**INTRODUCTION:**

The City of Austin (City) seeks applications in response to this Request for Applications (RFA) from a qualified nonprofit or government entity (Applicant) to provide immigration legal services. Applicants should have successful experience providing the proposed services and/or working with the proposed target population. Applications can include proposals for expanding existing services or implementing new services.

The proposed services shall serve individuals and families who are residents of Austin and/or Travis County with gross household income at or below 200% of federal poverty guidelines, with exceptions to this eligibility requirement for services provided to homeless individuals and families, and those who are victims of violence.

Applicants should have expertise including, but not limited to licensed attorney representation for civil legal assistance, Board of Immigration Appeals recognized and accredited legal representation, and nonrepresentational legal services and assistance by qualified advocates, including provision of legal information and legal clinics.

The Austin City Council has directed that all programs funded through this competitive solicitation be consistent with the goals of the Imagine Austin Comprehensive Plan.

**PURPOSE**:

The purpose of this competitive solicitation is to establish an agreement with a qualified nonprofit or government entity for immigration legal services which should include, but not be limited to services for removal defense clients, Deferred Action Against Childhood Arrivals (DACA) clients, asylum seekers, Violence Against Women Act petitions, U-Visa seekers, T-Visa seekers, and/or clients pursuing permanent residency. Applicants should aspire to using a “universal representation” model that serves any immigrant in need of legal representation who meets income and geographic eligibility requirements.

**FUNDING AND TIMELINE:**

$135,00 in total funding is available for an initial program period beginning April 1, 2018 through March 31, 2019, with up to four 12-month extension options not to exceed $60,000 each, for a total grant period not to exceed 60 months (contingent on Council approval of funding during future budget processes). The $135,000 for the initial 12 month period includes $75,000 of one-time funding. It is anticipated that the funding will be awarded to one Applicant. Potential Applicants may bid to provide services as one agency or through a collaboration, but there may be only one agency as the lead Applicant.

**APPLICATION SUBMISSION REQUIREMENTS**

The Applicant must submit its response in two **SEPARATE** sealed envelopes.

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| **ENVELOPE #1: THRESHOLD REVIEW**  *This envelope must be sealed and contain the following:*   1. **Application Threshold Checklist – Section 0610** 2. Required Threshold Attachments   🞏 Current Board of Directors Bylaws  🞏 Copy of the most recently filed IRS Form 990 or 990 EZ (no older than  FY2016)  🞏 A complete set of audited financial statements which include the auditor’s  opinion and any management letters, covering the two most recent  consecutive audit years  🞏 Approved Board of Directors minutes during the previous fiscal year reflecting the  Board has a documented process that:   1. Reviews program performance 2. Approves budgets 3. Reviews financial performance 4. Approves audit reports   The envelope should be labeled: THRESHOLD REVIEW CHECKLIST  [NAME OF AGENCY]  [NAME OF PROPOSED PROGRAM] |

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| **ENVELOPE #2: APPLICATION DOCMENTS**  *This envelope must be sealed and contain the following:*  ***1 paper copy and 5 CDs or flash drives each containing all the elements below:***   1. **Completed Application – Section 0500** 2. Required Sections   🞏 Section 0050 – RFA Offer Sheet  🞏 Section 0645 – Program Staff Positions and Time  🞏 Section 0650 – Program Budget and Narrative  🞏 Section 0835 – Nonresident Bidder Provisions   1. Optional Attachments (if applicable)   🞏 Staff resumes and/or job descriptions (*reference question 1.20*)  🞏 Approved & signed Healthy Service Environment policy/policies (*reference*  *question 3.1*)  The envelope should be labeled: APPLICATION DOCUMENTS  [NAME OF AGENCY]  [NAME OF PROPOSED PROGRAM] |

**ENVELOPES SHOULD BE HAND DELIVERED IN A BOX WITH THE SOLICITATION NUMBER ILS2018LW CLEARLY MARKED ON THE OUTSIDE TO AUSTIN PUBLIC HEALTH LOCATED AT 7201 LEVANDER LOOP (BUILDING H), AUSTIN, TX 78702 NO LATER THAN 11:00AM ON FEBRUARY 5, 2018.**

**Application Evaluation**

Applicants must address each question in Parts I & II below to be considered responsive to the goals of this RFA. Part III is optional and is not required in order for an application to be considered responsive. A total of 100 points may be awarded to the application in Parts I & II below with an additional 10 bonus points available in Part III for a potential of 110 total evaluation points. The maximum score per section is noted at the beginning of each section. All applications will be evaluated as to how the proposed program aligns with the goals of this RFA and whether each question has been adequately addressed.

**Application Format**

Responses should be included for each question in Parts I & II below and follow the word limit assigned for each question. Applicants may fill in the responses directly on this form or compile responses in a separate document.

If compiling responses in a separate document, clearly label each question and number, use size 12 Times New Roman font, double-space the document, use 1” margins, and print single sided on 8 ½ x 11 inch white paper without page scaling.

Do not submit booklets, pamphlets, or other bulky items. Do not use covers, card stock, staples, binders, notebooks, or dividers with tabs. Fasten the proposal with binder clips only.

**APPLICATION QUESTIONS**

Please provide a response or write N/A for not applicable in the boxes provided for each question below. It is preferable to be repetitive rather than to leave sections incomplete.

**ELIGIBLE APPLICANTS**

No points are assigned to this section, but a response is required for each question below.

**QUESTION** **1.1**: Please provide a brief description of the Applicant (agency applying for this solicitation). (*250 word limit*)

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**Applicants must meet all of the following criteria to be eligible for a grant award through this solicitation process.**

1. Applicants shall be a nonprofit or government entity that can legally contract with the City of Austin (City)
2. City policy does not permit entering into an agreement with an entity that owes taxes to the City.
3. The Applicant and its principals may not be currently suspended or debarred from doing business with the Federal Government, as indicated by the United States General Services Administration list of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
4. Applicants shall be able to meet the City’s insurance requirements for social services grantees. See the insurance requirements in Section 0400 of the RFA.
5. The Applicant’s Board of Directors shall:
   1. Have specific terms delineated by a beginning and ending date
   2. Meet in person a minimum of four times per fiscal year
6. Within the last five years, the Applicant shall have a minimum of two years successful experience working with the proposed target populations and/or providing the proposed service(s) to clients.

**QUESTION 1.2:** Describe how the Applicant meets criteria a-d listed above (please note that a copy of the Board of Directors bylaws and the most recently filed IRS Form 990 or 990 EZ are required documents as discussed in the Application Submission Requirements section of this application). (*100 word limit*)

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**QUESTION 1.3:** Provide the following contact information for the person in your organization authorized to negotiate Agreement terms and render binding decisions on Agreement matters.

1. Name
2. Email address
3. Mailing address
4. Telephone number

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**PART I – PROGRAM OVERVIEW & STRATEGY Total points: 80**

**BACKGROUND:**

The City Council declared Austin a Welcoming City through Resolution 20140320-049 to “celebrate contributions of the immigrant community and demonstrate that the City strives to include immigrants in all aspects of our City.” Through multiple Council actions, the City has invested in immigration legal services and other inclusive services specifically for the immigrant community. During the Fiscal Year 2017-18 budget process, Council increased the City’s investment for immigration legal services. Funding is included in this solicitation for an initial program period beginning April 1, 2018 through March 31, 2019 for $135,000, with up to four 12-month extension options not to exceed $60,000 each, for a total grant period not to exceed 60 months (contingent on Council approval during future budget processes).

**PROGRAM STRATEGIES & TARGET POPULATION:**

The Applicant proposing services may include expanding existing services or implementing new services. Potential Applicants may bid to provide services as one agency or through a collaboration, but one agency must be designated as the lead Applicant.

Clients will be residents of the City of Austin and/or Travis County with gross household income at or below 200% of federal poverty guidelines, with exceptions to these eligibility requirements for homeless individuals and families and those who are victims of violence.

The Applicant will demonstrate experience with clients in one or more of the following areas:

1. Removal Defense Clients: The program would serve clients currently in detention that previously resided in Austin and/or Travis County, and those that are awaiting their court date outside of detention centers and within Austin and/or Travis County, who are facing deportation from the United States.
2. Deferred Action Against Childhood Arrivals (DACA) Clients: The program would represent undocumented immigrants who were brought to the United States as children, as well as current DACA “Dreamers” whose immigration status is insecure.
3. Asylum Seekers: The program would represent individuals and their families who have arrived in the United States seeking asylum. Clients will be comprised of individuals and families who have received formal asylum-seeker status and those who have not yet engaged with Federal government
4. Violence Against Women Act petitions: The program will serve both men and women who seek to obtain a green card without the cooperation of the U.S. citizen or permanent resident who is abusing them.
5. U-Visa Seekers: The program will serve clients who are victims of crimes and their immediate family members who qualify for a non-immigrant U-Visa. Clients will have suffered substantial or physical abuse and are willing to assist law enforcement and government officials in the investigation or prosecution of the criminal activity.
6. T-Visa Seekers: The program will serve clients who are victims of human trafficking and their immediate family members with assistance to remain and temporarily work in the United States.
7. Permanent Residency: The program will assist clients who qualify to become permanent residents in efforts to achieve stable permanency

The Applicant will provide the following through direct services or subgrantees:

* Licensed attorney representation for legal assistance
* Board of Immigration Appeals recognized and accredited legal representation

**PROGRAM STRATEGY:**

**QUESTION 1.4:** Describe how the services are provided, and the activities and content of proposed services, including how they are delivered, by whom, the average client/case load per staff and other relevant information that clearly illustrates service provision processes. (*600 word limit*)

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**QUESTION 1.5:** Describe the duration of services for clients, including average service duration per client, any duration limits on services for clients, and how the duration of services supports program goals. (*200 word limit*)

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**QUESTION 1.6:** Describe the termination or discharge process for clients. (*150 word limit*)

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**QUESTION 1.7:** Coordinating services with services being provided by other agencies relevant to the proposed program strategy/strategies has the potential to minimize duplication of efforts and maximize client access to services.

Please describe how the Applicant coordinates with other agencies (*i.e. to refer and receive clients, to provide comprehensive services, etc.*). If you are not currently coordinating with other agencies, describe your plan for establishing coordination. (*150 word limit*)

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**QUESTION 1.8:** Describe any barriers and/or challenges your agency may encounter implementing the proposed services and how your agency will overcome them. (*150 word limit*)

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**QUESTION 1.9:** Describe successful experience within the last five (5) years providing services identical or similar to those proposed in this application. If proposing new services, describe relevant experience or expertise within your agency that you anticipate will help the program succeed. (*150 word limit*)

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**POPULATION(S) SERVED:**

**QUESTION 1.10:** Describe the target population(s) (*the people the proposed program is intended to serve*) that will be served and explain how this population is similar to or different from your current service population. (*150 word limit*)

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**QUESTION 1.11:** If the target population(s) is similar to your current service population, please provide a description of your experience and success working with this population. (*150 word limit*)

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**QUESTION 1.12:** If the target population(s) is different from your current service population, describe the modifications and new strategies you will implement to serve the new target population(s). (*150 word limit*)

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**QUESTION 1.13:** Describe any barriers and/or challenges the target population(s) may encounter accessing services and how these barriers and challenges will be mitigated. (*150 word limit*)

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**QUESTION 1.14:** Describe how the Applicant’s policies and practices will align with the following National Culturally and Linguistically Appropriate Services (CLAS) Standards in Health and Health Care (<http://minorityhealth.hhs.gov/templates/browse.aspx?lvl=2&lvlID=15>) to ensure cultural and language differences are not a barrier to receiving immigration legal services. (*200 word limit*)

1. Educate and train governance, leadership, and workforce in culturally and linguistically appropriate policies and practices on an ongoing basis.
2. Offer language assistance to individuals who have limited English proficiency and/or other communication needs, at no cost to them, to facilitate timely access to all health care and services.
3. Inform all individuals of the availability of language assistance services clearly and in their preferred language, verbally and in writing.
4. Ensure the competence of individuals providing language assistance, recognizing that the use of untrained individuals and/or minors as interpreters should be avoided.

*Agencies are encouraged to implement all 15 CLAS Standards listed on the website identified in the previous sentence but no additional points will be given for doing so.*

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**DATA MANAGEMENT AND PROGRAM EVALUATION:**

**QUESTION 1.15:** Describe past successes and challenges with data management and reporting, including past experience using an electronic data system. (*100 word limit*)

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**QUESTION 1.16:** Describe how data are used for identifying problems in strategies, service delivery, and expenditures, and how that information is used to improve practices and program effectiveness. (*100 word limit*)

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**AGREEMENT TERMS AND CONDITIONS**

**QUESTION 1.17:** Austin Public Health uses a standard boilerplate agreement for social services agreements in addition to negotiated work statements and other contract exhibits that are specific to each program. Please review all portions of Section 0700 – Standard Agreement Boiler, andconfirm that your organization will be able to comply with all terms and conditions included in the document. Please also describe any previous successful experience you have with managing agreements with similar requirements. (*100 word limit*)

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**STAFFING PLAN:**

**QUESTION 1.18:** Describe the overall staffing plan to accomplish activities including project leadership, reporting responsibilities, and daily program operations. (*100 word limit*)

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**QUESTION 1.19:** Using Section 0645 – Program Staff Positions and Time, list each applicable staff member by title and the percentage of each position’s time to be spent on the program. Provide any additional context in the box provided below. (*100 word limit*)

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**QUESTION 1.20:** In addition to completing Section 0645, please provide position descriptions, qualifications, and/or certifications required for staff members in your agency that work directly with clients in the space provided below. Applicants may attach up to 10 additional pages that includes staff resumes and/or job descriptions as supplemental documentation for this question. (*150 word limit*)

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**CLIENT ELIGIBILITY REQUIREMENTS:**

The client eligibility requirements for this RFA are outlined in Section 0620 – Client Eligibility Requirements. The City requires all awarded agencies to maintain a complete and current record of client eligibility throughout the entire contract period (e.g. client file or electronic record) that includes documentation of the elements listed in Section 0620.

**QUESTION 1.21:** Describe how the Client Eligibility Requirements (Section 0620) will be documented for the target population(s) identified in the application. (*100 word limit*)

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**OUTCOMES & OUTPUTS:**

Austin Public Health measures outcomes as part of social services agreements to track performance and results for clients. The following table provides an example of the format expected for program outcomes.

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| **Total Program Performance – OUTCOME EXAMPLE** | **Total Program Annual Goal** |
| **Proposed Outcome Measure** |  |
| Number of individuals increasing employment income  (numerator) | 42 |
| Number of individuals exiting the program  (denominator) | 65 |
| **Percent of individuals increasing employment income**  (outcome rate) | **64.6 %** |

Due to the nature of the services included in this program, there will likely be a need for a short-term and long-term outcome.

**QUESTION 1.22:** Please propose a **short-term outcome** in the table below, and provide additional context that explains why this proposed measure is the best fit for proposed program(s). Please also briefly describe how the proposed measure will be collected and tracked. (*150 word limit*)

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| --- | --- |
| **Total Program Performance – OUTCOME** | **Total Program Goal** |
| **Proposed Outcome Measure** |  |
| (numerator) |  |
| (denominator) |  |
| (outcome rate) | **%** |

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| **Additional comments:** |

**QUESTION 1.23:** Please propose a **long-term** **outcome** in the table below, and provide additional context that explains why this proposed measure is the best fit for proposed program(s). Please also briefly describe how the proposed measure will be collected and tracked. (*150 word limit*)

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| **Total Program Performance – OUTCOME** | **Total Program Annual Goal** |
| **Proposed Outcome Measure** |  |
| (numerator) |  |
| (denominator) |  |
| (outcome rate) | **%** |

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| **Additional comments:** |

**All applications must also include the following high-level output:**

Output: Number of unduplicated clients served per 12-month agreement period.

**QUESTION 1.24:** Please provide a proposed goal for the number of unduplicated clients served by the total program as well as any additional context. The annual goal should be based on past performance experience, budgeted program costs, and/or best estimates. The annual goal for **unduplicated clients served should be for** **the total program** including City funding and all other funding sources.

Please note that if your organization has multiple programs, that only the unduplicated clients served by the immigration legal services program that the City of Austin will provide funding for should be included in this response. (*100 word limit*)

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| **Number of unduplicated clients served per annual contract period:**  **Additional comments:** |

**QUESTION 1.25:** Explain how data necessary for reporting on program performance will be collected without violating Client/Attorney Privilege.

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**CONNECTION TO IMAGINE AUSTIN:**

Imagine Austin is a 30-year plan for the City’s future and anticipated growth that was developed from extensive community input. Imagine Austin is based on Austin’s greatest asset: its people, and lays out a vision for future City growth.

Unlike typical municipal comprehensive plans, Imagine Austin also covers quality of life issues beyond land use, like investing in our creative economy and advancing healthy, affordable living. Together, the City of Austin is partnering with the community for a more livable and vibrant Austin.

The Applicant shall indicate how the proposed program strategy/strategies in this application correspond to the Imagine Austin Comprehensive Plan vision statement **and** one or more of its core mission statements.

**The Imagine Austin Comprehensive Plan vision statement states:**

**“Austin is a beacon of sustainability, social equity, and economic opportunity; where diversity and creativity are celebrated; where community needs and values are recognized; where leadership comes from its citizens, and where the necessities of life are affordable and accessible to all.”**

**Imagine Austin’s core mission statements**, as they relate to the City’s social service investments, are as follows:

**Austin is Livable**: All residents have a variety of urban, suburban, and semi-rural lifestyle choices with access to quality schools, libraries, parks and recreation, health and human services, and other outstanding public facilities and services.

1. Austin’s diverse population is active and healthy, with access to locally-grown, nourishing foods and affordable healthcare

**Austin is Educated**: Austin provides everyone with an equal opportunity for the highest quality of education that allows them to fully develop their potential. Networks of community partnerships support our schools and ensure that our children receive the resources and services they need to thrive and learn.

1. Our school campuses provide safe and stable environments enabling future success
2. Every child in Austin has the chance to engage with other cultures, communities, and languages, providing pathways for healthy development and the critical thinking skills students need as future citizens of Austin and the world.

**Austin is Prosperous**: Austin’s prosperity exists because of the overall health, vitality, and sustainability of the city as a whole — including the skills, hard work, and qualities of our citizens, the stewardship of our natural resources, and developing conditions that foster both local businesses and large institutions.

1. Equitable opportunities are accessible to all through quality education, training, and good jobs

**Austin Values and Respects its People**: Austin is its people. Our city is home to engaged, compassionate, creative, and independent thinking people, where diversity is a source of strength, and where we have the opportunity to fully participate and fulfill our potential.

People across all parts of the city and of all ages and income levels live in safe, stable neighborhoods with a variety of affordable and accessible homes with access to healthy food, economic opportunity, healthcare, education, and transportation (<http://assets.austintexas.gov///webiacpfullreduced.pdf>).

**QUESTION 1.26:** Describe how the proposed program strategy/strategies correspond to the Imagine Austin Comprehensive Plan vision statement **and** one or more of its core mission statements. (*150 word limit*)

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**Part II – Cost Effectiveness Total points: 20**

It is required that Applicants complete Section 0650 – Program Budget and Narrative prior to responding to the questions in this section of the application. Applicants are encouraged to submit a budget request for the full $135,000 in City funding available for the initial program period.

Applicants shall also provide responses to the following questions to describe the budget necessary to accomplish the proposed program strategy/strategies. The application will be evaluated on how well it addresses **all** of the following questions:

**BUDGET:**

**QUESTION 2.1:** Provide the total amount of City funding requested and a summary description of the budget justification for the program strategy/strategies. All expenses should be identifiable, reasonable, and necessary. Please note that Applicants must use Section 0650 – Program Budget and Narrative to provide the required budget information. (*100 word limit*)

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**QUESTION 2.2:** Using Section 0650 – Program Budget and Narrative, provide an overview of all funding sources the Applicant will use for the proposed project. Please provide additional context for the funding sources below. (*100 word limit*)

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**COST PER CLIENT:**

**QUESTION 2.3:** Describe the average cost per client from all funding sources for the entire proposed program. The response should include clients served by all funding sources including the requested City funding.

Please note that an agency may have multiple programs, and this section is requesting the cost per client only for the proposed program in this application. (*100 word limit*)

Cost per client = Total program funding (City funding requested & all other funding sources)

Total clients served by program

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**SOCIAL IMPACT & RETURN ON INVESTMENT:**

**QUESTION 2.4:** Describe the social impact and/or return on investment for clients and/or the community resulting from the proposed services.

Social impact and return on investment refer to the proposed program’s positive impact on social, financial, environmental, and/or quality of life factors for clients and/or the community. (*150 word limit*)

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**Part III – Bonus Evaluation Points Total points: 10**

1. **Healthy Service Environment**

**Maximum 10 points**

A maximum of 10 points will be awarded for Applicants who create a healthy service environment for their clients, visitors, and staff. Applicants will be awarded the point values indicated below for having implemented **or** agreeing to implement prior to 4/01/18 any or all of the four (4) Healthy Service Environment policies with a maximum award of 10 points for all four (4) policies described below.

* Tobacco-free Campus (**3 points**) - Applicant has established and is enforcing a tobacco-free worksite policy and has developed initiatives and programming that promotes tobacco-free living. A tobacco-free campus policy states:
  + Use of tobacco products of any kind are not permitted on any property owned, leased, or rented by the organization (indoors and outdoors). This also includes parking areas and company cars. The policy applies to all employees, subcontractors, temporary workers, and visitors.
* Mother-Friendly Workplace (**3 points**) - Applicant actively promotes and supports breastfeeding by employees and maintains a written worksite lactation support policy that is regularly communicated to employees. The policy includes:
  + employer provides work schedule flexibility, including scheduling breaks and work patterns to provide time for expression of milk;
  + the provision of accessible locations allowing privacy;
  + access nearby to a clean, safe water source and a sink for washing hands and rinsing out any needed breast-pumping equipment; and
  + access to hygienic storage alternatives in the workplace for the mother’s breast milk (may include the allowance of personal coolers onsite).
* Employee Wellness Initiative (**3 points**) - The Applicant has a comprehensive Employee Wellness Initiative in place that promotes nutrition, physical activity, tobacco-free living, and the mental health of employees. The initiative encompasses healthy changes to the physical worksite environment as well as formal, written health promotion policies, programs or benefits impacting all employees. The initiative is promoted through educational and issue awareness efforts by the Applicant, signage and a supportive company culture, championed by leadership.
* Violence Prevention Policy (**1 point**) - The Applicant is committed to providing a safe environment for working and conducting business. The Applicant will not tolerate or ignore behaviors that are threatening or violent in nature. The Applicant has a procedure to provide guidance for identifying and reporting threats and workplace violence.

**QUESTION 3.1:** If applicable, describe how the Applicant **has implemented** one or more of the Healthy Service Environment policies outlined above. Include the approved and signed policy/policies as an attachment to the application. (*150 word limit*)

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**QUESTION 3.2:** If applicable, describe how the Applicant **plans to implement** one or more of the Healthy Service Environment policies outlined above. Include the key personnel, by position title only, responsible for ensuring implementation.

Technical assistance is available from the City of Austin Health and Human Services Department Chronic Disease Prevention and Control Program to assist Applicants in planning and implementing a Tobacco-free Campus policy, Mother-Friendly Workplace policy and Employee Wellness Initiative. They can be contacted at 512-972-6760. (*150 word limit*)

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**ADDITIONAL INFORMATION:**

**Proposal Acceptance Period:** All applications shall remain valid until award, negotiation, and execution of contracts as directed by the Austin City Council.

**Proprietary Information:**  All materials submitted to the City become public property, and are subject to the Texas Open Records Act upon receipt. If an Applicant does not desire proprietary information in the proposal to be disclosed, each page must be identified and marked proprietary at time of submittal. The City will, to the extent allowed by law, endeavor to protect such information from disclosure. The final decision as to what information must be disclosed, however, lies with the Texas Attorney General. Failure to identify proprietary information will result in all unmarked sections being deemed non-proprietary and available upon public request.

**Exceptions:** Please be advised that exceptions to any portion of the Solicitation may jeopardize acceptance of the application.

**Application Preparation Costs:** All costs directly or indirectly related to preparation of a response to the RFA or any oral presentation required to supplement and/or clarify an application which may be required by the City shall be the sole responsibility of the Applicant.

**Contract Adjustments:** The City of Austin reserves the right to adjust the agreement amount or scope of work over the contract period based on community needs, Applicant’s ability to expend funds in a timely manner or any other factor. When the City determines adjustments need to be made, the City will provide at least a 90-day notice to the Grantee.