



Questions and Answers Issued January 22, 2018

RFQ #110 Providers to Administer San Francisco Coordinated Entry and Related Services

Pre-Proposal Conference: 10:00 a.m., Friday, January 12, 2018
Proposals Due: 3:00 p.m., Monday, January 29, 2018 (extended)

Pre-Proposal Conference HSH Representatives:

Alan Gutierrez, Program Manager
Kerry Abbott, Deputy Director for Programs
Risa Sandler, Manager, Contracts Team
Winnie Xie, Acting Contracts Manager

Questions and Answers

- Question:** How are the nine different selection criteria on page 19 broken down by content section (Minimum Qualifications Narrative, Contract/Grants (both public and private), Organizational Capacity, and Fiscal Capacity)?

Answer: On page 19 of the RFQ revision, you will see that we have categorized each selection criteria into its appropriate content bucket. For example, the first selection criteria related to organizational infrastructure is per response to the Organizational Capacity section and the Contracts/Grants section.
- Question:** Can the proposal response be single-spaced?

Answer: Yes.
- Question:** I don't see the RFQ Cover Page (referred to on page 15, C.2) – am I missing it?

Answer: On page 28 (section IX) of the RFQ revision, the package now includes the Qualifications Submission Cover Page. A Word version of the cover page is now available for download from the RFQ #110 Bid Document page on the City's website at <http://mission.sfgov.org/OCABidPublication/ReviewBids.aspx>.
- Question:** Could we please have a Word version of the table on page 16?

Answer: A Word version of the Minimum Qualifications Summary is now available for download from the RFQ #110 Bid Document page on the City's website at <http://mission.sfgov.org/OCABidPublication/ReviewBids.aspx>.
- Question:** The numbering system use in Section III.C – Contents jump from “3. Minimum Qualifications” (end of page 15), to “1. Contracts/Grants” at the top of the page 17, and then following. I'm guessing “1. Contracts/Grants” should be “4. Contracts/Grants” and numbers follow from there. Please confirm.

Answer: The RFQ revision addresses these errors and the numbering system is now corrected.
- Question:** Is this RFQ transportation related?





Answer: The “Shelter/Navigation Center Transportation Services” is one of the service components listed in this RFQ. See section B. 7 of the RFQ (page 9).

7. **Question:** Secure Transportation currently operates the shelter shuttle. Does this RFQ pertain to this service or is this in addition to the current shelter shuttle route?

Answer: The “Shelter/Navigation Center Transportation Services” is one of the service components listed in this RFQ. See section B.7 of the RFQ (page 9).

8. **Question:** How much money was awarded for the Central City and Bayview Access Points for Homeless families and individuals?

Answer: The Central City Family Access Point contract was awarded \$2,794,077 and the Bayview Family Access Point contract was awarded \$2,227,371 for the respective current contract ending June 30, 2020.

9. **Question:** Why does minimum qualifications require providers of service component #2 (Stabilization Units for Adults) to have “a history of providing clinical supervision”? The RFQ indicates that support service will be provided by HOT.

Answer: If the provider is only seeking site control and stabilization units, clinical experience is not required.

10. **Question:** Will component #3 – Housing and Tenancy Stabilization Service include providing services for rapid re-housing tenants? If not, how are these services provided?

Answer: Yes, that is the eligible activity for housing and stabilization services.

11. **Question:** Page 19 says that agencies that have City contract must demonstrate compliance with prior grants. How do you want us to do that?

Answer: This section has been removed.

12. **Question:** Does HSH have ideas about the per-day capacity an “Access Center for Adults” should have? How many participants per day?

Answer: HSH communicated in the Whole Person Care application to the State that we would be providing a total of 600 Coordinated Entry adult assessments per month at multiple sites.

13. **Question:** Do you hope that Housing Navigators will bill Medi-Cal eventually?

Answer: Housing Navigators will be at some and not all Access Points for adults, and will be funded through Whole Person Care, so they will already be drawing down Medi-Cal funds.

14. **Question:** Regarding the selection criteria, it appears that the answers to minimum qualifications section are not to be considered in scoring – could you re-consider that? It seems minimum qualifications narrative is directly relevant to many of these scoring factors, especially those that refer to “experience”.

Answer: The minimum qualifications are the first step in the review process, and are not scored – they receive either a “yes” or a “no”, prior to scoring. We understand that this information may be duplicative in some of the subsequent sections of the RFQ.

15. **Question:** How will 311 and the Access Points for Adults coordinate?

Answer: This RFQ is not intended to determine future plans regarding the relationship between 311 and Access Points for Adults. HSH will continue to partner with 311.





16. **Question:** Is part of the scope of work for service component #4 to identify units?
Answer: Yes, and also to have housing quality standard inspections and to work with landlords.
17. **Question:** Are the Access Points for Youth solely for 18-24 years-olds, or will youth under 18 also be served at Access Points?
Answer: Yes, youth under the age of 18 will be served at the Access Points for Youth.
18. **Question:** In the Submission Requirements, section III. 5 Organizational Capacity, it says “up to 3-pages per service component (not including resumes, job descriptions, and letter of reference)”. Will you be requesting these in appendix?
Answer: For this RFQ qualification phase, resumes, job descriptions and references are not required and will not be evaluated. At the subsequent solicitation of interest phase for specific proposals from respondents after the pre-qualified service component pools are established, these items may be required.
19. **Question:** For Access Points, are these required: A. specific hours of operation, B. any child care on site, C. to conduct a street response team for outreach?
Answer: A. Respondents must describe general hours of operations based on the organizational capacity to remain open and providing services on a regular basis. The two current Access Points are open from 8:30 am/9:00 am – 5:00 pm, Monday-Friday respectively. Each Access Point for families currently has one day of extended hours and the schedule for those days are 8:30 am/9:00 am – 7:00 pm. Specific hours of operation for each site are not required at this time, as these will vary by population (adult/families/youth), and neighborhood. B. Yes, child care will be required for the Access Point for families in the Mission. C. Street response is not required now, as this is a request for qualifications; if there is a future-identified need, it will be noted in the solicitation of interest to the qualified pool, after this RFQ qualification phase.
20. **Question:** Describe the workflow for new service contracts with HSH in comparison to current HSA Care-Not-Cash and Non-Care-Not-Cash.
Answer: First, HSH will determine the qualified pools for the service components in this RFQ. After the pools are developed, HSH will solicit the interest of the qualified providers in the pools for the respective service components to submit proposals. Sometimes, HSA may have referred to the solicitation of interest using different language, but the process is to reach out to a qualified pool to request submission of proposals. In the end – pending successful negotiations – there will be awarded grants or contracts.
21. **Question:** Are Youth Access Points respondents required to meet minimum qualifications specific to administering a flexible subsidy pool?
Answer: No, they are not required to meet minimum qualifications specific to administering a flexible subsidy pool.
22. **Question:** Will Access Points be selected in relation to geographic needs (homeless counts)?
Answer: Not necessarily, with the exception of the Mission Access Point. We may look at the possibility of placing Access Points in neighborhoods that reflect the source of homelessness for people experiencing homelessness, but that is not a requirement for this RFQ.





23. **Question:** Are Access Points expected to coordinate outreach in a specific geography? If so, would this be via outreach partnerships? How far can we reach into a geographic area to serve?
Answer: These decisions will be made after the selection of the qualified pool and after the grantees are selected through the Solicitation of Interest (SOI) process. We will only request outreach partnership if we identify subpopulations of households experiencing homelessness that would benefit from mobile services.
24. **Question:** What budget components are expected for the RFQ?
Answer: Budget related information is not part of this RFQ qualification phase.
25. **Question:** Has the final award amount for Access Point in the Mission District been determined?
Answer: No.
26. **Question:** Will the City provide subsidy funds for diversion?
Answer: The Department of Homelessness and Supportive Housing has not made a final decision about providing subsidy funds for problem solving (also known as “diversion” in other communities).
27. **Question:** What is the anticipated range of fund amounts for flexible subsidy pool?
Answer: This is unknown at this time.
28. **Question:** You stated component #6 youth access is a mixed funding. Can you tell us the mix?
Answer: We are in the process of going through federal Youth Homelessness Demonstration Project (YHDP), proposals, and part of that project prioritizes Coordinated Entry. Examples of funds that may be part of this mix include HUD Continuum of Care funds, Whole Person Care, and depending on what is eligible, Emergency Solutions funds could possibly be used for Access Point activities.
29. **Question:** Will administration of the flexible housing pool for adults involve problem solving and/or landlord engagement, and/or identifying and securing units?
Answer: Yes.
30. **Question:** Is service component #4 (Flexible Housing Subsidy Pool for Adults) applicable to adults only, or is it available to unaccompanied youth experiencing homelessness?
1. If it is for adults only, why is it listed as a Minimum Qualification requirement for those responding to service component #6 in the chart on p. 16?
 2. P. 12 lists access to “flexible funding pool designed to divert youth at the point of system entry” as a required activity under the “Assessment” heading for Youth Access Points. Does this need to be funded by an alternative source? Or is this the “Flexible Subsidy for Adults” and should Youth Access Point proposals therefore ALSO apply for the Flexible Subsidy for Adults?
- Answer:** Flexible Housing Subsidy Pool for Adults is applicable for Unaccompanied Youth Experiencing Homelessness.
31. **Question:** Does HSH have an estimate of the number of PSH and Rapid Rehousing openings there will be per month? We understand they will be higher as new buildings come on-line but a





monthly average would be appreciated when considering staffing for Navigation/Housing & Tenancy stabilization services.

Answer: HSH currently places an average of 50-75 households per month in PSH.

32. **Question:** Will the “scores” generated from assessments (both of them) be available immediately via ONE to the staff conducting the assessment? And if not, what’s the time lag?

Answer: Specific delivery of information generated via the ONE System may be outlined as needed in a solicitation of interest phase subsequent to this RFQ qualification phase.

33. **Question:** What will happen to the current Coordinated Entry prioritization list? Will all those with a priority in that system, need to be reassessed under the new system?

Answer: Specific delivery of information regarding Coordinated Entry prioritization list may be outlined as needed in a solicitation of interest phase subsequent to this RFQ qualification phase.

34. **Question:** Will the staffing be working out of the 440 Turk Street location? Will the staff responsible as Access Point specialists be eligible to also work on agency’s other programs, or will they be required to be Access Point specialists for all 40 hours?

Answer: HSH is planning for one Access Point at 440 Turk and the specific staff requirements are not yet finalized. Respondents will determine how to structure their staffing between programs—staffing for Access Points should be stable. All Access Point staff will be expected to attend extensive HSH training, weekly calls, and other as needed HSH-led activities to maintain the Coordinated Entry System.

35. **Question:** Will HSH be providing any monies for rent outside of the expected allocation amount for the Mission coordinated entry access point for homeless families?

Answer: HSH is establishing a pool of qualified respondents at this time, and a subsequent solicitation of interest phase will outline parameters of specific services and expectations.

36. **Question:** Does SF anticipate that there will be a single Flexible Subsidy Pool Administrator, or that multiple contractors will manage flexible resources?

Answer: At this time HSH is establishing a pool of qualified respondents through this RFQ. Subsequent solicitation of interest to respondents in the pool will outline the need for one or more providers to administer Flexible Subsidy Pool(s).

37. **Question:** Section B.4 (page 8) connects individual housing subsidies to a subset of the envisioned Access Points. Please confirm whether or not respondents submitting qualifications for the Flexible Subsidy Pool Administrator role will be required to operate one or more Access points.

Answer: Respondents may submit qualifications for either or both Service Components.

38. **Question:** Which entity / staff role is charged with landlord engagement, identifying housing opportunities, and actually securing access to new housing? Are these functions excluded from, optional, or required for the Flexible Subsidy Pool Administration service component? Ditto for the Housing Navigation component.

Answer: The Housing Navigator role will serve those functions.





39. **Question:** The Housing Navigation and Housing and Tenancy Stabilization Services roles appear to be part of the Access Point service component, and the functions appear to combine housing-focused and client-focused activities. Is this structure set in stone, or is there flexibility?

Answer: Respondents should address the content items as described in this RFQ.

40. **Question:** The Stabilization & Tenancy Services component requires “Medi-Cal documentation experience” and Section C.5(c) requires agencies to be “qualified and capable of documenting Medi-Cal eligible expenses for these services.” Is such qualification and capacity distinct from actual Medi-Cal billing?

Answer: Respondents should indicate qualifications and ability to document data and services that are eligible Medi-Cal expenses, but history billing Medi-Cal is not required.

41. **Question:** Section C.5 (a) requests a Staffing Plan. Given the absence of information about number of program participants and the presumed evolving structure and interrelation of service components, any further guidance on the staffing plan expectation would be appreciated.

Answer: Respondents are encouraged to describe a staffing plan that will accomplish the functions of the Service Components that they are responding to.

42. **Question:** May respondents submit reference letters, resumes, or other supplementary materials?

Answer: Submission of reference letters, resumes or any other supplementary materials is an option, not mandatory, and will not be considered or scored as part of pre-qualification evaluation.

43. **Question:** Does SF anticipate opening up the RFQ again in the next 24 months to allow new potential contractors to apply?

Answer: Once a pre-qualified pool is established, HSH will conduct a solicitation of interest to the pre-qualified respondents in specific service/program service areas they are qualified under. The pre-qualified service providers may choose either to participate or not to participate in this service provider selection process. HSH will negotiate and form a contract with the selected pre-qualified service provider(s) during this second phase.

The qualified pool resulting from this RFQ will remain effective for a period of two years from the date the pre-qualified pool is established. During these two years, HSH may or may not issue additional solicitation of interest to the remaining pre-qualified providers for the services listed in this RFQ.

44. **Question:** Will the staff need to work solely on this program, or can they have other functions?

Answer: Respondents will determine how to structure their staffing between programs—staffing for each Service Components should be stable.

45. **Question:** Will they be located at 440 Turk headquarters?

Answer: HSH is establishing a pool of qualified respondents at this time, and a subsequent solicitation of interest will outline parameters of specific services and expectations.

46. **Question:** Collaborating with other agencies; and if so, is the preference to have one agency be the “lead” on the contract?

Answer: Subcontracting and partnerships are permitted, but not required in responses. If subcontractors are proposed in the qualification response, then a “prime” (lead) contractor will





need to be identified in order to have subcontractors under it. At this time HSH is establishing a pool of qualified providers and a subsequent solicitation of interest will outline parameters of specific expectations for collaboration leads, and subcontractors.

47. **Question:** For single adult access points, will it be expected that one staff do: problem solving, client assessment, matching and referrals, housing navigation and housing and tenancy services or will multiple staff provide these services? Can an agency apply to just do problem solving, client assessment, matching and referrals?

Answer: At this time HSH is establishing a pool of qualified providers and a subsequent solicitation of interest will outline parameters of specific services and expectations. Respondents may apply to one or more of the service components noted – the service components are shown in their entirety. Responses to part of a service component will be rated as a response to the entire service component.

48. **Question:** What are the expected open hours for the access point?

Answer: We encourage respondents to propose the optimum operation hours based on their related experience, capacity and strategies which demonstrate that the proposed operation hours will meet HSH and program expectation and achieve the anticipated success of the Access Point. The two current Access Points are open from 8:30 am/9:00 am to 5:00 pm, Monday-Friday respectively. Each Access Point for families currently has one day of extended hours and the schedule for those days are from 8:30 am/9:00 am to 7:00 pm.

