



RFP 2024-002

CPLC Nevada, Inc.

Supplier Response

Event Information

Number: RFP 2024-002
Title: Dolores Huerta Resource Center (DHRC): Community Resource Center Operator
Type: Request for Proposal
Issue Date: 1/22/2024
Deadline: 2/5/2024 10:00 AM (PT)
Notes: The selected Non-Profit Provider ("DHRC Operator" or "Center Operator") shall operate and coordinate service providers and services for the Dolores Huerta Community Center ("DHRC" or "Center") on behalf of the City of North Las Vegas ("CNLV" or the "City"). The purpose of this Scope of Work is to outline the responsibilities, deliverables, and expectations associated with the operation of the DHRC. The specific location of the DHRC is to be determined. The Scope of Work may be carried out in phases as the Center opens and begins operations depending on the City needs and approvals.

Contact Information

Contact: Joy Yoshida
Address: 2250 Las Vegas Blvd. Suite 820
North Las Vegas, NV 89030
Phone: 1 (702) 6331745
Email: yoshidaj@cityofnorthlasvegas.com

CPLC Nevada, Inc. Information

Contact: Amanda Bernal
Address: 555 N. Maryland Pkwy
Las Vegas, NV 89101
Phone: (702) 207-1614
Email: amanda.bernal@cplc.org
Web Address: cplc.org

By submitting your response, you certify that you are authorized to represent and bind your company.

Amanda Bernal

Signature

Amanda.Bernal@cplc.org

Email

Submitted at 2/4/2024 01:43:55 PM (PT)

Requested Attachments

Required Documents

Exhibit A thru F.pdf

Exhibits A, B, C, D, E and F, must be submitted as part of your proposal response.

Required Documents

Exhibit G DHRC Service
Agreement Redlined Final.pdf

Exhibit G must be submitted as part of your response. Any and all exceptions to CNLV service agreement must be noted in your response. All redlines to Exhibit G must be submitted as part of your response. No redlines will be accepted after proposal submission.

Required Documents

Exhibit H Proposal Questions
Final.pdf

Exhibit H must be submitted as part of your proposal response.

Response Attachments

CPLC Dolores Huerta Resource Center Project Narrative Final.pdf

CPLC Dolores Huerta Resource Center Cover Letter and Project Narrative

2024 Dolores Huerta Resource Center

Center Operator

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1. Executive Summary

CPLC Nevada Inc., a Nevada a 501c3 non-profit, seeks to manage and administer the operations of the new City of North Las Vegas Dolores Huerta Resource Center (DHRC) for a period of two years with a renewal option of up to two additional years starting upon award agreement execution. This will include the administration and management of operations, coordination, supervision, and accountability on behalf of the CNLV. The estimated number of people to be served annually is 1,000, also up to 20 pre-approved direct providers of vital services will be providing services, including CPLC Nevada Inc.

Services will be provided in English and Spanish, Monday-Saturday 11am to 8 pm, and at other times for special outreach and community events. Service delivery will follow a hybrid model to offer accessibility to clients facing access barriers. Services will include but are not limited to educational, cultural, recreational, and informational workshops such as family counseling, youth development and leadership, job readiness and trades certifications trainings, health and wellness clinics, small business technical assistance and networking opportunities, volunteerism, social responsibility, and training and other sessions that lead to individual empowerment, and the promotion of education, health and well-being, resiliency and self-sufficiency of families and communities. Scope of work may be performed in phases based on CNLV's needs and approvals.

2. Respondents Profile:

Name of Applicant: CPLC Nevada Inc. EIN: 47-2624854

Address: 555 N Maryland Parkway, Las Vegas, NV 89101-3133

Contact Name: Serafin Calvo-Arreola, Director of Workforce and Community Development

Address: 555 N Maryland Parkway, Las Vegas, NV 89101-3133

Phone Numbers: Office (702) 899-1175 Email Address: serafin.calvo@cplc.org

ORGANIZATIONAL OVERVIEW AND EXPERIENCE: The mission of CPLC Nevada, Inc. (CPLC NV) is to Drive Economic and Political Empowerment. CPLC NV was incorporated as a 501c3 in Nevada in 2014 and licensed to do business with the City of North Las Vegas (CNLV) under license #112603.

An all-encompassing organization serving the underserved and marginalized, CPLC NV is committed to supporting equity and inclusion to services and multiple supports that empower and impact the prosperity and well-being of Nevada residents, such as education, housing, healthcare, quality jobs, social networks, legal services, and the political process. CPLC-NV has operations in 6 out of 17 counties in Nevada and provides a full range of programs under its five pillars of service: 1) Social Services and Education; 2) Housing; 3) Economic Development, 4) Integrated Health and Human Services, and 5) Advocacy and referral services. During FY22-23 CPLC-NV impacted 57,887 lives, managed a budget of \$14,156,700 and 122 employees. Its third party annual audited financial statement had no findings.

CPLC NV is an affiliate organization of Chicanos Por La Causa, Inc. (CPLC), which is headquartered in Phoenix, Arizona since 1969 serving the Southwestern states of Arizona, California, Colorado, Nevada, New Mexico, and Texas. In FY22-23 it impacted over 2 million individuals and managed an annual budget of \$203 million and 1873 employees. Its third party annual audited financial statement had no findings.

CPLC-NV brings depth of qualifications and experience in managing similar programs of the size and scope as required for this 2024-002 Dolores Huerta Resource Center: Community Resource Center

Operator RFP as it is described under Scope of Work section. CPLC-NV meets the minimum requirements stipulated in this RFP a) we are a 501c3 organization, with over five years of experience providing direct services and three years' experience and managing and operating a service center and holds various contracts state and federal contracts to provide essential services.

CPLC-NV will leverage the extensive experience and lessons learned of our parent entity CPLC in the operations and management of community resource centers to ensure we meet the fiscal, programmatic, and reporting requirement delineated in this 2024-002 RFP.

CPLC has been operating community resource centers for over 30 years. CPLC currently owns and administers the following community-based centers in Arizona:

Centro de la Familia –Outpatient Behavioral Health



CPLC Centro De La Familia provides comprehensive outpatient behavioral health services for families and individuals of all ages. The program offers counseling and therapy services to those living with general mental health issues, HIV, and substance abuse issues. Our professional staff utilizes best practice models and interventions for treatment. Services are offered in English and Spanish in a hybrid delivery manner (in person and online) to help overcome barriers to accessibility typically faced such as transportation, childcare and others that restrict in person attendance. Outpatient services offer flexible office hours and home-based services as needed also public transit accessibility. The center is open Monday-Friday and Saturdays by appointment only.

CPLC Community Center



CPLC Community Center is a multi-generational Community Hub that serves Maryvale's Carl Hayden neighborhood and provides youth and adult programs and a safe and enriching place to learn, play and congregate. Services are offered in a hybrid delivery manner to help overcome barriers to accessibility typically faced such as transportation, clean uniforms, after school childcare and others that restrict in

person attendance. Services include homework help, tutoring, hands-on STEAM (Science, Technology, Engineering, Arts, and Math) activities, social-emotional learning, leadership development, GED (General Equivalency Diploma) and ELS classes, computer/wi-fi access school engagement support, games, sports, social/cultural activities needed to thrive. The center is also home to the Amanecer Prevention and Wellness Program for teens, providing a culturally sensitive approach to reduce the use of substance abuse and address teen mental health. The center's STEAM enrichment programming incorporates engaging, hands-on activities designed to inspire children to pursue STEAM-related education and career opportunities. Subject areas include drone technology, electronic sensors, navigation, 3D design and printing, material science, aerospace, engineering, and building technologies. The center is open Monday-Friday 9am-6pm and on Saturdays for special, social/cultural community events.

Central Park Resource Center



The Central Park Resource Center in partnership with the City of Phoenix provides a multi-generational community hub as a safe environment for children and their families to learn, play and congregate after school. Programming offered to the Central Park community include after school youth enrichment, adult and sports clinics, adult education computer wi-fi access, basic computer skills workshops and community and family resources such as ESL, citizenship classes, immigration information, food distribution, cultural/social events, and referrals to available community resources. The center is open Tuesday-Friday 9am-6pm and at any other time for special Family Movie Nights and/or for other social/cultural community events.

Guadalupe Family Resource Center



Guadalupe Family Resource Center (GFRC) serves families from Phoenix's East Valley and members of the Pascua Yaqui Tribe. Established in the heart of Guadalupe in 2012, the Family Resource Center provides a full range of free family and child-centered services, including parent education classes, health-related workshops, support groups, computer resources, a family lending library, and family events. The GFRC has used Nurturing Parent, Raising a Reader, and Color Me Healthy curriculums. The center has provided support and services to over 5,500 families and has outreached to well over 10,000 families. 100% of parents/participants reported being "very satisfied" or "somewhat satisfied" with the

services received at the GFRC. The family resource center has built a reputation for collaboration through well developed and maintained relationships with the Pascua Yaqui Tribe, The Town of Guadalupe and Valleywise. The center is open Monday-Friday and Saturdays by appointment only or for special, social/cultural community events.

3. Project Understanding

Certifications: I Rupert Ruiz, President and Serafin Calvo-Arreola, Workforce & Community Development Director hereby state that we have read the CNLV RFP 2024-002 Dolores Huerta Resource Center (DHRC): Community Resource Center Operator document in its entirety and we fully understand the purpose, goals requirements of the scope of work and agree to provide the services and/or work product necessary as proposed in this application to achieve the objectives of the project based on this RFP.

CPLC NV mission “***To Drive Economic and Political Empowerment***” is in absolute alignment with the DHRC mission to “***Empower and Uplift Our Community***” and its purpose. CPLC-NV mission driven efforts foster empowerment at all ages, collaboration, and community engagement, provides quality services, and promotes a culture of equity, diversity, and inclusion with a promise of equal opportunity for all to enhance the quality of life of those we serve leading to a healthy social and economic community.

CPLC-NV is best suited to assist the CNLV with the operations of the DHRC for its strong position in CNLV community particularly among Latinos Spanish speaking monolinguals, in youth development and leadership, social service education, family counseling, workforce training & development, community development and housing arena. As a developer of holistic, sustainable, and extensive community engagement models of service, proven capacity in serving the vulnerable, underserved, low-income, and hard-to-reach individuals including minorities and people of color and our experience in effectively managing collaborative efforts of this size and scope and our commitment to serving the monolingual Spanish speaking community. As a provider of direct services for over 14 years, we exemplify our steadfast commitment to this project to conduct business to the highest standards of professional, ethical, and legal business conduct. CPLC NV is driven by values of equality and justice, empowerment, and commitment to social service. We will accomplish this through strong collaborations, public disclosure, responsible governance, sound financial and programmatic management, compliance, and advocacy.

4. Propose Scope of Service and Cost Proposal

CPLC-NV brings depth of qualifications and experience in managing similar programs of the size and scope as required for this 2024-002 Dolores Huerta Resource Center: Community Resource Center Operator RFP.

Total Clients to Be Served Annually: a minimum of 1,000 individuals/clients

DHRC location: Location is TBD near downtown North Las Vegas and will include no more than 10,000sf.

Hours of Operation: CPLC-NV will ensure that adequate staff is available to maintain consistent and regular hours of service at the DHRC Monday-Saturday 11a.m.-8p.m. and on any other dates and times required for special community events.

Program Model: CPLC NV and DHRC will support the CNLV community through the implementation of a comprehensive Family Resources Center model. The model is culturally and linguistically specific and is tailored to meet the specific needs and preferences of the community. Classes, activities, and events will be offered at the DHRC by direct service providers that have gone through the CNLV pre-approval process. CPLC-NV will work with CNLV to ensure programming is collaborative and meets the mission goals, and objectives of the Center. Cultural Competency standards will be implemented to improve the access of quality services to diverse populations promoting, developing, and maintaining culturally and linguistically competent services in English and Spanish consistent with National Standards on Culturally and Linguistically Appropriate Services (CLAS). To accommodate participants that require interpreter services (including Deaf and hard of hearing and those needing communication in a language other than English or Spanish), the program will contract with outside agencies that provide certified interpreter services.

Outreach & Community Engagement: CPLC will work in collaboration with the CNLV communications team to ensure a well-orchestrated, collaborative, and concentrated communications strategy for DHCR. The comprehensive market driven bilingual targeted marketing and outreach strategy may include broadcast, print, and social media engagements to increase awareness and service utilization among CNLV residents and community stakeholders of available services at DHRC. It will also incorporate direct personalized communications with CPLC NV and CNLV's vast network of community stakeholders to ensure DHRC is top of mind as a potential partner and resource. These activities may include phone calls, emails, and in-person meetings. Through these efforts we want to create awareness of DHRC interest in potentially participating in bi-monthly health & wellness, arts, and cultural community fairs. This process will assist center staff to encourage feedback from the community regarding center activities and to communicate to the CNLV identified community concerns and gaps on services.

Collaborating Partners: CPLC-NV will work closely with CNLV representatives in identifying, bringing together a robust city pre-approved collaborative of committed and well-established, resourceful and respected community partners that bring strategic strengths and resources, working together on common goals, a shared theory of change to help address the needs of CNLV residents and successfully give them the tools and skills necessary for the immediate and long-term self-sustainability and family health and well-being efforts. This process will ensure we identify evolving community needs and high-quality service delivery focusing on promoting the well-being, education, training, resiliency, and empowerment of CNLV's residents as the needs change.

Partners will assign a project contact person who will receive all communications and disseminate information to its agency staff. DHRC Coordinator will communicate with collaborating partner designated point of contact through e-mail, telephone and letters on center related matters including action plan benchmarks and deliverables. Center Coordinator will host regular meetings designed to assist and support the development and facilitation of training and program data and activities data collection.

Volunteer Coordination: CPLC NV will encourage community engagement with the DHRC as volunteers and support the activities at the center. Volunteers can make significant contributions to the

center's participation in food distribution events, wellness, and community information events, in come out and vote initiatives, as workshop facilitators and peer mentors. Community members can donate their time while serving on potential community committees and or as program assistants. Parents and community members also volunteer to assist in various duties and other capacities. The volunteer in-kind rate for each position is determined by an independent appraisal certified by CPLC NV, which establishes a fair market value. We engage volunteers via our partnerships with corporations and community organizations seeking to expand their relationship beyond a monetary contribution. We work to match our volunteers to the issue closest to their mission and/or annual goal. CPLC NV has an electronic format for recruiting, interviewing and background checks. CPLC tracks volunteers via ADP, human resources management software, which allows us to monitor the status of their onboarding, background check, and credentials (if applicable). Also, we log volunteers and their hours to report annually in total and by program.

Research, Evaluation and Reporting: CPLC NV will work with its Research and Evaluation Division (R&E) to develop a feedback loop for program participants and community members to express their opinions on various aspects of the program including the program meeting needs, additional services that can be added and quality of service measurements.

The R&E team assigned to this project will conduct systematic data collection, monitoring, and evaluation to assess program performance, its successes in achieving key benchmarks, challenges and reassessment of desired outcomes as required by the evolution of the program and provide timely and accurate impact reports including center provider outcome data. Both qualitative and quantitative data are analyzed quarterly using programs written in SPSS syntax. We use Frequencies, percentages, central tendency measures, and variability measures to describe these data. Confidence intervals and tests for statistical significance will be set a priori at the 0.05 level. CPLC will implement processes ensuring a sound quality assurance system, increasing the validity, fidelity and soundness of evaluation data while conforming to internal and external requirements.

Non-Discrimination and ADA: CPLC complies with Title I of the Americans with Disabilities Act. to ensure equal access to services and employment opportunities for all by providing proper accessibility to its facilities. Also, employment opportunities for qualified, competent individuals with a disability particularly those that have cultural and linguistic competencies to work with City of North Las Vegas community. CPLC-NV and CNLNV written nondiscrimination policies and procedures that address ADA, fair housing, equal credit and lending, confidentiality will be implemented and executed at the center.

CPLC NV Services to be Provided at DHRC: In addition to the operations and management of the DHRC, CPLC-NV intends to secure prior approval from the CNLV to conduct tailored educational workshops, services and referral navigation support that meet specific community needs and deliver them in a cultural and linguistic competent manner including arts and culture, social and recreational services at the DHRC using its own funding stream. In addition, coordinate the sharing of DHRC relevant resources, materials, and information with approved providers and CNLV residents.

Physical and Mental Health and Wellness

- Healthy Eating
- Extending Food Value of a Food Box
- *PAL Program* access to a 24-hour children and teen mental healthcare resource hotline.

Education

- YouthBuild basic construction trade skills training for youth ages 18-24
- Joven Noble 12 week curriculum for youth development and leadership youth ages 13-17 based on the philosophy of La Cultura Cura
- Financial Literacy
- First-time homebuyer education

Workforce Development

- Adult Dislocated Worker training and certification ages 25-54
- Job readiness and pathways to career development
- Resume Writing & Effective Job Search
- Job training and certification
- Osha 10 & 30 certification
- Tips & Techniques for a Successful Job Interview

Economic Development

- Small Business Technical Assistance
- Access to affordable capital for small businesses

Based on our previous experience implementing programming with this focus, we estimate workshop registration to be 15-20 and the program evaluation of these workshops reflect an average gain of knowledge of 80%. expect similar results from DHRC programming.

Other Services

- Housing opportunities for persons with HIV/AIDS (HOPWA)
- Resource navigation and fairs
- Holiday gift programs
- Utility assistance programs

CPLC NV and the CNLV will collaborate in the identification and pre-approval of services of approximately 20 service providers that will co-locate services at the DHRC. The intent is to select credible providers offering key services under the following categories.

- Know Your Rights Workshops
- Adult Education
- Youth Tutoring / Mentoring
- Physical and Mental Health
- Workforce Development and Job Readiness
- Small Business Technical Assistance
- Technology & Digital Training
- Arts & Culture

This process will ensure high quality service delivery focusing on promoting the well-being, education, training, resiliency, and empowerment of CNLV's residents.

Project Key Leadership and Support to the Project at no charge:

Rupert Ruiz, CPLC-NV President. Mr. Ruiz brings over 29 years of non-profit & for-Profit management experience. He joined CPLC in 1993. **Project Role:** Grant Administration and Leadership Oversight.

Serafin Calvo Arreola, Director of Community Services and Engagement. Mr. Calvo brings over 34 years of community engagement in Las Vegas Communities and of municipal government management experience to the project. He joined CPLC in 2023. **Project Role:** Site Leadership Oversight and CPLC-NV liaison with CNLV

Karen Armknecht earned an MBA, with honors, from the Thunderbird School of Global Management with a concentration in marketing. As Vice President of Research and Evaluation, Karen brings over 25 years of evaluation experience directing, designing, and implementing research and evaluation projects in the corporate, non-profit, and consulting sectors. She is passionate about serving our clients by providing qualitative and quantitative evaluation services, community needs assessments, and health outcomes research that allow their voices to be heard. She is adept at synthesizing qualitative and quantitative data across studies, determining trends and themes, and explaining connections in a meaningful way. She has conducted research among the proposed clients in this grant, with high rates of participation and interview completion. She also supervises compliance reporting for programs funded from Federal, state, and foundation sources. She has conducted research among the proposed clients in this grant, with high rates of participation and interview completion. **Role in DHRC Project:** Oversight of data collection and analysis. Develop and implement project evaluation mechanisms and tools for data collection for qualitative, quantitative, and demographic reports cost absorbed by CCS indirect cost allocation.

DHRC Key Personnel: CPLC NV experience with projects of similar caliber and complexity, and in-depth knowledge of the target area led to the identification of six key positions to successfully the extended hours of operation of the proposed project activities and meet the DHRC mission and purpose.

<i>Staff Member</i>	<i>Title</i>	<i>% FTE</i>	<i>Reports to:</i>
VACANT POSITION	<i>Program Manager</i>	(1) 1.0 FTE	<i>Director of Workforce & Community Development</i>
Min. Salary: \$84,000 (S&B)		Maximum Salary:	Home Base: DHRC
VACANT POSITION	<i>Program Coordinator</i>	(1) 1.0 FTE	<i>DHRC Program Manager</i>
Min. Salary: \$71,500 (S&B)		Maximum Salary:	Home Base: DHRC
VACANT POSITIONS	<i>Program Specialist</i>	(3) 1.0 FTE	<i>DHRC Program Manager</i>
Min. Salary: \$58,500 (S&B)		Maximum Salary:	Home Base: DHRC
VACANT POSITION	<i>Administrative Assistant</i>	(1) 1.0 FTE	<i>DHRC Program Manager</i>

Min. Salary: \$52,000 (S&B)	Maximum Salary:	Home Base: DHRC

BUDGET & BUDGET NARRATIVE: CPLC has experience budgeting for projects of this caliber and scale. As a result, we feel certain that this budget reflects the appropriate funds needed to complete the project's initial start-up phase. The following is CPLC's proposed budget for the DHRC Center Operator.

Budget Proposal Summary – Year 1 & 2

Expense Detail	Year 1	Year 2	Total
A. Salaries and Wages	\$295,000	\$303,850	\$598,850
B. Payroll Taxes and Fringe Benefits	\$88,500	\$91,155	\$179,655
C. Travel	\$11,973	\$11,973	\$23,946
D. Supplies	\$111,400	\$30,400	\$141,800
E. Contractual	\$150,000	\$150,000	\$300,000
F. Other	\$234,200	\$234,200	\$468,400
G. Indirect Expenses	\$143,463	\$132,274	\$275,737
H. TOTALS	\$1,034,536	\$953,852	\$1,988,388

Budget Proposal – Year 1

A. Salaries and Wages					
Position Title	FTE	Annual Salary	Program Allocation (%)	Total	Notes
Program Manager	1	\$65,000	100%	\$65,000	1 FTE @ \$65,000
Program Coordinator	1	\$55,000	100%	\$55,000	1 FTE @ \$55,000
Program Specialist	3	\$45,000	100%	\$135,000	3 FTE @ \$45,000
Administrative Assistant	1	\$40,000	100%	\$40,000	1 FTE @ \$40,000
Total				\$295,000	

B. Payroll Taxes and Fringe Benefits			
Position Title	Salary Charged	ERE Rate (%)	Total
Program Manager	\$65,000	30%	\$19,500
Program Coordinator	\$55,000	30%	\$16,500
Program Specialist	\$135,000	30%	\$40,500
Administrative Assistant	\$40,000	30%	\$12,000
Total			\$88,500

C. Travel				
Description	Unit	Cost Per Unit	FTE	Total
Mileage Reimbursement	960	\$0.67	5	\$3,216
Out-of-State Travel	2	\$1,460	3	\$8,757
Total				\$11,973

D. Supplies			
Description	Unit	Cost Per Unit	Total
Furniture & Fixtures	1	\$25,000	\$25,000
Computers	28	\$2,000	\$56,000
Software	28	\$400	\$11,200
Office Supplies	12	\$800	\$9,600
Office Printing Supplies	12	\$800	\$9,600
Total			\$111,400

E. Contractual			
Description	Unit	Cost Per Unit	Total
Professional Services	12	\$12,500	\$150,000
Total			\$150,000

F. Other			
Description	Unit	Cost Per Unit	Total
Media & Marketing	12	\$6,250	\$75,000
Training & Development	6	\$1,700	\$10,200
Supportive Services	12	\$8,250	\$99,000
Other (Contingency)	1	\$50,000	\$50,000
Total			\$234,200

G. Indirect Expenses			
Rate Detail	Rate %	Base (Total Direct)	Total
Federally Approved Indirect Rate	16.1%	\$891,073	\$143,463

H. TOTALS		\$1,034,536	
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Budget Proposal – Year 2

A. Salaries and Wages					
Position Title	FTE	Annual Salary	Program Allocation (%)	Total	Notes
Program Manager	1	\$66,950	100%	\$66,950	1 FTE @ \$65,000 with a 3% merit increase
Program Coordinator	1	\$56,650	100%	\$56,650	1 FTE @ \$55,000 with a 3% merit increase
Program Specialist	3	\$46,350	100%	\$139,050	3 FTE @ \$45,000 with a 3% merit increase
Administrative Assistant	1	\$41,200	100%	\$41,200	1 FTE @ \$40,000 with a 3% merit increase
Total				\$303,850	

B. Payroll Taxes and Fringe Benefits			
Position Title	Salary Charged	ERE Rate (%)	Total
Program Manager	\$66,950	30%	\$20,085
Program Coordinator	\$56,650	30%	\$16,995
Program Specialist	\$139,050	30%	\$41,715
Administrative Assistant	\$41,200	30%	\$12,360
Total			\$91,155

C. Travel				
Description	Unit	Cost Per Unit	FTE	Total
Mileage Reimbursement	960	\$0.67	5	\$3,216
Out-of-State Travel	2	\$1,460	3	\$8,757
Total				\$11,973

D. Supplies			
Description	Unit	Cost Per Unit	Total
Software	28	\$400	\$11,200
Office Supplies	12	\$800	\$9,600
Office Printing Supplies	12	\$800	\$9,600
Total			\$30,400

E. Contractual			
Description	Unit	Cost Per Unit	Total
Professional Services	12	\$12,500	\$150,000
Total			\$150,000

F. Other			
Description	Unit	Cost Per Unit	Total
Media & Marketing	12	\$6,250	\$75,000
Training & Development	6	\$1,700	\$10,200
Supportive Services	12	\$8,250	\$99,000
Other (Contingency)	1	\$50,000	\$50,000
Total			\$234,200

G. Indirect Expenses			
Rate Detail	Rate %	Base (Total Direct)	Total
Federally Approved Indirect Rate	16.1%	\$821,578	\$132,274

H. TOTALS	\$953,852
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Dolores Huerta Resource Center (“DHRC”) – Budget Narrative Year 1

CPLC Nevada, Inc. is focused on providing the highest level of customer service to all who walk into the “Dolores Huerta Resource Center (“DHRC”). Through the collaboration of various service providers and community stakeholders, we aim to deliver relevant and essential services that will inform, educate, and uplift our community in education, technology, workforce development, health & wellness, arts and culture, and recreational opportunities.

A. Salary and Wages

Total: \$295,000

- 1 - Program Manager** Will oversee the program at the DHRC and will spend 100% of their time hiring, supervising, training staff, and overseeing all day-to-day functions of the DHRC. This individual’s annual salary is **\$65,000.00** and will be covered for the 24-months of the contract.
- 1 - Program Coordinator** Will spend 100% of their time providing direct services to the DHRC participants, coordinating workshops, and training with participating service providers, and maintaining a running calendar of activities at the DHRC. This individual’s annual salary is **\$55,000.00** and will be covered for the 24 months of the contract.
- 3 - Program specialists** will assist with the various direct services provided at the DHRC, such as workshops and recreational, educational, and other activities. The Program Specialist will ensure all needed materials and equipment are available for the DHRC participants. The individual salaries are **\$45,000.00** and will be covered for the 24 months of the contract.
- 1 - Administrative Assistant** Will spend 100% of their time managing the administrative duties of the DHRC, such as meeting management, arranging travel, answering, and directing phone calls, developing, and maintaining filing systems, processing invoices, greeting clients and visitors, and scheduling appointments. This individual’s annual salary is **\$40,000.00** and will be covered for the 24 months of the contract.

A. Payroll Taxes and Fringes Benefits

Total: \$88,500

Payroll Taxes and Fringe Benefits are calculated at 30% for the following:

FICA - 6.20%	Medicare – 1.45%,	Workers’ Comp – 1.60%
LT Disability – 0.36%	ST Disability – 0.27%	Unemployment – 0.52%
Medical Ins – 16.21%	Dental – 1%	Vision – 0.03%
Healthiest You – 0.15%	EAP – 0.03%	Retirement – 2.00%
AD&D – 0.03%	Life – 0.15%	

B. Travel -

Total: \$11,973

Out-of-state travel for training, and conferences, following the GSA rates. Travel expenses will also cover mileage reimbursement for business-related driving at the reimbursement rate of 67 cents per mile.

A. Supplies –

Total: \$111,400

- a) **Furniture & Fixtures** - The following items are needed to set up the DHRC’s offices, classrooms, social gathering space, and conference rooms: 200 Chairs, 40 tables, 20 desks, filing cabinets, and 2 Smart Conference Room screens.

- b) **Computers** - The DHRC will provide 20 desktop computers to be used by the public for educational workshops, virtual training, and general use; staff will also require 8 laptops for day-to-day operations
- c) **Software** - Understanding the importance of implementing a robust volunteer program, we will invest in Volunteer Management Software to help recruit, train, engage, retain, track volunteer hours, post upcoming volunteer opportunities, and manage the volunteer database in one centralized space. Additionally, licensing fees, Microsoft Office, and any other software needs are included in the cost.
- d) **Office Supplies** - The DHRC will require the basic office supplies to be stocked with post-it notes, notebooks, binders, staplers, pens & pencils, butcher paper, envelopes, folders, paper clips, calendars, markers, and any other items that might be needed to operate the DHRC.
- e) **Office Printing Supplies** - Monthly rental fee for two network printers for staff, three individual printers for participants, and copy paper, as needed.

C. Contractual -

Total: \$150,000

Some services provided at the DHRC will require that we pay for professional services for areas such as mobile medical clinics, mental health workshops, technical certifications, and other services requiring compensation.

D. Other -

Total: \$234,200

- a) **Media & Marketing** - A professional media & marketing firm is essential for the success of the DHRC. With the annual goal of serving 1,000 unduplicated individuals in English and Spanish, targeted efforts will be required for the Latino and English media outlets.
- b) **Staff Training & Development** - Training and development opportunities for staff to be as adept and proficient as possible to serve the DHRC participants better.
- c) **Contingency fund** - In anticipation of any unforeseen expenses at a rate of 5%, such as additional security for the DHRC's extended hours of operation and additional furniture or equipment for essential programming or services.
- d) **Supportive Services** - Understanding that the DHRC will be a centralized hub for resources and services, we plan to be a food distribution site and provide bus passes, seasonal essential needs, and other incentives to encourage participation and completion of workshops, classes, programs, and certifications.

E. Indirect Cost -

Total: \$143,463

CPLC NV has a federally approved indirect cost of 16.1% for Centralized Corporate Services (CCS), includes eight cost centers that build the infrastructure for the organization to support all programs and they include Finance/Accounting, Human Resources, Resource Development, Information Technology, Public Relations & Marketing, Research & Evaluation, Legal, and Compliance. This CCS cost also includes business and property insurance.

Total Project Costs Year 1: \$1,034,536

Project Sustainability Strategies: CPLC internal resources that support project sustainability and growth, include 1) a Resource Development team, comprised of ten dedicated grant writers and development professionals, that works closely with project team to identify and secure additional financial resources (e.g., government grants, corporate/foundation grants, corporate sponsorship, major gifts, individual giving, special events, and in-kind donations) to sustain and grow the program; 2) a Research and Evaluation team, which supports all project evaluation activities and completes an annual project report highlighting successes; 3) a Communications Team, which disseminates program successes through print, electronic, social media and press releases; 4) a division that advocates for policies to support program goals and objectives; 5) strong, established partnerships, including partner meetings, and survivor-led advisory board to adapt the program to meet the changing needs of the community and brainstorm sustainability strategies; 6) a Board of Directors that supports program's goals as they align with CPLC NV's mission and strategic plan; 7) a well-developed network of partners with which to share resources, minimizing expenses and maximizing impact. and 8) diversified funding streams including fees for services coupled with sound fiscal management.

5. Statement of Qualifications: Relevant Experience

CPLC-NV is a well-established organization with solid leadership, administration, fiscal management, infrastructure, technical resources, and highly qualified, experienced personnel capable of administering the DHRC activities, and providing executive oversight to partners providing direct services at the center and maintaining close communications with CNLV representatives.

CPLC-NV meets the minimum requirements stipulated in this RFP; we are a 501c3 organization, with over five years of experience providing and coordinating direct services and three years' experience and managing and operating a service center and hold various state and federal contracts to provide essential services.

CPLC management structure consists of a nine (9) member Board of Directors, including Chairwoman Ms. Alicia Nunez, CPLC Inc President & CEO, Treasurer Jesse Satterlee, board also includes Las Vegas representatives Telma Lopez, Chelsie Campbell Esq., and Nileen Knoke. Our organization also has a program-specific volunteer community advisory board that further supports our community-based programs and activities across Nevada.

This executive leadership is responsible for providing oversight and guidance, setting policy, and providing strategic direction for the organization. This executive team has high educational competency, providing the organization with breadth and depth to match the ambition of its mission, goals, and strategies.

Systems, Policies, and Procedures for Award Oversight: CPLC-NV has written board approved comprehensive policies and procedures in place for human resources employee, for accounting, fiscal management, risk management, ITMS security and document retention and disposal. A computer and management information system capable of managing the complexities of the DHRC and many other complex government programs it participates in. CPLC currently manages an annual budget of \$13,727,700.00 and a staff of 122.

CPLC-NV uses accounting software for financial tracking and reporting. The software is a Windows-based, SQL product called Blackbaud, Accounting for Nonprofits. All transactions are coded following a structured chart of accounts that identifies the Project, Fund, Grant, Account Number, Center, and Report Code.

CPLC-NV policy and procedures are designed to include effective checks and balances to safeguard the assets of our organization and funders. Internal controls come in the form of records and reports, authorizations and approvals before an action is taken, routine supervision of critical activities, reports to a pre-determined list of employees and flow charts of responsibilities ensure the proper segregation of duties, the creation of reliable financial reporting, promotion of compliance with laws and regulations and achieve effective and efficient operations. Project financial data will be available for inspection and audits immediately upon written request under a reasonable time and during regular business hours. Document retention policies and procedures ensure the accurate storage and disposition of all project data as required by law and funding source. Our standard retention period is seven years. Project data will provide access to records upon written request promptly. These internal controls are effective at all offices and programs within CPLC-NV. They include, but are not limited, to procedures for (1) risk management, (2) ITMS and the integrity and safety of data collected; (3) evaluating staff and programs; (4) preparing appropriate and timely financial and programmatic reporting to leadership, board members and funders, (5) implementing personnel and conflicts of interest policies.

During FY22, we impacted 57,887 lives with an increase from FY21 of 31% or 18,010 clients receiving direct service, 37%, or 13,633 indirect and increase of 113% through outreach of 26,244 individuals in our commitment to supporting equity, not just in education but in multiple supports that impact the prosperity and well-being—housing, healthcare, quality jobs, social networks, legal services, and the political process of Nevadans.

Experience Managing Centers: Since May of 2020 and through December of 2023, CPLC NV, as the Courtyard Homeless Resource Center Operator, in partnership with the City of Las Vegas transformed the lives of homeless individuals at the Las Vegas Courtyard Homeless Resource Center (HRC). The HRC provided a safe, low-barrier shelter option to approximately 7% of the Las Vegas/Clark County's Continuum of Care (CoC) homeless population every night, with the average overnight stay of 373 guests per night.

The efforts were in tangent with the City of Las Vegas, collaboration with community partners and alignment with the Southern Nevada Homeless Continuum of Care and its mission to end homelessness in Southern Nevada.

Since operating of the HRC in 2020, CPLC NV has provided services to an average of 2,066 guests per month and an average of 5,845 guests per year. Due to a large expansion effort beginning in 2022, the HRC served even more guests per night, resulting in the HRC serving over 8,500 individuals in FY22 alone. From May 2020 to December 2023 when CPLC NV stop operating the HRC the number of unique guests served increased by 62% (from 1760 to 2,852) and the number of monthly services increasing by 114.6% (from 16,587 to 35,591).

Experience Providing Direct Services like the CNLV desired programmatic component at the DHRC:

DETR Workforce Development Program: CPLC NV is the grantee of a \$1.6M grant from the Department of Employment, Training and Rehabilitation (DETR) that provides education, job training

and supportive services to adult dislocated workers ages 25 to 54. The program is felony friendly and bilingual services are available. The program will run through December 31, 2024, and seeks to serve 215 clients.

DOL ETA YouthBuild Program: YBLV's training program has five focus areas: Education; Career Counseling/Case Management; Vocational Training; Leadership Development and Civic Engagement; and Post- Program Services. Education Services focus on helping youth attain high school equivalency (HSE); Career Counseling/Case Management help youth explore college and/or career planning; Vocational Training concentrates on occupation-related classroom education and hands-on vocational activities; Leadership Development and Civic Engagement learning occurs during on-site job training. Vocational Training and Leadership Development and Civic Engagement activities both emphasize service learning. YBLV (YouthBuild Las Vegas) also incorporates youth-led Community Impact service projects. The total program budget was \$1,682,841.000, and 92 participants were served.

CPLC NV has successfully operated Operation HOME! in collaboration with Clark County for the past two years. Services provided included move in costs, rental assistance, utility assistance, emergency food assistance, clothing, and transportation assistance, in the form of bus passes.

Collaborations and Coordination of Service Providers:

Courtyard Homeless Resource Center: Our work at the Courtyard Homeless Center where our successful efforts were in tangent with the City of Las Vegas, collaboration with community partners and alignment with the Southern Nevada Homeless Continuum of Care and its mission to end homelessness in Southern Nevada. We continuously partner with health, food and supplies providers of services and products. The strategic partnerships were critical to our successful care of the homeless while strengthening relationships with local government entities.

Operation Home! Rapid Rehousing: CPLC NV participates in Operation HOME! This effort includes Clark County, City of Las Vegas, City of North Las Vegas, and the City of Henderson to revamp how city, county, and federal agencies work together through systems to help people experiencing homelessness move into housing. Supporting this initiative are also several community-based organizations, and county-wide housing providers, property managers and landlords.

Latinos United Contra El Sida (LUCES) Supportive Housing Program: CPLC NV collaborates and engages community-wide stakeholders both from the public and not for profit sectors with enhanced relationships across housing providers. LUCES provides housing services to clients under our Housing Opportunities for Persons with Aids (HOPWA) supportive housing program. Programs services are offered to Clark County residents.

Homeless Community Outreach and Engagement: CPLC NV collaborates with the Southern Nevada Health District's (SNHD) Acute Communicable Disease and Control Program (ACDC) to support deliverables concerning the CDC's detection and mitigation of COVID in homeless service sites and other congregate settings. Our COVID-19 mitigation efforts are at the community-based level engaging Clark County homeless services organizations to coordinate resources, developing strategies and support community-based relationships to mitigate COVID-19 and other communicable diseases.

Homeless Street Outreach: CPLC NV, in partnership with the City of North Las Vegas, serves on the city's Homeless Outreach and Mobile Engagement (HOME) team. Of the 7 team members on the HOME

team, 5 are CPLC staff. The HOME team addresses and mitigates issues related to homelessness and is aligned with the Southern Nevada Homeless Continuum of Care and its mission to end homelessness in Southern Nevada. Although efforts are jurisdictional, the team works across Clark County with agencies that can best meet the needs those the services engage.

My Health & Community Connection: CPLC NV, in partnership with LeSar Supportive Services and Elevance Health, serves to provide housing solutions and care coordination for clients in our My Health and Community Connection (MHCC) Pilot program. The MHHC program engages Medicaid eligible individuals with multiple health and social needs, and high emergency services users. These efforts are Clark County wide collaborating and engaging with diverse agencies, partner organizations and entities engaged with enrolled participants.

Emergency Housing Program: CPLC NV through Emergency Food and Shelter Program (EFSP) funding, provided short term (no more than 90-days) of Hotel/Motel shelter services. These services were available to Clark County residents; thus, we engaged with county-wide service providers working with individuals facing housing instability to complement and support homeless prevention as both bridge and transition emergency housing.

Coordination of Referrals to Community Resources: CPLC NV coordinates client service referrals with its governmental and local community agencies' support network. Program Specialist conducts a needs assessment and writes agency referrals within 72 hours of initial client contact. Written referrals are followed up by an assigned case manager or program specialist, with a telephone call to ensure care and services are provided within 5 days of referral and are periodically contacted for up to 90 days or until services are completed. CPLC NV will work with CNLV to pre-approve the service provider and to increase the number of agencies accepting our referrals.

Center Strategic Assessment and Improvement Recommendations: CPLC-NV will work with CNLC Centralizing improvement recommendations requires consolidating feedback, suggestions, and insights from various sources into a centralized system or platform. CPLC NV will, 1.) Establish a centralized system, 2.) Define clear channels for feedback, 3.) Encourage open communication, 4.) Categorize recommendations or complaints, 5.) Assign responsibility, 6.) Implement a review process, 7.) Prioritize recommendations or complaints, 8.) Track progress, 9.) Provide feedback and recognition, 10.) Iterate and improve, 11.) Integrate with continuous improvement strategies. Understanding that centralizing a strategic assessment and improvement program is an ongoing process that requires commitment and engagement from everyone working at the DHRC will ensure the best customer service and program delivery possible.

CPLC-NV is confident in its ability to complete all quantitative and qualitative objectives under the Scope this project, and we are willing to work with other community partners and direct service providers under this program. We believe that each serving organization brings unique strengths and capabilities, as well as strong relationships with the communities they serve.

To fulfill program objectives and meet projected outcomes, we will continue to engage new and existing resource partners, business/industry groups, and educational institutions in identifying disadvantaged, minority and people of color within their respective areas of service and work collaboratively with these partners to successfully meet and exceed CNLV Dolores Huerta Resource Center goals and execute on

the mission of the center to “*Empower and Uplift Our Community*” and CPLC’s “*to Drive Economic and Political Empowerment*” for all.

City of North Las Vegas

**Request for Proposal ("RFP")
RFP 2024-002 Dolores Huerta Resource Center
(DHRC): Community Resource Center Operator**

EXHIBIT "A" PROPOSAL SUBMITTAL PAGE

This Proposal is submitted in response to **RFP 2024-002 Dolores Huerta Resource Center ("DHRC"): Community Resource Center Operator** and constitutes an offer by this company to enter into a contract as described herein.

Nancy Lipman

CPLC Nevada Inc

AUTHORIZED SIGNATURE NAME (TYPE OR PRINT)

LEGAL NAME OF FIRM



2/1/2023

AUTHORIZED SIGNATURE

DATE

EVP, Compliance & Risk

702- 207-1614

602-257-6708

TITLE

TELEPHONE NUMBER

CELL NUMBER

555 N Maryland Parkway,

Las Vegas

NV

89101-3133

CITY

STATE

ZIP CODE

E-MAIL ADDRESS: nancy.lipman@cplc.org

CNLV-BUSINESS LICENSE NO: #112603

YES A COPY OF MY CNLV BUSINESS LICENSE IS ATTACHED

FOR INFORMATIONAL PURPOSES ONLY

Is this firm a ESB, Minority, Women or Disabled Veteran Business Enterprise?

 No Yes If YES specify MBE WBE DVBE ESB

Has this firm been certified as a ESB, Minority, Women or Disabled Veteran Business Enterprise?

 No Yes If YES specify Certifying Agency

Please attach a copy of your certification.

EXHIBIT "B"
FORM A
CERTIFICATE – DISCLOSURE OR OWNERSHIP/PRINCIPALS

1. DEFINITIONS

"City" means the City of North Las Vegas.

"City Council" means the governing body of the City of North Las Vegas.

"Contracting Entity" means the individual, partnership, or corporation seeking to enter into a contract or agreement with the City of North Las Vegas.

"Principal" means, for each type of business organization the following: (a) sole proprietorship – the City of the business; (b) corporation – the directors and officers of the corporation; but not any branch managers of offices which are a part of the corporation; (c) partnership – the general partner and limited partners; (d) limited liability company – the managing member as well as all the other members; (e) trust – the trustee and beneficiaries.

2. INSTRUCTIONS

The Contracting Entity shall complete Block 1, Block 2, and Block 3. The Contracting entity shall complete either Block 4 or its alternate in Block 5. Specific information, which must be provided, is highlighted. An Officer or other official authorized to contractually bind the Contracting Entity shall sign and date the Certificate, and such signing shall be notarized.

3. INCORPORATION

This Certificate shall be incorporated into the resulting Contract or agreement, if any, between the City and the Contracting entity. Upon execution of such Contract or agreement, the Contracting Entity is under a continuing obligation to notify the City in writing of any material changes to the information in this Certificate. This notification shall be made within fifteen (15) days of the change. Failure to notify the City of any material change may result, at the option of the City, in a default termination (in whole or in part) of the Contract or agreement, and/or a withholding of payments due the Contracting Entity.

Block 1 Contracting Entity	Block 2 Description
Name CPLC Nevada, Inc.	RFP 2024-002 Dolores Huerta Resource Center ("DHRC"): Community Resource Center Operator
Address 555 N. Maryland Parkway, Las Vegas, NV 89101	
Telephone 702-207-1614	
EIN or DUNS 47-2624854	

BLOCK 3	TYPE OF BUSINESS
<input type="checkbox"/> Individual <input type="checkbox"/> Partnership <input type="checkbox"/> Limited Liability Company <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Trust <input type="checkbox"/> Other:	

EXHIBIT "B"
(CONTINUED)

FORM B

CERTIFICATE – DISCLOSURE OR OWNERSHIP/PRINCIPALS

CERTIFICATE-DISCLOSURE OR OWNERSHIP/PRINCIPALS (Continued)

BLOCK 4 DISCLOSURE OF OWNERSHIP AND PRINCIPALS

In the space below, the Contracting Entity must disclose all principals (including partners) of the Contracting Entity, as well as persons or entities holding more than one-percent (1%) ownership interest in the Contracting Entity.

	FULL NAME/TITLE	BUSINESS ADDRESS	BUSINESS PHONE
1.	SEE ATTACHED		
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			

The Contracting Entity, or its principals or partners, are required to provide disclosure (of persons or entities holding an ownership interest) under federal law (such as disclosure required by the Securities and Exchange Commission or the Employee Retirement Income Act), a copy of such disclosure may be attached to this Certificate in lieu of providing the information set forth in Block 5 above. A description of such disclosure documents must be included below.

I certify under penalty of perjury, that all the information provided in this Certificate is current, complete and accurate.

BLOCK 5 DISCLOSURE OF OWNERSHIP AND PRINCIPALS – ALTERNATE

If the Contracting Entity, or its principals or partners, are required to provide disclosure (of persons or entities holding an ownership interest) under federal law (such as disclosure required by the Securities and Exchange Commission or the Employee Retirement Income Act), a copy of such disclosure may be attached to this Certificate in lieu of providing the information set forth in Block 4 above. A description of such disclosure documents must be included below.

further certify that I am an individual authorized to contractually bind the above named Contracting Entity.

Name

Rupert Ruiz

Date

Subscribed and sworn to before me this 1ST day of

February, 2024

Diana Salazar Bakke
Notary Public



Exhibit B – Disclosure of Ownership/Principals

Name/Title	Business Address	Business Phone
Chicanos Por La Causa, Inc. – Sole Member	1112 E. Buckeye Road, Phoenix, AZ 85034	602-257-0700
Alicia Nunez – Chairman of the Board/Director	1112 E. Buckeye Road, Phoenix, AZ 85034	602-257-0700
Andres Contreras – Vice Chair/Director	1112 E. Buckeye Road, Phoenix, AZ 85034	602-257-0700
Max Gonzales – Secretary/Director	1112 E. Buckeye Road, Phoenix, AZ 85034	602-257-0700
Rupert Ruiz – President	555 N. Maryland Pkwy, Las Vegas, NV 89101	702-207-1614
Jose Martinez – Director	1112 E. Buckeye Road, Phoenix, AZ 85034	602-257-0700
Patricia Duarte – Director	1112 E. Buckeye Road, Phoenix, AZ 85034	602-257-0700
Nancy Lipman – Director	1112 E. Buckeye Road, Phoenix, AZ 85034	602-257-0700
Jesse Satterlee – Director	1112 E. Buckeye Road, Phoenix, AZ 85034	602-257-0700
Chelsie Campbell – Director	555 N. Maryland Pkwy, Las Vegas, NV 89101	702-207-1614
Nileen Knoke – Director	555 N. Maryland Pkwy, Las Vegas, NV 89101	702-207-1614
Telma Lopez – Director	555 N. Maryland Pkwy, Las Vegas, NV 89101	702-207-1614

EXHIBIT "C"

QUALIFICATIONS AND EXPERIENCE RESPONDENT

Name: CPLC Nevada Inc

1. Respondent shall provide a brief description of the Responder's qualifications, certifications, experience, and number of years in operation.

CPLC-NV meets the minimum requirements stipulated in this RFP; we are a 501 c 3 organization, founded in 2014 with over ten years of experience providing and coordinating direct services and managing and operating various state and federal contracts to provide essential services under its five pillars of service: Education, Economic Development, Health, Housing, social services and community referral navigation services in English and Spanish in a competent manner. During FY22, we impacted 57,887 lives with an increase from FY21 of 31% in clients receiving direct service, in our efforts to supporting equity, in access to housing, healthcare, quality jobs, social networks, legal services, and the political process to all Nevadans particularly the underserved people of color.

Experience Managing Centers: Since May of 2020 - December of 2023, CPLC NV, as the Courtyard Homeless Resource Center (HRC) Operator, in partnership with the City of Las Vegas transformed the lives of homeless individuals of Las Vegas. The HRC provided a safe, low-barrier shelter option to approximately 7% of the Las Vegas/Clark County's Continuum of Care (CoC) homeless population every night, with the average overnight stay of 373 guests per night.

CPLC NV served an average of 2,066 guests per/mo and an average of 5,845 guests p/yr. In 2022 alone and due to a large expansion the HRC increased the service to 8,500 individuals. From May 2020 to December 2023 when CPLC NV stop operating the HRC the number of monthly services increasing to 35,59).

YouthBuild Las Vegas (YBLV) program has five focus areas: Education; Career Counseling/Case Management; Vocational Training; Leadership Development and Civic Engagement; and Post- Program Services. Education Services focus on helping youth attain high school equivalency; Career Counseling helps youth explore college/career planning; Vocational Training concentrates on occupation-related classroom education and hands-on vocational activities; Leadership Development and Civic Engagement learning occurs during on-site job training. Both activities emphasize service learning. YBLV also incorporates youth-led Community Impact service projects. The total program budget was \$1,682,841,000, and 92 participants were served.

CPLC NV coordinates and executes health & Wellnes, Financial Education, Job Readines, Mental Health Counseling, HIV/Aids education and treatment, Housing Counseling, Youth and Parent Engagement, Education and Civic engagement services and activities. Client service referrals with governmental and local community agencies' support network are a few of the many other programs and services delivered by a team of highly skilled and competent leadership and staff. Our depth in expertise in coordinating and executing community outreach and volunteer engagement is evidenced by the overwhelming community support for our activites, such as KaBoom Playground Buildout, VITA tax service, get out the vote and many others.

2. Provide three (3) examples of contracts similar in size and scope that have been completed in the past five (5) years. The City reserves the right to verify references for the companies identified. Ensure references have given permission to be contacted by the City.

Example Contract 1: Youth Build

Company Name: U.S. DEPARTMENT OF LABOR / EMPLOYMENT AND TRAINING ADMINISTRATION

Company Address: 200 CONSTITUTION AVENUE NW - ROOM N-4716, WASHINGTON, DC 20210

Point of Contact: Tiffani Thomas Phone Number: (415) 625-7961

E-Mail Address: thomas.tiffani@dol.gov

Brief Description of Contract Scope:

YouthBuild is a community-based pre-apprenticeship program that provides job training and educational services for opportunity youth ages 16-24 who left school without a secondary diploma.

Term of Contract (Base plus Option Years): February 01, 2019 – August 31, 2022

Year of Base Contract Award: 2019 Year Contract Completed: 2022

Base Contract Amount: \$1,100.00.00 Total Contract Amount (including all option years) \$1,100,000.00

Did the contract contain a liquidated damages clause? ☐ YES ☒ NO

If yes, were damages assessed? ☒ NO If yes, what was the amount assessed? \$ N/A

EXHIBIT "C"
QUALIFICATIONS AND EXPERIENCE RESPONDENT
(CONTINUED)

Example Contract 2: Operation Home

Company Name: Clark County, Nevada

Company Address: 500 S Grand Central Parkway Las Vegas NV 89155

Point of Contact: Shawn Bolster Phone Number: (702) 808-3512

E-Mail Address: Shawn.Bolster@ClarkCountyNV.gov

Brief Description of Contract Scope:

Operation Home provides rapid rehousing services and support to homeless individuals, prioritizing those who are at increased risk of experiencing severe illness from COVID-19

Term of Contract (Base plus Option Years): October 01, 2022 – June 30, 2023

Year of Base Contract Award: 2022 Year Contract Completed: 2023

Base Contract Amount: \$ 1,415,702.31 Total Contract Amount (including all option years) \$ 1,415,702.31

Did the contract contain a liquidated damages clause? ☐ YES ☒ NO

If yes, were damages assessed? ☐ YES ☒ NO If yes, what was the amount assessed? \$ N/A

Example Contract 3: Courtyard

Company Name: City Of Las Vegas

Company Address: 495 S. Main St. 4th Floor Las Vegas, NV 89101

Point of Contact: Maurice Cloutier Phone Number: (702) 831-0167

E-Mail Address: mcloutier@lasvegasnevada.gov

Brief Description of Contract Scope:

The purpose of the Courtyard Homeless Resources Center is to provide access to homeless services and housing placement by filling existing service gaps in the city's urban core.

Term of Contract (Base plus Option Years): March 31, 2020 – December 31,
2023

Year of Base Contract Award: 2020 Year Contract Completed: 2023

Base Contract Amount: \$ 2,851,524.00 Total Contract Amount (including all option years) \$ 4,456,556.00

Did the contract contain a liquidated damages clause? ☐ YES ☒ NO

If yes, were damages assessed? YES ☐ NO ☒ If yes, what was the amount assessed? \$ N/A

EXHIBIT "E"
NON-COLLUSION AFFIDAVIT



CITY OF NORTH LAS VEGAS

Non-Collusion Affidavit

State of Nevada County of Clark being first duly sworn
deposes that:

- (1) He/She is the EVP, Compliance & Risk, HR of CPLC Nevada Inc, the Firm that has submitted the attached Proposal;
- (2) He/She is fully informed respecting the preparation and contents of the attached Proposal and of all pertinent circumstances respecting such Proposal;
- (3) Such Proposal is genuine and is not a collusive or sham Proposal;
- (4) Neither the said Firm nor any of its officers, partners, City, agents, representatives, employees or parties in interest, including this affiant, has in any way colluded, conspired, connived or agreed, directly or indirectly, with any other vendor, firm, or person to submit a collusive or sham proposal in connection with the contract or agreement for which the attached Proposal has been submitted or to refrain from making a proposal in connection with such contract or agreement, or collusion or communication or conference with any other firm, or, to fix any overhead, profit, or cost element of the proposal price or the proposal price of any other firm, or to secure through collusion, conspiracy, connivance, or unlawful agreement any advantage against the City of North Las Vegas or any person interested in the proposed Contract or agreement; and
- (5) The Proposal of service outlined in the Proposal is fair and proper and is not tainted by collusion, conspiracy, connivance, or unlawful agreement on the part of the Firm/team or any of its agents, representatives, City, employees, or parties including this affiant.

(Signed): NANCY LIPMAN

Title: EVP, COMPLIANCE & RISK, HR

Subscribed and sworn to before me this 2nd day of February 2024

Diana Salazar Bakke
Notary Public

My Commission expires: 4.26.2025



EXHIBIT "F"
WRITTEN CERTIFICATION



CITY OF NORTH LAS VEGAS

WRITTEN CERTIFICATION PURSUANT TO NRS 332.065(3)

Pursuant to NRS 332.065(3), a governing body or its authorized representative shall not enter into a contract with an estimated value in excess of \$100,000 with a company unless the contract includes a written certification that the company is not currently engaged in, and agrees for the duration of the contract not to engage in, a boycott of Israel.

By signing below, the Respondent agrees and certifies that it does not currently boycott Israel and will not boycott Israel during any time in which it is entering into, or while in contract, with the City. If at any time after the signing of this certification, the Respondent decides to engage in a boycott of Israel, the Respondent must notify the City in writing.

NANCY LIPMAN - EVP, COMPLIANCE & RISK, HR
AUTHORIZED SIGNATURE NAME (TYPE OR PRINT)

CPLC Nevada Inc
LEGAL NAME OF RESPONDENT


AUTHORIZED SIGNATURE

EXHIBIT "G"
Exceptions to North Las Vegas Service or Purchase Agreement



CITY OF NORTH LAS VEGAS

Please provide an explanation to any and all exceptions on terms of the North Las Vegas Services Agreement attached hereto.

**DOLORES HUERTA RESOURCE CENTER (DHRC)
COMMUNITY RESOURCE CENTER OPERATOR SERVICES AGREEMENT**

This Dolores Huerta Resource Center (DHRC) Community Resource Center Operator Services Agreement (“Agreement”) is made and entered into as of _____ (“Effective Date”) by and between the City of North Las Vegas, a Nevada municipal corporation (“City”) and [CPLC Nevada Inc], a [non-profit entity registered with the State of Nevadainsert entity type and state of origin] (“Provider”). The City and Provider will be referred to individually as the “Party” and jointly as the “Parties”.

WITNESSETH:

WHEREAS, the City requires community resource center management, as more particularly described in the Dolores Huerta Resource Center (DHRC) Community Resource Center Operator Request for Proposal RFP 2024-002 (“RFP”) attached hereto as Exhibit A (“Services”); and

WHEREAS, Provider represents that it has the experience, knowledge, labor, and skill to provide the Services in accordance with generally accepted industry standards, and is willing and able to provide the Services.

NOW THEREFORE, in consideration of the above recitals, mutual covenants, and terms and conditions contained herein, the parties hereby covenant and agree to the following:

**SECTION ONE
SCOPE OF SERVICES**

1.1. Provider shall perform the Services in accordance with the RFP scope of work, and terms and conditions, incorporated herein and attached as Exhibit A, Services Provider’s response to the RFP dated [insert date], incorporated herein and attached as Exhibit B, and the terms, conditions, and covenants set forth in this Agreement.

1.2. Provider shall, at its own expense, comply at all times with all municipal, county, state, and federal laws, regulations, rules, codes, ordinances, and other applicable legal requirements.

**SECTION TWO
TERM**

This Agreement shall commence on the Effective Date and will continue to be in effect for two (2) years (“Term”), unless earlier terminated in accordance with the terms herein. All Services shall be completed by the end of the Term. If the City determines, in its sole discretion, that Provider has satisfactorily performed its obligations under this Agreement, the City Manager or his/her designee may extend the Term for up to two (2) additional one-year periods upon written notice to the Provider.

SECTION THREE COMPENSATION

Provider will provide the Services *[at the rate of OR in the amount of]* [\$
], which includes all fees for time and labor, overhead materials, equipment, insurance, licenses, and any other costs. Periodic progress billings will be due and payable within 30 days of presentation of invoice, provided that each invoice is complete, correct, and undisputed by the City. The annual not to exceed amount of this Agreement is [\$
] (\$
). The total not to exceed amount of this Agreement is [\$
] (\$
).

SECTION FOUR TERMINATION OR SUSPENSION OF SERVICES

4.1. This Agreement may be terminated, in whole or in part, with or without cause, by the City, through its City Manager or his/her designee, upon thirty (30) days written notice to the Provider. In the event of termination, Provider shall be paid compensation for Services properly performed pursuant to the terms of the Agreement up to and including the termination date. The City shall not be liable for anticipated profits based upon Services not yet performed.

4.2. This Agreement may be terminated by the Provider in the event the City defaults in the due observance and performance of any material term or condition contained herein, and such default is not cured within thirty (30) days after the Provider delivers written notice of such default to the City.

4.3. The City may suspend performance by Provider under this Agreement for such period of time as the City, in its sole discretion, may prescribe by providing written notice to the Provider at least ten (10) days prior to the date on which the City will suspend performance. The Provider shall not perform further work under this Agreement after the effective date of the suspension until receipt of written notice from the City to resume performance, and the time period for Provider's performance of the Services shall be extended by the amount of time such performance was suspended.

SECTION FIVE PROVIDER REPRESENTATIONS AND WARRANTIES

5.1. The Provider hereby represents and warrants for the benefit of the City, the following:

5.1.1. Provider is a duly formed validly existing entity and is in good standing pursuant to the laws of the State of Nevada. The Provider is financially solvent, able to pay its debts when due, and possesses sufficient working capital to provide the Services pursuant to this Agreement.

5.1.2. The person executing this Agreement on Provider's behalf has the right, power, and authority to enter into this Agreement and such execution is binding on the Provider.

5.1.3. All Services performed, including deliverables supplied, shall conform to the specifications, drawings, and other descriptions set forth in this Agreement, and shall be performed in a manner consistent with the level of care and skill ordinarily exercised by members of Provider's profession and in accordance with generally accepted industry standards prevailing at the time the Services are performed, and do not infringe the intellectual property of a third party. The foregoing representations and warranties are not intended as a limitation, but are in addition to all other terms set forth in this Agreement and such other warranties as are implied by law, custom, and usage of the trade.

SECTION SIX INDEMNIFICATION

The Parties (individually, the "Indemnitor") shall defend, indemnify, and hold harmless the other Party (the "Indemnitee"), and its officers, agents, employees, subsidiaries and affiliates from any liabilities, claims, damages, losses, expenses, proceedings, actions, judgments, reasonable attorneys' fees, and court costs which the Indemnitee suffers or its officers, agents, employees, subsidiaries or affiliates suffer, as a result of, or arising out of, the negligent or intentional acts or omissions of the Indemnitor, its subcontractors, agents, employees and affiliates, in performance of this Agreement until such time as the applicable statutes of limitation expire. This section survives default, expiration, or termination of this Agreement or excuse of performance.

SECTION SEVEN INDEPENDENT CONTRACTOR

Provider, its employees, subcontractors, and agents are independent contractors and not employees of the City. No approval by City shall be construed as making the City responsible for the manner in which Provider performs the Services or for any negligence, errors, or omissions of Provider, its employees, subcontractors, or agents. All City approvals are intended only to provide the City the right to satisfy itself with the quality of the Services performed by Provider. The City acknowledges and agrees that Provider retains the right to contract with other persons in the course and operation of Provider's business and this Agreement does not restrict Provider's ability to so contract.

SECTION EIGHT CONFIDENTIALITY AND AUTHORIZATIONS FOR ACCESS TO CONFIDENTIAL INFORMATION

8.1. Provider shall treat all information relating to the Services and all information supplied to Provider by the City as confidential and proprietary information of the City and shall not permit its release by Provider's employees, agents, or subcontractors to other parties or make any public announcement or release thereof without the City's prior written consent, except as permitted by law.

82. Provider hereby certifies that it has conducted, procured or reviewed a background check with respect to each employee, agent, or subcontractor of Provider having access to City personnel, data, information, personal property, or real property and has deemed such employee, agent, or subcontractor suitable to receive such information and/or access, and to perform Provider's duties set forth in this Agreement. The City reserves the right to refuse to allow any of Provider's employees, agents or subcontractors access to the City's personnel, data, information, personal property, or real property where such individual does not meet the City's background and security requirements, as determined by the City in its sole discretion.

SECTION NINE INSURANCE

9.1. Provider shall procure and maintain at all times during the performance of the Services, at its own expense, the following insurances:

9.1.1. Workers' Compensation Insurance as required by the applicable legal requirements, covering all persons employed in connection with the matters contemplated hereunder and with respect to whom death or injury claims could be asserted against the City or Provider.

9.1.2. Commercial General Liability (CGL): Insurance Services Office Form CG 00 01 covering CGL on an "occurrence" basis, including products and completed operations, property damage, bodily injury and personal & advertising injury with limits no less than \$3,000,000.00 per occurrence. If a general aggregate limit applies, either the general aggregate limit shall apply separately to this project/location (ISO CG 25 03 05 09 or 25 04 05 09) or the general aggregate limit shall be twice the required occurrence limit.

9.1.3. Automobile Liability: ISO Form Number CA 00 01 covering any auto (Code 1), or if Provider has no owned autos, covering hired, (Code 8) and non-owned autos (Code 9), with limit no less than \$1,000,000.00 per accident for bodily injury and property damage.

9.1.4. Professional Liability (errors and omissions): Insurance appropriate to the Provider's profession with limit no less than \$2,000,000.00 per occurrence or claim, \$4,000,000.00 aggregate.

9.1.5. Requested Liability limits can be provided on a single policy or combination of primary and umbrella, so long as the single occurrence limit is met.

9.1.6. The insurance policies are to contain, or be endorsed to contain, the following provisions:

9.1.6.1. Additional Insured Status: The City, its officers, officials, employees, and volunteers are to be covered as additional insureds on the CGL policy with respect to liability arising out of work or operations performed by or on behalf of the Provider including materials, parts or equipment furnished in

connection with such work or operations. General liability coverage can be provided in the form of an endorsement to the Provider's insurance (at least as broad as ISO Form CG 20 10 11 85 or both CG 20 10, CG 20 26, CG 20 33, or CG 20 38; and CG 20 37 forms if later revisions used).

9.1.62 Primary Coverage: For any claims related to this contract, the Provider's insurance coverage shall be primary insurance coverage at least as broad as ISO CG 20 01 04 13 as respects the City, its officers, officials, employees, and volunteers. Any insurance or self-insurance maintained by the City, its officers, officials, employees, or volunteers shall be excess of the Provider's insurance and shall not contribute with it.

9.1.63 Notice of Cancellation: Each insurance policy required above shall provide that coverage shall not be canceled, except with notice to the City.

9.1.64 Waiver of Subrogation: Provider hereby grants to the City a waiver of any right to subrogation which any insurer of said Provider may acquire against the City by virtue of the payment of any loss under such insurance. Provider agrees to obtain any endorsement that may be necessary to affect this waiver of subrogation, but this provision applies regardless of whether or not the City has received a waiver of subrogation endorsement from the insurer.

9.1.65 The Workers' Compensation policy shall be endorsed with a waiver of subrogation in favor of the City for all work performed by the Provider, its employees, agents, and subcontractors.

9.1.66 Self-Insured Retentions: Self-insured retentions must be declared to and approved by the City. The City may require the Provider to purchase coverage with a lower retention or provide proof of ability to pay losses and related investigations, claim administration, and defense expenses within the retention.

9.1.67 Acceptability of Insurers: Insurance is to be placed with insurers authorized to conduct business in the state with a current A.M. Best's rating of no less than A:VII, unless otherwise acceptable to the City.

9.1.68 Claims Made Policies: If any of the required policies provide claims-made coverage:

9.1.6.8.1. The Retroactive Date must be shown, and must be before the date of the contract or the beginning of contract work.

9.1.6.8.2. Insurance must be maintained and evidence of insurance must be provided for at least five (5) years after completion of the contract of work.

9.1.6.8.3. If coverage is canceled or non-renewed, and not replaced with another claims-made policy form with a Retroactive Date prior to the contract effective date, the Provider must purchase “extended reporting” coverage for a minimum of five (5) years after completion of work.

9.1.7. Verification of Coverage: Provider shall furnish the City with original certificates and amendatory endorsements or copies of the applicable policy language effecting coverage required by this clause. All certificates and endorsements are to be received and approved by the City before work commences. However, failure to obtain the required documents prior to the work beginning shall not waive the Provider’s obligation to provide them. The City reserves the right to require complete, certified copies of all required insurance policies, including endorsements required by these specifications, at any time.

9.1.8. Special Risks or Circumstances: The City reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

SECTION TEN NOTICES

10.1. Any notice requiring or permitted to be given under this Agreement shall be deemed to have been given when received by the party to whom it is directed by email, personal service, hand delivery or United States mail at the following addresses:

To City: City of North Las Vegas
Attention: Joy Yoshida
2250 Las Vegas Blvd., North, Suite 820
North Las Vegas, NV 89030
Phone: 702-633-1745

To Provider: [REDACTED]
Attention: [REDACTED]
[REDACTED]
[REDACTED]
Phone: [REDACTED]

10.2. Either party may, at any time and from time to time, change its address by written notice to the other.

SECTION ELEVEN SAFETY

11.1. Obligation to Comply with Applicable Safety Rules and Standards. Provider shall ensure that it is familiar with all applicable safety and health standards promulgated by state and federal governmental authorities including, but not limited to, all applicable requirements of the Occupational Safety and Health Act of 1970, including all applicable standards published in 29 C.F.R. parts 1910, and 1926 and applicable occupational safety and health standards promulgated under the state of Nevada. Provider further recognizes that, while Provider is performing any work on behalf the City, under the terms of this Agreement, Provider agrees that it has the sole and exclusive responsibility to assure that its employees and the employees of its subcontractors comply at all times with all applicable safety and health standards as above-described and all applicable City safety and health rules.

11.2. Safety Equipment. Provider will supply all of its employees and subcontractors with the appropriate Safety equipment required for performing functions at the City facilities.

SECTION TWELVE ENTIRE AGREEMENT

This Agreement, together with any attachment, contains the entire Agreement between Provider and City relating to rights granted and obligations assumed by the parties hereto. Any prior agreements, promises, negotiations or representations, either oral or written, relating to the subject matter of this Agreement not expressly set forth in this Agreement are of no force or effect.

SECTION THIRTEEN MISCELLANEOUS

13.1. Governing Law and Venue. The laws of the State of Nevada and the North Las Vegas Municipal Code govern the validity, construction, performance and effect of this Agreement, without regard to conflicts of law. All actions shall be initiated in the courts of Clark County, Nevada or the federal district court with jurisdiction over Clark County, Nevada.

13.2. Assignment. Any attempt to assign this Agreement by Provider without the prior written consent of the City shall be void.

13.3. Amendment. This Agreement may be amended or modified only by a writing executed by the City and Provider.

13.4. Controlling Document. To the extent any of the terms or provisions in Exhibit A conflict with this Agreement, the terms and provisions of this Agreement shall govern and control. Any additional, different or conflicting terms or provisions contained in Exhibit B or any other written or oral communication from Provider shall not be binding in any way on the City whether or not such terms would materially alter this Agreement, and the City hereby objects thereto.

135. Time of the Essence. Time is of the essence in the performance of this Agreement and all of its terms, provisions, covenants and conditions.

136. Waiver. No consent or waiver, express or implied, by the Provider or the City of any breach or default by the other in performance of any obligation under the Agreement shall be deemed or construed to be a consent or waiver to or of any other breach or default by such party.

137. Waiver of Consequential Damages. The City shall not be liable to Provider, its agents, or any third party for any consequential, indirect, exemplary or incidental damages, including, without limitation, damages based on delay, loss of use, lost revenues or lost profits. This section survives default, expiration, or termination of this Agreement.

138. Severability. If any provision of this Agreement shall be held to be invalid or unenforceable, the remaining provisions of this Agreement shall remain valid and binding on the parties hereto.

139. No Fiduciary or Joint Venture. This Agreement is not intended to create, and shall not be deemed to create, any relationship between the parties hereto other than that of independent entities contracting with each other solely for the purpose of effecting the provisions of this Agreement. Neither of the parties hereto shall be construed to be the agent, employer, representative, fiduciary, or joint venturer of the other and neither party shall have the power to bind the other by virtue of this Agreement.

13.10. Effect of Termination. In the event this Agreement is terminated, all rights and obligations of the parties hereunder shall cease, other than indemnity obligations and matters that by their terms survive the termination.

13.11. Ownership of Documents. Provider shall treat all information related to this Agreement, all information supplied to Provider by the City, and all documents, reconciliations and reports produced pursuant to this Agreement as confidential and proprietary information of the City and shall not use, share, or release such information to any third-party without the City's prior written permission. This section shall survive the termination or expiration of this Agreement.

13.12. Fiscal Funding Out. The City reasonably believes that sufficient funds can be obtained to make all payments during the Term of this Agreement. Pursuant to NRS Chapter 354, if the City does not allocate funds to continue the function performed by Provider under this Agreement, the Agreement will be terminated when appropriate funds expire.

13.13. Public Record. Pursuant to NRS 239.010 and other applicable legal authority, each and every document provided to the City may be a "Public Record" open to inspection and copying by any person, except for those documents otherwise declared by law to be confidential. The City shall not be liable in any way to Provider for the disclosure of any public record including, but not limited to, documents provided to the City by Provider. In the event the City is required to defend an action with regard to a public records request for documents submitted by Provider, Provider agrees to indemnify, hold harmless, and defend the City from all damages, costs, and expenses,

including court costs and reasonable attorneys' fees related to such public records request. This section shall survive the expiration or early termination of the Agreement.

13.14. Interpretation. The language of this Agreement has been agreed to by both parties to express their mutual intent. The headings contained in this Agreement are for reference purposes only and shall not affect in any way the meaning or interpretation of this Agreement. Preparation of this Agreement has been a joint effort by the City and Provider and the resulting document shall not, solely as a matter of judicial construction, be construed more severely against one of the parties than the other.

13.15. Electronic Signatures. The use of facsimile, email, or other electronic medium shall have the same force and effect as original signatures.

13.16. Counterparts. This Agreement may be executed in counterparts and all of such counterparts, taken together, shall be deemed part of one instrument.

13.17. Federal Funding. Supplier certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, in receipt of a notice of proposed debarment or voluntarily excluded from participation in this transaction by any federal department or agency. This certification is made pursuant to the regulations implementing Executive Order 12549, Debarment and Suspension, 28 C.F.R. pt. 67, § 67.510, as published as pt. VII of the May 26, 1988, Federal Register (pp. 19160-19211), and any relevant program specific regulations. This provision shall be required of every subcontractor receiving any payment in whole or in part from federal funds.

13.18. Boycott of Israel. Pursuant to NRS 332.065(4), Provider certifies that the Provider is not currently engaged in a boycott of Israel, and Provider agrees not to engage in a boycott of Israel during the Term.

13.19. Attorneys' Fees. In the event any action is commenced by either party against the other in connection with this Agreement, the prevailing party shall be entitled to its costs and expenses, including reasonable attorneys' fees, as determined by the court, including without limitation, fees for the services of the City Attorney's Office. This Section 13.19 shall survive the completion of this Agreement until the applicable statutes of limitation expire.

[The remainder of this page is left intentionally blank. Signature page follows.]

IN WITNESS WHEREOF, the City and Provider have executed this Agreement as of the Effective Date.

City of North Las Vegas,
a Nevada municipal corporation

[REDACTED],
a [REDACTED]

By: _____
Pamela A. Goynes-Brown, Mayor

By: _____
Name: _____
Title: _____

Attest:

By: _____
Jackie Rodgers, City Clerk

Approved as to form:

By: _____
Micaela Rustia Moore, City Attorney

**EXHIBIT “H”
Proposal Questions**



CITY OF NORTH LAS VEGAS

1. Organizational Background:

- **Can you provide an overview of your nonprofit organization, including its mission, values, and primary areas of focus?**

The mission of CPLC Nevada, Inc. (CPLC NV) is to Drive Economic and Political Empowerment.

Our Core Values:

CORE VALUES	
Community: <i>Strength in Unity</i>	<ul style="list-style-type: none">• Community Members, Employees Roles & Strengths• Trust: In one another & between departments
Ownership: <i>Accountability to the End</i>	<ul style="list-style-type: none">• Customer Service – See a problem through final resolution
Respect: <i>I Value You</i>	<ul style="list-style-type: none">• Platinum Rule – Treat others as they want to be treated, expertise to one’s knowledge, skills, abilities
Empowerment: <i>Providing Opportunity</i>	<ul style="list-style-type: none">• Community Members, Employees’ Roles and Strengths, Trust in one another and between departments
Integrity: <i>Consistently Honorable</i>	<ul style="list-style-type: none">• Act honorably even when no one is looking, Ethics
Quality Standards: <i>Always Giving the Best</i>	<ul style="list-style-type: none">• Effective and Efficient Processes

CPLC NV was incorporated as a 501 c 3 in Nevada in 2014 and licensed to do business with the City of North Las Vegas (CNLV) under license #112603.

CPLCNV has operations in 6 out of 17 counties in Nevada and provides a full range of programs under its five pillars of service: 1) Social Services and Education; 2) Housing; 3) Economic Development, 4) Integrated Health and Human Services, and 5) Advocacy

- **How did you become aware of our community resource center and what motivated your organization to apply for its operation?**

CPLC NV was asked by the CNLV to be a part of a coalition of several local service providers from the community who were already providing social

services. CPLC NV regularly attended monthly coalition meetings held by the CNLV to identify programming needs, and desired methods of delivering the services. It was through the coalition meetings that CNLV identified that CPLC NV integrated and community-based approach complimented the needs that the CNLV and the community had identified.

After reviewing the RFP, we realized that the DHRC and our missions were in alignment. We had the knowledge, capacity, and willingness to operate the center. Operating the Center would give us another opportunity and platform to serve our communities, particularly low-income minority Latinos of the area that make up over 42% of the residents of CNLV. It would also help increase community access to services and provide an opportunity to continue to build the social safety net well into the CNLV community.

2. Mission Alignment:

- **How does your organization's mission align with the goals and objectives of our community resource center?**

CPLC NV's mission "*To Drive Economic and Political Empowerment*" is in absolute alignment with the DHRC mission to "*Empower and Uplift Our Community*" and its purpose.

The objectives of the DHRC include:

- *Provide a comprehensive range of services and resources to the community leveraging community non-profit providers of vital services that promote CNLV's residents' well-being, education, and resilience.*

CPLC NV currently provides a wide range of comprehensive services that meet community needs as determined by the communities we serve. Over the past ten years CPLC NV has added programming that serves clients from age 15-80+. The service provision that CPLC NV has includes financial literacy, workforce development, referral services, housing counseling, supportive housing just to name a few.

- *Foster community engagement and collaboration.*

CPLC NV uses a community-based model that utilizes a continuous communication feedback loop. The feedback loop ensures that the community is being served in a culturally and linguistically appropriate manner and services are being added or curated based on the changing needs of our clients.

- *Enhance the quality of life for residents through access to valuable programs and resources.*

As described earlier CPLC NV's programming empowers communities by teaching them valuable skills to increase housing security, financial independence, and skill development to name a few. Through CPLC NV's comprehensive programming and nonprofit network we are confident that the DHRC under our operation will meet the

objective of providing resources.

- **Can you share specific examples of projects or initiatives your organization has undertaken that demonstrate alignment with community development and support?**

Since 2010, all CPLC NV initiatives show alignment with Empowering and Uplifting Our Community mission of the center. Here are samples under the following service umbrella few:

Homeless Services: our undermanagement of the Courtyard Homeless Center

Family Empowerment: Housing counseling and financial literacy and Covid-19 recovery emergency services and support

Economic Empowerment: Workforce development and job readiness program that prepares adults and youths to enter and retain employment in the local workforce. Our Prestamos options to affordable credit, small business development and technical assistant services

Education: Youth and Adult education ELS, GED (General Equivalency Diploma), PALS family support and school engagements services

Health & Wellness: our behavioral health services and healthy eating workshops

Civic Engagement & Volunteer: The construction of a Kaboom playground for Child Heaven, the first stop for displaced and abused children in the foster care system, VITA Tax services by certified accountants volunteer services just to name a few. All these in collaboration of community partners, supporters and excellent and committed staff.

3. Nonprofit Experience:

- **Describe your organization's experience in managing and operating nonprofit programs or services, particularly those related to community development and resources.**

Since our inception, we have successfully managed and administered our non-profit operations while safeguarding our assets and those of our funders. We have managed:

- State and federal grants in the development of housing units for sale and rent
- Supported the business community with SBA (Small Business Administration) related services,
- Managed Nevada, Clark County, and city of Las Vegas and CNLV sponsored services for underserved low-income individuals,
- Offers access to affordable capital and technical assistance
- Key responders to the community in times of crisis, with vaccination, and behavioral health services,

- Provides rapid re-housing and
- Offers financial support to pay electrical bills and other emergency needs.

CPLC NV operational strength also comes from organizational leadership and managerial skills. CPLC NV has over 10 years of non-profit, government and social services background. In tandem with competent leadership CPLC NV has a knowledgeable professional supporting the administrative functions essential to smooth operations including HR, Finance, ITMS, Legal, Communication, PR, Resource Development to support CPLC NV operational strategies and objectives.

- **Have you worked on projects that involve collaboration with other nonprofits, government agencies, or community stakeholders? If so, please describe the initiative.**

YouthBuild is a national program funded by the Department of Labor. It requires monthly meetings, and regular reporting to the Federal Department of Labor. The 3-year project requires collaboration with other non-profits such as Habitat for Humanity to provide on-the-job work experience. Other partnerships that support our YouthBuild program are Clark County Foster Care Services, Shonnon West Homeless Shelter for Teens, R.I.S.E. Homes transitional living, Project 150, Just One Project, SHRHA, and several elected officials from various governmental agencies that come speak to our YouthBuild participants.

Our Vita Tax services are for seniors and veterans. We coordinated services with over 20 certified tax accountants and 800+ low-income senior and veterans

Workforce Services Program through a partnership with the Federal Department of Labor and in partnership with the State's Department of Employment, Training & Rehabilitation CPLC NV manages and administers a workforce and development for adult dislocated workers ages 25 – 54 years of age. This program partners with dozens of organizations to train, certify and support unemployed, and under-employed adults in our community.

What current initiatives do you have funding for, and will this be applied to the DHRC?

CPLC NV currently has funding for the following programs that can be offered at DHRC; the YouthBuild Program, the Workforce Development DETR program, Pediatric Access Line – PAL program, Housing Counseling program, Utility assistance program, HOPWA (Housing Opportunities for Persons With AIDS) program, PRESTAMOS – Small Business services, holiday gift assistance program, and regular resource fairs.

4. Capacity and Resources:

- **What is your organization's capacity to effectively manage and sustain the community resource center, both in terms of personnel and financial resources?**

CPLC NV has the infrastructure and capacity to effectively manage the center's activities. In addition, we can leverage experience and lessons learned of our parent company's 30 years managing community centers in Arizona. CPLC NV is a solvent organization with over 100 employees. We currently manage an annual budget of \$13,727,700.00

- **How do you plan to secure funding and resources to support the center's ongoing operations and programs?**

CPLC will use the services of ten dedicated grant writers and development professionals, that will work closely with centers Manager and CNLV team to identify and secure additional financial resources (e.g., government grants, corporate/foundation grants, corporate sponsorship, major gifts, individual giving, special events, and in-kind donations) to sustain and grow the program;

Community Collaboration:

- **How does your organization plan to collaborate with local community members, organizations, and leaders in the operation of the resource center?**

CPLC NV has a strong, reputable presence in the community. Through years of service and advocacy, CPLC has established relationships of trust with several institutions at national, state, and local levels; they include non-profits, media outlets, churches, schools, and elected officials. These partnerships will allow CPLC NV the ability to reach a wide range of community members to collaborate in the delivery of services to be provided at the DHRC, these strong partnerships will also assist in reaching those in the community that need the services.

- **Can you provide examples of successful collaborations your organization has engaged in to address community needs?**

As mentioned before YouthBuild is a national program funded by the Department of Labor. It requires monthly meetings, and regular reporting to the Federal Department of Labor. The 3-year project requires collaboration with other non-profits such as Habitat for Humanity to provide on-the-job work experience. Other partnerships that support our YouthBuild program are Clark County Foster Care Services, Shonnon West Homeless Shelter for Teens, R.I.S.E. Homes transitional living, Project 150, Just One Project, SNRHA, and several elected officials from various governmental agencies that come speak to our YouthBuild participants.

This collaboration is considered a success as we have had 75 YouthBuild participants gain 95% knowledge and experience. 71 have successfully received their HiSET high school equivalency diploma while making \$15.00 per hour working on pre-approved job sites.

Our Vita Tax services are for seniors and veterans. We coordinated services with over 20 certified tax accountants and 800+ low-income senior and veterans

Equity and Inclusion:

- **How does your organization prioritize equity and inclusion in its programs and services?**

CPLC NV shares its roots as an affiliate organization of CPLC which was founded upon the goal of ensuring equal access to education for Latino/a students in South Phoenix. Since CPLC NV's founding over 13 years ago it has grown significantly since this time in both size and scope of services and programs; however, it remains committed to supporting equity, not just to education but to multiple supports that impact an individual's prosperity and well-being—housing, safe neighborhoods, healthcare, quality jobs, and social supports. Although CPLC NV's roots are in the Latina/o community, today it is committed to achieving equity for all individuals regardless of background.

Equity is the lens through which CPLC NV views every opportunity, decision, or action, asking the questions 1) Are the people impacted at the decision-making table? 2) What perspectives are we

engaging to identify strategies? 3) How will strategies impact different community members/groups? 4) Do we have the experience to know the root cause of the problem? 5) Do strategies address the root cause of the problem? 6) Will strategies be culturally relevant to the community members/groups we are trying to serve?

CPLC' NVs Governing Board and leadership staff reflect the diversity of the communities it serves.

CPLC NV intentionally locates its services in low-income, low opportunity communities with high percentages of minority residents, including our office on Maryland Parkway and Bonanza. These communities have been disproportionately impacted by the pandemic, experiencing both higher incidence rates and economic repercussions. CPLC NV has responded by addressing immediate needs and fostering resiliency. A few examples of these efforts are summarized below:

Supplying emergency food boxes for families

Helping to bridge the digital divide by providing computers and internet access so children can access virtual learning

Furnishing virtual workforce development services to individuals who have lost jobs

Offering small business forgivable loans and technical assistance so that small businesses can survive the pandemic and build the capacity to thrive in the post-pandemic business climate

- **What steps will you take to ensure that the community resource center is accessible and beneficial to all members of the community, including underrepresented groups?**

At CPLC NV we provide ADA accommodation. We are an inclusive organization where equality and diversity are valued among its employees, the community, and the individuals we serve. CPLC-NV has no tolerance for discrimination either directly or indirectly regarding employment or accessing services where service needs can be met with reasonable accommodation. Any accommodation decision, for or against the provision, criterion, or practice, will meet all applicable laws and requirements.

To ensure our programs meet the community needs, we will have low-income community members provide feedback on a constant and continuous basis. CPLC NV works with clients, and compensates them as subject matter experts, for their “lived experience.” We ensure all voices, especially those with “lived expertise,” are heard and have a seat at the table when discussing solutions to various housing and or community issues that have consequences for families being served.

5. Impact Measurement:

- **How does your organization measure the impact of its programs, and what metrics would you use to evaluate the success of the community resource center?**

Through the development data collection tools such pre-post tests, client satisfaction surveys and feedback loops for program participants and community members to express their opinions on the program meeting needs, additional services that can be added and quality of service measurements. Our teams work collaboratively with its funders to develop proper mechanisms and protocols to ensure that data collection, evaluation and reporting activities are conducted accurately and in a timely manner.

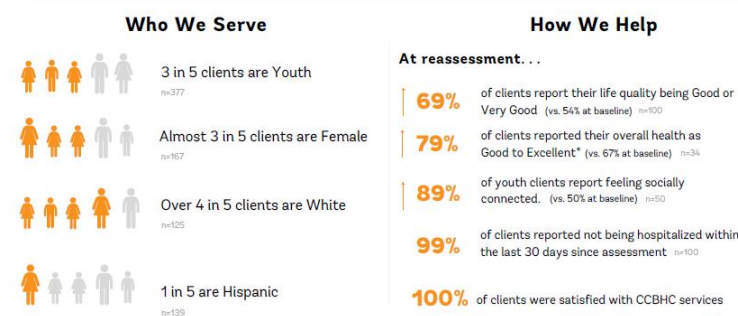
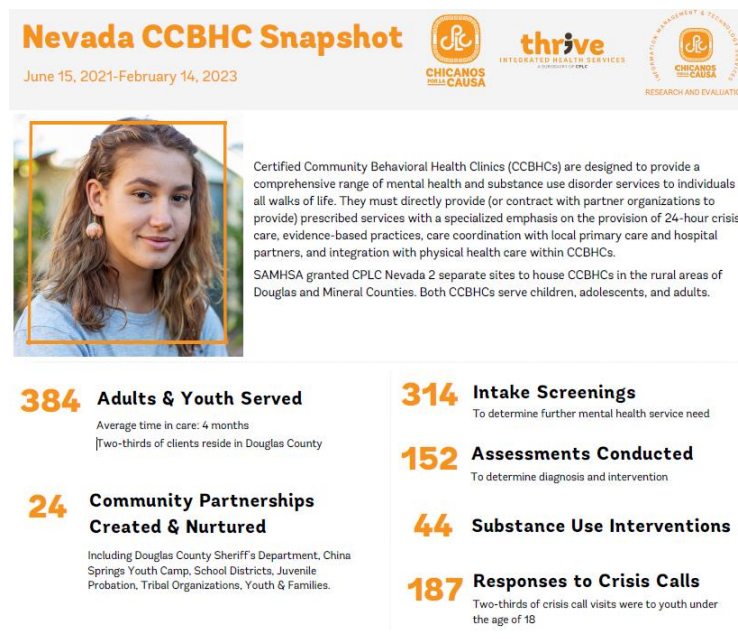
- Can you provide examples of outcomes and successes from your organization's previous initiatives?

Courtyard



72% of guests are satisfied with services provided at the Courtyard.
vs. 61% in 2020 (Statistically Significant Increase) N=138

72% of guests feel safe at the Courtyard.
vs. 67% in 2020 N=138



6. Sustainability:

- What strategies does your organization employ to ensure the long-term sustainability of its projects and programs?

CPLC NV has a team of 10 dedicated grant writers whose purpose is to identify and seek funding opportunities that would complement and fund our programs,

including DHRC. In addition, CPLC NV is constantly seeking additional funding sources to ensure a continuation of services. CPLC NV also relies heavily on data collection, and successful trends to make data-driven decisions.

- **How do you plan to engage the community in supporting and sustaining the resource center over time?**

CPLC NV leadership team will work diligently with the CNLV representatives in creating awareness of centers services and future needs among local community stakeholders and funders. DHRC Manager and Coordinator will engage and communicate with community stakeholders via e-mail, telephone and letters on center related matters including action plan benchmarks and deliverables. It will inform the community of fundraising efforts and events. At events, the need for support, including financial support will be clearly expressed.

2. Volunteer Engagement:

- **How does your organization recruit, train, and retain volunteers to support community initiatives?**

Investing in Volunteer Management Software is essential for a successful volunteer program. With this software you can post future volunteer opportunities, track volunteer hours, and house the database of individual volunteers and volunteer groups in one centralized location. CPLC NV engages volunteers through social media platforms and through partnerships with businesses, non-profits, local churches, high schools, and other community organizations seeking to expand their relationship with the community beyond a monetary contribution. Training our volunteers for service projects may require several instructional sessions prior to the event such as the annual Homeless Census Count that requires exact reporting, or it can be as simple as a pre-event huddle to provide clear instructions, make assignments, provide necessary equipment, and emphasize the importance of safety and excellent customer service. Volunteers want to be useful and be engaged with those they are serving; they also need to be recognized for their service; CPLC NV understands that meeting their needs as volunteers increases the retention rate of our volunteers.

- **Can you share experiences where volunteers played a significant role in achieving the organization's goals?**

A large event was at the volunteer construction site of the Kaboom playground for children in the foster care system. Our staff, with Kaboom construction team, coordinated the activities of over 300 volunteers and completed the playground construction in one day.

On a smaller scale, volunteers and staff coordinate and execute the annual Trick-a-Trunk Halloween holiday celebration for hundreds of children, that provided a safe, fun place to celebrate the holiday with their friends and family.

Another example of significant impact was our Vita Tax income tax preparation

initiative where volunteer accountants played a pivotal role in providing free tax preparation for lower income families and individuals.

3. Adaptability and Flexibility:

- **How does your organization approach adaptability and flexibility in responding to changing community needs or unexpected challenges?**

CPLC NV is an organization that has thrived in fast-changing non-profit and community development landscapes. We have been able to serve the State of NV for over 13 years due to prioritizing adaptability and flexibility. We do this by instituting the following: Building a Culture of Learning and Continuous Improvement; CPLC NV's Research and Evaluation Team use a feedback loop to ensure we meet program deliverables. Through this process CPLC NV ensures that we adapt our programs to meet the needs of something unforeseen happens.

CPLC NV Leadership Encourages open communication and feedback. Under our Operational expertise CPLC NV will regularly gather information from the community and our service providers/ and front-line staff to identify emerging needs and challenges. Open communication can only be accomplished by fostering an environment where staff have the bandwidth to bring forward mistakes and brainstorm solutions for the feedback loop to work.

CPLC NV will create cross functional/ agency/ departmental teams at the DHRC to ensure that we are able to create an environment where the DHRC under our operational guidance will support and respond to the changing needs or unexpected community challenges.

- **Can you provide an example of a situation where your organization had to pivot its strategy in response to evolving circumstances?**

Covid-19 pandemic challenged the organization to quickly adapt and show flexibility in responding to a community in crisis where many were afraid to get health care, or risk family members health and sustainability. CPLC NV had to step up and immediately convened internal agency and community agencies key leadership, staff to evaluate the best course of action to address the crisis. While concurrently we had internal meetings to discuss strategy and needs to quickly adapt our service delivery to online, find creative ways to implement new work schedules and the selection of critical services to be delivered to help combat the impact to our communities and of course our own families. Organization, close communication, and open mind were key to the success of our changes Not only within our agency but in the acceptance of these changes by those we served.

While the agency had emergency plans, we were unprepared for the impact of the Covid-19 pandemic and its impact on traditional service provision. With the use of its existing technology and infrastructure CPLC NV was still able to assist clients and communities at this stressful time. CPLC NV instituted in alignment with CDC measures, protocols, and tools; to protect staff and clients. Our leadership and staff worked collaboratively and respectfully with local governments, the federal government and other community non-profits to find and develop creative and alternative options to remain open. CPLC NV was

nimble, assertive, and compassionate and proved that the agency and its team were able to meet unexpected challenges and demands.