



## **ALL PEOPLES COMMUNITY CENTER**

### **All Peoples Community FamilySource Center - Request for Proposals Volunteer Income Tax Assistance (VITA) Services**

#### **PROGRAM OVERVIEW**

All Peoples Community Center (APCC) manages the Southeast FamilySource Center (FSC). The FSC is funded by the City of Los Angeles Community Investment Department (CID) through Federal, State, and local funds and serves as the City's delivery system for anti-poverty initiatives and essential social services. The FSC is a one-stop center that provides a continuum of core services designed to financially empower low-income families to become more self-sufficient by increasing household income through asset-building programs, housing stability services, financial empowerment, and youth development opportunities.

#### **SUBCONTRACTOR SOLICITATION**

All Peoples Community Center is seeking proposals from qualified organizations experienced in operating Volunteer Income Tax Assistance (VITA) programs to provide comprehensive tax preparation services for Southeast FamilySource Center participants at All Peoples Community Center. The selected subcontractor shall serve as the primary VITA provider for APCC and shall be responsible for administering all aspects of the VITA program.

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#### **SOURCES OF FUNDS**

Funding for this subcontract is provided through a combination of:

- Community Development Block Grant (CDBG)
- Community Services Block Grant (CSBG)
- City of Los Angeles General Funds

#### **ANTICIPATED CONTRACT TERM**

September 15, 2026 – June 30, 2027  
The anticipated contract amount is **up to \$75,000**.

Contract continuation is contingent upon funding availability and satisfactory performance.

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## SCOPE OF WORK

The selected subcontractor shall serve as the primary VITA provider for the Southeast FamilySource Center and shall be responsible for operating and administering all aspects of the VITA program, including but not limited to the following:

### Tax Preparation

- Prepare a minimum of **400 Federal and California income tax returns** for eligible participants. Prepare, review, electronically file, and provide participants with completed Federal and California income tax returns in accordance with all IRS VITA program requirements.
- Secure documentation supporting a minimum of **\$550,000** in Federal and/or State tax credits.
- Assist participants in obtaining all eligible tax credits, including, but not limited to, the Earned Income Tax Credit (EITC), California Earned Income Tax Credit (CalEITC), Young Child Tax Credit, Child Tax Credit, and other applicable credits.

### ITIN Services

- Complete a minimum of **25 Individual Taxpayer Identification Number (ITIN) applications** during the contract period.
- Assist participants with required documentation and application processing.

### VITA Program Administration

The subcontractor shall:

- Operate and administer its own IRS-approved VITA site.
- Maintain its own TaxSlayer account and software licenses.
- Ensure all staff maintain current IRS certifications.
- Comply with all IRS VITA Quality Site Requirements.

### Appointment Scheduling and Client Management

The subcontractor shall:

- Schedule all appointments.
- Manage the appointment calendar.
- Confirm appointments with participants.
- Conduct all participant follow-up.
- Reschedule missed appointments.
- Complete tax returns in a timely manner.
- Maintain reasonable appointment availability throughout the tax season.
- Notify APCC of any significant appointment backlogs or service interruptions.

## Client Priority

Participants referred by All Peoples Community Center shall receive priority scheduling throughout the tax season. The subcontractor shall reserve adequate appointment capacity for APCC referrals and coordinate scheduling with designated APCC staff to ensure timely participant access. The appointment log shall include participant name, appointment date and time, appointment status (scheduled, completed, cancelled, no-show, or rescheduled), and return completion status.

## Appointment Log Access

The subcontractor shall maintain an electronic appointment log and provide All Peoples Community Center with ongoing access to appointment schedules and appointment status for participant referrals, enrollment coordination, and contract monitoring.

## Staffing

The subcontractor shall provide a minimum of **five (5) IRS-certified tax preparers or quality reviewers** on-site during all scheduled tax preparation operations at All Peoples Community Center.

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## Minimum Performance Standards

| Performance Measure                                                                   | Annual Goal       |
|---------------------------------------------------------------------------------------|-------------------|
| Minimum # of unduplicated Clients to be served                                        | 400               |
| Obtained Free Tax Prep, EITC Credit, Young Child Tax Credit, and/or other Tax Credits | 400               |
| Federal & State Tax Credits Secured                                                   | Minimum \$550,000 |
| ITIN Applications Completed                                                           | 25                |
| IRS-Certified Staff On-Site                                                           | Minimum 5         |

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## DELIVERABLES

The selected subcontractor shall:

- Submit monthly narrative reports by the 10th of each month detailing services provided, participants served, performance outcomes, and any challenges or technical assistance needs.
- Submit monthly invoices and supporting documentation by the 10th of each month.

- Attend monthly coordination meetings with All Peoples Community Center, as requested.
- Maintain appointment records and provide All Peoples Community Center with access to appointment schedules and status updates throughout the contract period.
- Maintain documentation supporting all required performance measures and make records available for monitoring by All Peoples Community Center and the City of Los Angeles.
- Respond promptly to requests for fiscal, programmatic, or compliance documentation.
- Comply with all applicable IRS VITA program requirements and maintain participant confidentiality.
- Notify APCC within one (1) business day of any event that may significantly impact the subcontractor's ability to meet contractual performance measures.

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## ELIGIBLE BIDDERS (Threshold Requirements)

Eligible bidders are invited to submit proposals indicating their interest in this project. Bids will be accepted only from community-based nonprofit organizations that meet the following minimum qualifications:

1. Be qualified to conduct business in the State of California and registered with the California Secretary of State.
2. Be in good standing with the California Secretary of State.
3. Have not been determined to be non-responsible or debarred by the City of Los Angeles.
4. Have not been debarred by any Federal, State, or local government agency.
5. Demonstrate a minimum of **five (5) years** of continuous experience operating an IRS Volunteer Income Tax Assistance (VITA) program.
6. Demonstrate experience preparing federal and California income tax returns for low- and moderate-income households.
7. Demonstrate experience processing Individual Taxpayer Identification Number (ITIN) applications.
8. Demonstrate the capacity to operate and administer its own IRS-approved VITA site, maintain a TaxSlayer account, and provide a minimum of five (5) IRS-certified staff members on-site during tax preparation operations.
9. Have no outstanding debt or unresolved corrective action with the City of Los Angeles or the Community Investment Department (CID).
10. Maintain an active SAM registration and Unique Entity Identifier (UEI), if applicable.
11. Have no conflict of interest with any parties involved in this procurement.
12. Demonstrate the financial and organizational capacity to administer a VITA program serving a minimum of 400 tax clients annually.

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## BID PROPOSALS

Proposals shall include three brief narratives describing the organization's qualifications, proposed program design, and financial capacity. Each narrative shall not exceed two (2) pages. Budget forms do not count toward the page limit.

The maximum proposal amount is **\$75,000**.

### **Narrative 1 – Demonstrated Ability (10 Points)**

Describe your organization's background and experience operating IRS VITA programs for low- and moderate-income individuals and families. Include your experience preparing tax returns, completing ITIN applications, managing TaxSlayer, and meeting IRS quality standards.

### **Narrative 2 – Program Design (10 Points)**

Describe your proposed approach to meeting the Scope of Work and Performance Measures. Include your staffing plan, appointment scheduling process, client follow-up procedures, quality assurance process, coordination with All Peoples Community Center, and strategies for ensuring priority access for APCC participants. Include anticipated days and hours of operation at All Peoples Community Center.

### **Narrative 3 – Cost Reasonableness, Leveraged Resources, and Financial Viability (10 Points)**

Provide a brief narrative summarizing your organization's financial stability based on your most recent financial statements. Using the required budget forms, describe the proposed costs for providing the requested services. Include any non-federal matching or leveraged resources, if applicable. Any staff funded in whole or in part of these grant funds, shall be paid a salary that is consistent with the CID Living Wage Ordinance of \$22.00 per hour. Living wage exemptions will not be granted for the FSC program because, as the City's anti-poverty program, it does not align with the FamilySource System's vision of lifting families out of poverty. Also, include any non-federal Matching / Leveraged Resources / Funds.

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## **EVALUATION CRITERIA**

Proposals will be evaluated using the following criteria:

| <b>Evaluation Criteria</b>                | <b>Points</b> |
|-------------------------------------------|---------------|
| Demonstrated Ability                      | 10            |
| Program Design                            | 10            |
| Cost Reasonableness & Financial Viability | 10            |
| <b>Total Possible Points</b>              | <b>30</b>     |

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## IMPORTANT DATES

**Bid Release:** July 28, 2026

**Proposal Submission Deadline:** August 7, 2026

**Notice of Intent to Award:** August 19, 2026

**Anticipated Contract Start:** September 15, 2026

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## SUBMISSION INSTRUCTIONS

Please submit one electronic copy of your proposal in PDF format to:

**Brandy Muñiz**

Executive Director

All Peoples Community Center

**[allpeoples@allpeoplescc.org](mailto:allpeoples@allpeoplescc.org)**

Proposals must be received by **5:00 PM Pacific Time** on the proposal due date. Late proposals will not be considered.

If selected, the successful proposer will be required to provide proof of insurance, a business license in the City of LA, Workers' Compensation Insurance, and any additional documentation required by All Peoples Community Center and the City of Los Angeles prior to contract execution. Proposals will be evaluated based on the written proposal submitted. Interviews may be conducted at the discretion of All Peoples Community Center if additional information is needed prior to contract award.

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## QUESTIONS OR TECHNICAL ASSISTANCE

Questions regarding this Request for Proposals should be directed to:

**Brandy Muñiz**

Executive Director

All Peoples Community Center

**[allpeoples@allpeoplescc.org](mailto:allpeoples@allpeoplescc.org)** (213) 747-6357

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