2020).

Audited Financial Statements will include:

- Balance Sheet (Statement of Financial Position) – Including all supporting schedules (i.e. Detailed Aged Payables, Aged Receivables, Notes Payable, etc.);
- Income Statement (Profit and Loss Statement);
- Statement of Cash Flow;
- Retained Earnings; and
- Any footnotes to the statements.

For governmental agencies: Submit Financial Audit Report and Financial Statements/Footnotes (Comprehensive Annual Financial Report (CAFR)). NOTE: YOUR AUDIT MUST BE SUBMITTED VIA BIDSYNC AS A SEPARATE PDF.

4. Respondent must submit Single Audit reports and Audited Financial Statements via Bidsync as a separate attachment. Paper copies will not be accepted.

G. Protest Procedures

Any actual or prospective Respondents who alleges a grievance by the solicitation, award of a contract or approval of an agreement may submit a grievance or protest to the assigned Contract Administrator.

All protests shall be typed under the protester’s letterhead and submitted in accordance with the provisions stated herein. All protests shall include at a minimum the following information:

- The name, address and telephone number of the protester;
- The signature of the protester or the protester’s representative;
- The solicitation, contract or agreement number;
- A detailed statement of the legal and/or factual grounds for the protest; and
- The form of relief requested.



RFI for Expansion of Anti- Hate Efforts in Orange County 012-212801

Protest of Proposal Specifications:

All protests related to Proposal specifications must be submitted to the Contract Administrator no later than five (5) business days prior to the Proposal deadline. Protests received after the five (5) business day deadline will not be considered by the County.

In the event the protest of specifications is denied and the protester wishes to continue in the solicitation process, they must still submit a Proposal prior to the close of the solicitation in accordance with the Proposal submittal procedures.

Protest of Award of Contract or Approval of Agreement:

In protests related to the award of a contract or approval of an agreement, the protest must be submitted no later than five (5) business days after the notice of the proposed contract award or agreement approval is provided by the Contract Administrator. Protests relating to a proposed contract award or agreement approval which are received after the five (5) business day deadline will not be considered by the County.

Protest Process:

- In the event of a timely protest, the County shall not proceed with the solicitation, award of the contract or approval of agreement until the Contract Administrator, the County Purchasing Agent or the Procurement Appeals Board renders a decision on the protest.
- Upon receipt of a timely protest, the Contract Administrator will, within ten (10) business days of the receipt of the protest, issue a decision in writing which shall state the reasons for the actions taken.
- The County may, after providing written justification to be included in the procurement file, make the determination that an immediate award of the contract or approval of the agreement is necessary to protect the substantial interests of the County. The award of a contract or approval of the agreement shall in no way compromise the protester's right to the protest procedures outlined herein.
- If the protester disagrees with the decision of the Contract Administrator, the protestor may submit a written notice to the Office of the County Purchasing Agent requesting an appeal to the Procurement Appeals Board, in accordance with the process stated below.

Appeal Process:

- If the protester wishes to appeal the decision of the Contract Administrator, the protester must submit, within three (3) business days from receipt of the Contract Administrator's decision, a written appeal to the Office of the County Purchasing Agent.
- Within fifteen (15) business days, the County Purchasing Agent will review all materials in connection with the grievance, assess the merits of the protest and provide a written determination that shall contain his or her decision on whether the protest shall be forwarded to the Procurement Appeals Board.
- The decision of the County Purchasing Agent on whether to allow the appeal to go forward will be final and there shall be no right to any administrative appeals of this decision.



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H. DUNS Number

The DUNS number is a unique 9-digit identifier issued and maintained by Dun & Bradstreet (D&B) that verifies the existence of a business entity. The DUNS number is needed to coordinate with the System for Award Management (SAM) that combines federal procurement systems and the Catalog of Federal Domestic Assistance into one new system. <https://www.SAM.gov>

The DUNS number must be provided to County as part of this RFI. Respondent shall ensure all DUNS information is up to date and the DUNS number status is “active,” and in good standings prior to execution of any Contract resulting from this RFI.

If County cannot access the Respondent’s DUNS information related to this federal sub award on the Federal Funding Accountability and Transparency Act Sub award Reporting System (SAM.GOV) due to errors in the Respondent’s data entry for its DUNS number, the Respondent must immediately update the information as required.

V. DISCLAIMER

Responses to this RFI may result in a contract with the County. All information received in response to this RFI will not be returned. Respondents are solely responsible for all expenses associated with responding to this RFI, as noted above.

VI. RESPONSE REQUIREMENTS

OC Community Resources is requesting **one (1) electronic copy uploaded on BidSync** to be submitted no later than **September 17, 2021 by 12:00 pm (PT)**. **Fax responses will not be allowed.**

VII. OVERVIEW OF DESIRED QUALIFICATIONS

The following are the submission requirements for a response. Should any of this information be missing, the County will not consider the response. The County reserves in its sole discretion to request any missing and/or additional information and establish the necessary timelines to allow a response to be considered.

The County is seeking qualified service providers that meet the minimum qualifications listed below. **Only those respondents that can meet the minimum qualifications below are invited to submit a subsequent response.** Responses must clearly indicate how the respondent meets these minimum qualifications.

A. Minimum Qualifications:

Must have and be able to demonstrate a minimum of three (3) years of experience, as an existing body, providing supportive social/human services.

VIII. QUESTIONNAIRE

A. Company Information



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Respondent shall submit its response to the following questionnaire answering each question as completely and concisely as possible.

1. Please provide your company name and headquarters address.
2. Please provide your company website URL, if applicable.
3. Please provide your company's DUNS Number.
4. Please provide primary contact name(s), telephone number(s), and address(es).
5. Please provide how long your organization has provided supportive social/human services.
6. Please describe the current programs your organization administers including identifying the jurisdiction where services are provided.

B. Scope of Services- Expansion of Anti-Hate Efforts in Orange County

A Program designed by the OC Human Relations Commission Ad hoc in response to Resolution No. 21-029 of the Orange County Board of Supervisors, titled, "Resolution No. 21-029 Denouncing Anti-Asian Hate Crime, 3 & R X Q W \ RI 2 U D Q J H 6 W D Q G V Denounce AD + D W H & U L P H V "

1. Program Scope/Background:

Recently, Orange County communities have experienced an alarming upsurge in hate activities amongst many individuals including BIPOC (Black, Indigenous, & People of Color) community groups. Additionally, individuals, especially those with Asian backgrounds, have been targeted for discriminations and bias due to the COVID-19 virus first being identified in Wuhan, China. Major crises such as a pandemic have heightened anxiety. One effect of heightened anxiety is that it can intensify hate crimes, hateful rhetoric, and hateful acts in our communities.

Upon approval of the County of Orange Stands in Solidarity to Denounce All Hate Crimes Resolution, which directed the OC Human Relations Commission (Commission) to seek stakeholder input to address all race-based hate crimes and incidents and submit written recommendations. The Commission arranged four community stakeholder input forums to elicit input from the various community stakeholders, as well as the community at large. The Commission has designed a robust program to expand anti-hate efforts which will be the key contributing factor to assist in eliminating race-based hate in Orange County. The expansion of hate prevention efforts is intended to be implemented in phases. Due to the current urgent need and climate, the Commission has identified priority areas to be executed in Phase I.

2. Phase I Program Requirements:

Contractor shall coordinate, develop and be responsible for full implementation of Phase I of the Orange County Expansion of Anti-Hate Efforts Program. Program details are, but not limited to, the activities listed in Section 3- Activity Matrix.

Contractor shall ensure all program materials, documents, forms, reports, databases, software application, and other materials furnished for the program under this contract are made available at a minimum in the top seven (7) threshold languages in Orange County identified by the United States Census Bureau including closed captioning the messages.



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Contractor acknowledges the County has permanent and full legal ownership of all directly connected and derivative materials and products produced under this Contract by the Contractor and/or Subcontractors. All documents, forms, reports, databases, software, licenses, applications, and other incidental or derivative work or materials furnished hereunder by Contractor and/or Subcontractors shall become and remain the sole property of the County and may be used by the County as it may require without additional cost to the County. None of the documents, forms, reports, databases, software, licenses, applications, and other incidental or derivative work or furnished materials shall be used by the Contractor and/or Subcontractors without the advanced express written consent of the County.

3. Activity Matrix [Start date TBD] through June 30, 2022.

3.1 Robust Hate Reporting and Tracking Fully Automated Online Database

Purpose: Streamlined process for Hate Reporting and Tracking by increasing language capacity for effective reporting, interactive case management among various organizations, expand community access to valuable information and resources, improve data collection capabilities and allow for an efficient well-organized tracking mechanism. Database shall include in-language capabilities as identified in #2 program requirement for online reporting, information, and resources.

Requirements
Acquire robust fully automated online database for Hate Reporting and Tracking.
Online database shall include, but not limited to the following features: an online detailed incident reporting submission option, interactive case management mechanism for use by authorized community partners, information, and available resources for impacted individuals.
Online database shall contain appropriate privacy disclosures and requirements, display the County of Orange Seal, and include the Orange County Human Relations Commission contact information.
Online database shall include in-language capabilities for at a minimum of the top seven (7) threshold languages in Orange County as identified by the United States Census Bureau.
Online database shall be a fully automated, contain various excel reporting features, efficient, and user-friendly to improve reporting, enhance safety for victims by improving reliability and increase the speed of responding to inquiries.
All inquiries shall be responded to within two (2) business days.
The database shall be piloted and presented to the County for review.

3.2 Hate Activity Reporting Mobile Application

Requirements
Acquire fully interactive Hate Activity Reporting Mobile Application.
Mobile application shall be accessible from Android and all iOS platforms.
Mobile application shall include but not limited to the following workflow features: reporting individuals name(s), phone number, email address, date of incident, location of incident, and incident summary.
Mobile application shall include a push notification feature integrating clickable pop-up messages on the mobile app device and/or text (SMS) notifications that uses integration to send a text message to a user when an event occurs within the app.
Mobile app integration with the Hate Reporting and Tracking Online Database, as described in section 3.1 above is preferred.
Mobile application shall contain appropriate privacy disclosures and requirements, display the County of Orange Seal and include the Orange County Human Relations Commission contract information.



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Mobile application shall include in-language capabilities for at a minimum of the top seven (7) threshold languages in Orange County as identified by the United States Census Bureau.
Mobile Application shall be a fully automated, efficient, and user-friendly to improve reporting. Additionally, enhance safety for victims by improving reliability and increase the speed of responding to inquiries.
All inquiries shall be responded to within two (2) business days.
The app will be piloted with the community to assure ease of use.
Pilot findings will be submitted to the County for review and approval prior to full implementation

Purpose: Development of a fully interactive Hate Reporting Mobile Device Application (app). Mobile app will provide for direct communication and engagement, improve public awareness, and create an effective easy access reporting mechanism.

3.3 Call Center & Resource Helpline with Translation & Interpretation Services

Purpose: Development of the Call Center & Resource Helpline offering language translation and interpretation services. Call Center/Resource Helpline shall offer callers access to information, resources, advice, empathy, and assist to defuse crisis situations.

Requirements
Develop a comprehensive Call Center and Resource Helpline including language translation and interpretation services.
Call Center/Resource Helpline shall be called the Orange County Human Rights Information, Assistance & Resource Line
Hours of operations shall be Monday through Friday, 8:00 a.m. – 5:00 p.m. and allow for voicemail messages outside normal business hours. Voicemail message shall be returned in no more then (2) business days.
Call Center shall be answered by a live person during regular business hours
A toll-free telephone number shall be established and utilized.
Call Center agent(s) shall be proficient in English, Spanish and Vietnamese.
Call Center agents shall have access to a language line to offer translation and interpretation services in at a minimum the other four (4) top threshold languages in Orange County as identified by the United States Census Bureau.
Call Center shall have access to a telecommunications relay service for speech and/or hearing-impaired individuals.
Call Center shall enter all inquiries in the Hate Reporting and Tracking Online Database as described in section 3.1.

3.4 Multilingual, Multicultural, Diverse Community Outreach and Education

Purpose: To provide diverse community outreach, public education, and community initiatives to expand hate crime prevention efforts.

Requirements
Develop a comprehensive Hate Activity and Hate Reporting Educational & Awareness Campaign (Campaign).
Campaign must include multilingual, multicultural, and diverse marketing strategies to include Black, Indigenous, and People of Color (BIPOC), lesbian, gay, bisexual, transgender and queer or questioning



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(LGBTQ) and faith-based communities.
Outreach efforts shall include facilitating no less than three (3) work groups build trust and solidarity among the communities identified above throughout the entire county.
Campaign shall include multilingual and multicultural media packages to disseminate through multi-ethnics and diverse media platforms. At a minimum to include top seven (7) threshold languages in Orange County as identified by the United States Census Bureau.
Campaign shall include no less than two (2) Community Forums (1-Community Stakeholder and 1-Community at-large) providing information on the expansion of anti-hate efforts in Orange County in response to the Commission’s Stakeholder Input Forums
Campaign materials, documents, forms, reports, and all other materials must be available in, at a minimum of the top seven (7) threshold languages in Orange County as identified by the United States Census Bureau.
Materials must be piloted and approved by the County before distribution.
If using a sub-contractor, program consultant must have knowledge, experience, and expertise to effectively address multilingual, multicultural & diverse community needs.

3.5 Comprehensive and Wraparound Services

Purpose: Establish a comprehensive referral infrastructure to provide direct services including, but not limited to, crisis intervention, advocacy and medical advocacy, mental health services, support groups, case management, in-language victim wraparound services including multilingual, multicultural needs.

Requirements
Cultivate a minimum of six (6) partnerships (paid subcontractors) with local Community Based Organizations representing each of the top six (6) threshold languages, not including English, as identified by the United States Census Bureau to provide comprehensive and wraparound victim services.
Community Based Organization(s) must have knowledge, experience, and expertise to effectively address multilingual, multicultural & diverse community needs.
Community Based Organization(s) shall have access to the Hate Reporting and Tracking Online database and be required to use it to provide effective interactive case management.
Community Based Organization(s) must have demonstrated trust and rapport with community groups that they propose to serve.

4. Reporting Requirements

- 4.1 Contractor shall report monthly to OC Community Services by the 5th day of the month reporting on the prior month activities. Monthly report shall include Phase I Anti-Hate Expansion efforts comprehensive updates outlined by each of the priority areas described in Sections 3.1 through 3.5 above.
- 4.2 Contractor shall provide an update on Phase 1 Anti-Hate Expansion Efforts at the OC Human Relations Commission monthly meeting.

5. Budget

- 5.1 Funds shall be used for the following items:
Costs related to program operations, salaries and benefits, services and supplies, expenses.



**RFI for Expansion of Anti- Hate Efforts in Orange County
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C. Detailed Information Requested

Respondents shall submit responses to the following questions below with as much detail as possible.

Robust Hate Reporting and Tracking Fully Automated Online Database

1. Describe in detail how you plan to create and implement a robust hate reporting and tracking fully online database.
2. What features will you incorporate in the database?

Hate Activity Reporting Mobile Application

3. Describe in detail how you plan to create and implement a Hate Reporting Mobile Application.
4. What features will be incorporated in the mobile application?

Call Center & Resource Helpline with Translation & Interpretation Services

5. Describe in detail how you plan to create and implement a Call Center and Resource Helpline with Translation and Interpretation Services.
6. What services/resources will be available through the call center & resource helpline?

Multilingual, Multicultural, Diverse Community Outreach and Education

7. How will you implement the campaign?
8. Describe the media packages that will be included in the campaign and list the platforms on which they will be available.

Comprehensive and Wraparound Services

9. Provide a description of all community-based organizations you will partner with to provide comprehensive and wraparound services.
10. What services will each organization provide?
11. How much will you fund each of the community-based organizations identified in question 9.

Cost

12. What is the anticipated total cost of providing the services outlined in the Activity Matrix above?

Deadlines

13. Provide the date you anticipate each deliverable identified in the Activity Matrix above will be completed.

Question and Answers for Bid #012-212801 - Expansion of Anti-Hate Efforts in Orange County

Overall Bid Questions

There are no questions associated with this bid.

Question Deadline: Sep 14, 2021 12:00:00 PM PDT