

Request for Proposals:

County of Los Angeles Rent Relief Grant Program Technology Vendor

ABOUT THE CENTER BY LENDISTRY

The Center by Lendistry is a nonprofit organization that supports diverse small businesses through education, technical assistance, and access to competitive financing. Our mission is to close the racial wealth gap by anchoring small businesses and the communities where they do business. The Center is the non-profit educational and technical assistance strategic partner to Lendistry, a minority-led, technology enabled Community Development Financial Institution (CDFI) that provides loans and other financial products to underserved small business owners.

Women- and diverse-owned businesses have disproportionately faced obstacles to success. The Center by Lendistry is committed to removing those barriers and transforming communities most impacted by historical disinvestment by putting small businesses first. Our initiatives aim to advance equitable economic development strategies to drive small business growth, job creation, and generational wealth-building in underserved communities across the country.

Over its history, TCbL has assisted over 11,000 small businesses including 6,300 women-owned, 8,200 diverse-owned, and 350 veteran-owned businesses nation-wide.

PROJECT OVERVIEW

Los Angeles County (County) through its Department of Consumer and Business Affairs (DCBA) seeks to implement the Los Angeles County Rent Relief Program (Project) that will provide direct financial assistance in the amount of \$46,300,000 to qualifying landlords located within the County, but not in the City of Los Angeles. The Center by Lendistry was selected to administer the County of Los Angeles Rent Relief Program on behalf of DCBA. This program is funded by resources allocated through the American Rescue Plan Act (ARPA) by the Board of Supervisors.

This Project aims to be a “low barrier to entry” project that prioritizes the delivery of relief to small, mom-and-pop landlords, with the goal of mitigating the detrimental economic impacts of the pandemic. This includes reducing the number of tenants being evicted in LA County due to unpaid rents and helping ensure the viability of small mom-and-pop landlords.

Landlords who meet the conditions of the Project will be eligible for disbursements of up to \$30,000 per rental unit, with a maximum disbursement of \$120,000 per unique landlord, to cover qualifying unpaid rental debt and any related expenses, such as utilities.

SCOPE OF WORK

As Project Administrator, The Center by Lendistry is responsible for providing project administration services which shall include, but not be limited to the following:

- ☐ Development and oversight of the application platform(s), selection, and disbursement processes for the distribution of Project funds
- ☐ Reduction of barriers to the relief opportunity by providing technical and language assistance to applicants
- ☐ Coordination of an outreach and education campaign through a procured network of local County partners

- Implementation of measures to prevent the illegal or improper payment of relief funds through fraudulent applications or intrusion into the application or payment systems
- Delivery of detailed reporting that tracks the overall progress of the Project

In order to carry out this scope of work, The Center by Lendistry is seeking a third-party vendor to provide:

- Development and oversight of the application platform(s), selection, and disbursement processes for the distribution of Project funds. Elements include but are not limited to:
 - Application portal for use of both eligible tenants and eligible landlords
 - Application procedures and processes, including a simple online application portal for applicants that features:
 - A screening process to verify that the applicant's property is located within Los Angeles County and redirects those in ineligible areas, such as the City of Los Angeles, to the appropriate resources
 - Additional functionality that allows tenant applicants to provide tenant and landlord specific information including name, address, email, phone, and rental arrears amount which will generate a tangible notification of their attempt to refer their landlord to the program
 - Functionality to enable document upload for applicants to provide proof of identity, proof of income (tenant or landlord), proof of ownership, proof of tenancy, and proof of rent owed
 - Functionality for the applicant to certify that the landlord will not evict the tenant for any arrearages ultimately awarded under the Project and that all purported Eligible Expenses submitted as part of the application are directly attributable to the impact of COVID-19
 - Award Selection Procedures- In collaboration with the TCbL and the County, the vendor will develop priority criteria for the selection of awardees to include, but not be limited to, the following:
 - Income of Eligible Landlord or Eligible Tenant
 - Geographic location of the rental property as it relates to the Covid-19 Vulnerability and Recovery Index
 - Total Amount of Eligible Expenses
 - Total ownership of rental properties of the Eligible Landlord
 - Full satisfaction of debts incurred during the Eligible Period
 - Relief Funds Disbursement- In collaboration with the TCbL and the County, the vendor will develop conditions for Awardee acceptance of Relief Funds
 - Vendor will disburse relief funds to Awardees
 - Vendor will create an award contract document for recipients
 - Vendor will develop a process, format and cadence for notification to County of selected awardees for County review.
- Technical and in-language assistance to applicants
 - Vendor will provide a toll-free number operational from 7am to 7pm pacific time during the application period, Monday through Sunday and regular business hours Monday through Friday thereafter
 - There should be support for at least 14 languages other than English, plus additional languages as needed

- ☐ In partnership with TCbL, vendor will agree upon implementation and compliance measures to prevent the illegal or improper payment of relief funds through fraudulent applications or intrusion into the application or payment systems
- ☐ Delivery of detailed reporting that tracks the overall progress of the Project
 - ☐ Vendor will be responsible for systematically capturing, storing, and reporting (both raw and summarized) data including the full address of the qualifying rental property and the full address supplied by each Eligible Landlord to TCbL and the County. This information will be available daily, weekly, monthly and quarterly through the end of the program.

TIMELINE

Date	
October 11, 2023	RFP Responses Due
October 16, 2023	Execute Vendor Contract
December 31, 2024	All funds must be disbursed by December 31, 2024. Client preference is deployment of all funds before June 30, 2024.

RESPONSE SUBMISSION INSTRUCTIONS

To be considered as a vendor for this program, all interested parties must provide a:

1) Cover Letter- May include:

- ☐ Corporate profile and experience with applicable programs
- ☐ Name of business, primary contact, email, phone numbers, website, address,

2) Capabilities Statement- May include:

- ☐ Background information on company
- ☐ Applicable experience with managing similar local, state, or federal grant programs
- ☐ Capacity to perform the scope of services

3) Proposed Approach and Timeline- May include:

- ☐ Overview of application portal/technology, data collection and reporting, disbursement compliance mechanisms, and customer assistance

4) Proposed Budget (in accordance with Scope of Work)

Please send all questions and submissions to miranda@thecenterbylendistry.org by the above stated deadlines. All proposals should be in pdf format and should not exceed 15 pages.

This RFP can be found on The Center by Lendistry's website at:
<https://thecenterbylendistry.org/events-opportunities/#work-with-us>.