

City and County of San Francisco

Department of Homelessness and Supportive Housing

Request for Qualifications #110 Providers to Administer San Francisco Coordinated Entry and Related Services



Date Issued: December 22, 2017

[Date of Revision Issued: January 9, 2018](#)

Pre-Proposal Conference: January 12, 2018, ~~Friday~~Wednesday, 10:00 a.m.

Proposal Due: January 24, 2018, Wednesday, 3:00 p.m.

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

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I. General

A. Introduction

The San Francisco Department of Homelessness and Supportive Housing (HSH) is seeking qualified service providers to carry out activities relating to the operation of the San Francisco Coordinated Entry (SFCE) and provide SFCE-connected services for people experiencing homelessness. The intent of this RFQ is to identify a pool of qualified providers who may be selected to perform services in seven specified service components:

1. Access Points for Adults Experiencing Homelessness
2. Stabilization Units for Adults Experiencing Homelessness
3. Housing and Tenancy Stabilization Services for Adults Experiencing Homelessness
4. Administration of Flexible Subsidy Pool for Adults Experiencing Homelessness
5. Access Point in Mission District for Families Experiencing Homelessness
6. Access Points for Unaccompanied Youth Experiencing Homelessness
7. Shelter/Navigation Center Transportation Services

Respondents may request to become qualified for one or more of these components. This RFQ describes the minimum requirements and desired expertise and capacity of SFCE providers, the criteria HSH will use to select qualified applicants, and the submission requirements for responding to this request. Respondents must specify which service components they are applying to be qualified under. A respondent may partner with a subcontractor to deliver services in any of the components of this RFQ. If a respondent elects to partner with a subcontractor, the subcontractor should be identified in the response and should meet the minimum qualifications associated with the specific service component. Any subsequent change or addition of subcontractor must be approved in writing by HSH.

The qualified pool of providers resulting from this RFQ will remain qualified for a period of two years from the date the pre-qualified pool is established for each of the service components described in the RFQ. Once providers are pre-qualified, the City will canvass the [pre-qualified](#) appropriate provider agencies to submit project proposals. Ultimately contracts that are negotiated through this RFQ shall have an initial term of two years with the option to extend for up to three years, for a total of up to five years of contracted term.

B. Schedule

The anticipated schedule for qualification is as follows:

<u>Schedule</u>	<u>Date</u>
RFQ is issued by the City	December 22, 2017
<u>RFQ revision is issued by the City</u>	<u>January 9, 2018</u>
Pre-proposal conference	January 12, 2018, 10:00 AM 1360 Mission Street, 2 nd floor
Deadline for submission of written questions	January 17, 2018, 12:00 PM
Proposal submission deadline	January 24, 2018, 3:00 PM

C. Overview of San Francisco Coordinated Entry (SFCE)

San Francisco Coordinated Entry (SFCE) is a system function that provides activities and services at places where homeless people live or where they seek entry to the system. SFCE is designed to serve all three of the main populations of people who experience homelessness in San Francisco: adults, families with children, and unaccompanied youth. SFCE is already implemented for families with children, and HSH is in the process of designing and implementing SFCE for adults and youth. While there are some differences in how the process works for each of these populations, fundamentally SFCE is all one system with a unified set of guiding principles.

SFCE is a fundamentally strengths-based system, and assumes that many people experiencing homelessness have the strengths and resources to resolve their own homelessness. SFCE attempts to problem-solve with homeless households to keep them from entering San Francisco's Homelessness Response System (HRS). SFCE prioritizes households with the highest acuity of need (based on community-wide criteria) for assistance and access to available assistance, including shelter, transitional housing, rapid re-housing and permanent supportive housing. Prioritization will be based on established criteria using the Online Navigation and Entry (ONE) System: San Francisco's community-wide single client-level homeless information system. Shelter and housing providers are expected to accept referrals exclusively from SFCE and lower their barriers to entry so that they may be accessible to higher need households. To remove barriers to access, SFCE integrates mobile teams that will seek out unsheltered people and provide assistance to those unable to engage without extra support. SFCE promotes transparency and clarity for people experiencing homelessness by providing system-wide real-time information about the availability of housing, shelter and other services and giving people the information they need to make the best decisions on their own behalf.

D. Overview of Whole Person Care (WPC)

Concurrent with the design and implementation of SFCE for adults, HSH is also implementing the Whole Person Care pilot (WPC). San Francisco's WPC uses State Medi-Cal funding to provide expanded services for people who are chronically homeless, including housing-related services. Many features of the WPC program will be integrated into SFCE. New services offered through WPC and included in the RFQ include:

- **Access Points:** Expanding on its existing services such as, and not limited to, resource centers and shelters within the HRS, Access Points will include expanded hours, staffing, and technology resources to add Coordinated Entry assessment, navigation, and referrals.
- **Rapid Targeted Coordination and Navigation (ERT):** Street-level services intended to create a proactive approach to connecting with and serving chronically homeless individuals who are living on the street and in encampments.
- **Coordinated Entry:** Coordinated Entry teams will provide assessment, prioritization for housing, and service connection activities throughout San Francisco.
- **Enhanced Housing Transition:** Specialized staff will provide housing navigation services, benefits eligibility, and landlord liaison services to work with people who have been prioritized for housing.

- **Housing and Tenancy Stabilization Services:** The Housing and Tenancy Stabilization Services will consist of care coordination/case management for people moving into HSH housing, assisting them with stabilization and connection to on-site and other services.

SFCE services described in this RFQ will be funded and implemented through funding from the State WPC pilots and through San Francisco General Fund support.

E. Definitions

Term	Definition
Access Point	Households experiencing homelessness can obtain Coordinated Entry services at geographically diverse Access Points (AP) in San Francisco. The Access Point staff will assess people for service needs and eligibility, and perform Problem Solving. Access Points work to ensure those with the highest needs are able to access shelter and appropriate housing interventions.
San Francisco Coordinated Entry (SFCE)	Organizes the Homelessness Response System with a common, population-specific assessment, centralized data system, and prioritization method that directs clients to the appropriate resources and allows for data-driven decision-making and performance-based accountability. Coordinated Entry in San Francisco is organized to serve three subpopulations, Adults, Families and Youth. The process is broken into four parts: access, assessment, prioritization, and referral.
Chronically Homeless	HUD defines a chronically homeless person as an unaccompanied homeless individual (or head of household) with a disabling condition who has either been continuously homeless for a year or more OR who has had at least four episodes of homelessness—adding up to 12 months—in the past three-year period.
Encampment Response Team (ERT)	San Francisco Department of Homelessness and Supportive Housing Encampment Response Team, which provides street-level services to chronically homeless clients.
Homelessness and Supportive Housing (HSH)	City and County of San Francisco Department of Homelessness and Supportive Housing, the sponsor of this RFQ
Homelessness Response System (HRS)	Describes the overall system of services to address homelessness managed by HSH. The goal of this system is to prevent homelessness when possible and to make it rare, brief, and one-time. The system helps people exit homelessness by getting a house key into their hands as quickly as possible. Core components of the Homelessness Response System include Coordinated Entry, Problem Solving, Street Outreach, Temporary Shelter, Housing, and Housing Ladder programs.
Housing First	The Housing First strategy prioritizes providing housing to people experiencing homelessness, thus ending their homelessness and serving as a platform from which they can pursue personal goals and stabilize their lives. Housing First is guided by the belief that people need necessities like food

	and a place to live before they can attend to other challenges such as employment or substance use issues. Additionally, Housing First is based on the theory that client choice is valuable in housing selection and supportive services participation. While Permanent Supportive Housing is the most commonly known Housing First program model, many other approaches fall under the Housing First umbrella.
Housing Navigator	Person who provides supportive services to prioritized persons to help them access available housing resources. Support provided includes document gathering assistance, application preparation, and housing search assistance as well as support to address temporary housing needs and crisis services as needed.
Housing Quality Standards (HQS) Inspection	National minimum standards established by HUD to ensure that subsidized units are safe, decent and sanitary. The unit must pass the HQS inspection before your rent subsidy can begin. HQS include requirements such as all utilities (gas, electric, water) must be working, windows and doors must have locks that work, all plumbing fixtures must work and there are no leaks, and the unit is in good condition overall.
Online Entry Navigation System (ONE System)	Launched in June 2017, ONE is the data system used for all housing and services for homeless people in San Francisco. Managed by HSH, the ONE System will replace 15 legacy data systems, including the existing Homeless Management Information System (HMIS).
Problem Solving	Problem Solving is a strategy that prevents or diverts people from homelessness by helping identify immediate alternate housing arrangements and, if necessary, connecting them with services and short-term financial assistance to help them quickly return to housing. Problem Solving programs can reduce the number of people or families becoming homeless and reduce demand for shelter or other emergency services.
Whole Person Care (WPC)	A State of California Medi-Cal funding pilot program to provide expanded services for people who are chronically homeless, including housing-related services Access Points, Rapid Targeted Coordination and Navigation, Coordinated Entry, Enhanced Housing Transition, and Housing and Tenancy Stabilization Services.

II. Scope of Work

A. Target Population

The target population for this RFQ is people who are experiencing homelessness in San Francisco. Services described in this RFQ are specifically targeted to three specific populations:

- Adults = households consisting of people age 18 or over who are not accompanied by a minor child (under age 18)
- Families with Children = households consisting of at least one adult (18 or over) and at least one minor child (under age 18)
- Youth = households in which all individuals are under the age of 25; including youth who are accompanied by minor children.

The target population for SFCE is chronically homeless and high-need individuals and heads of household (as defined by local criteria). Eligibility for SFCE-funded services will be verified by HSH staff. Prioritized individuals may be either Medi-Cal and non-Medi-Cal beneficiaries. Documentation requirements will be part of agreed policies and procedures.

B. Services to Be Provided

1. Access Points for Adults Experiencing Homelessness

The SFCE is based on geographically distributed Access Points. CE activities to be provided at these Access Points are described in detail in the next section. This RFQ is seeking responses from qualified service providers to operate Access Points for adults experiencing homelessness. Access Points can be established at either new or existing locations. Existing Resource Centers and other sites assisting people experiencing homelessness are eligible to become Access Points to implement Adult Coordinated Entry. Service site operators may express their interest in becoming Access Points by responding to this RFQ.

HSH will work with ~~interest~~pre-qualified ~~existing~~ providers to add Access Point services for adults, and expand hours of operation where needed. HSH also seeks a provider to offer Access Point Coordinated Entry services at a new site to be identified by HSH. These services will be provided with similar extended hours, and will include Coordinated Entry assessment and prioritization, service information and referrals, housing navigation, shelter referrals, employment/vocational connections, and other supportive services.

2. Stabilization Units for Adults Experiencing Homelessness

The SFCE seeks to prioritize assistance to chronically homeless adults who have high needs and vulnerabilities. Many of these individuals are in regular contact with SF HOT. The SF HOT Case Managers have identified many clients who are in need of shelter but may not fare well in a congregate setting. To meet the need for short-term, interim housing for these clients, HSH is seeking a contractor to lease housing stabilization units in privately owned properties and provide landlord liaison and property management assistance. These may be blocks of units or individual units. Site control must be demonstrated before funds are dispersed. Support services will be provided by SF HOT Case Managers.

3. Housing and Tenancy Stabilization Services for Adults Experiencing Homelessness

SFCE will ensure that chronically homeless adults will receive support to aid in their housing and tenancy stabilization after being referred from shelter, navigation centers and the street into a housing opportunity through the Adult Coordinated Entry system. The Housing and Tenancy Stabilization support will consist of clinical supervision and care coordination for people moving into housing, assisting them with stabilization and being a successful tenant and thus able to sustain tenancy.

4. Administration of Flexible Subsidy Pool for Adults Experiencing Homelessness

In the SFCE for adults, some Access Points may offer households access to individual housing subsidies as the most appropriate solution to end their homelessness. In addition to the Access Point functions

described in the section below, respondents may also provide qualifications to administer a flexible housing subsidy pool that will provide medium to long-term housing subsidies for adults identified through SFCE. Administration of this pool will include conducting HQS inspections, managing a substantial pool of flexible funds, and issuing payments to third parties (including landlords). This pool may also provide funding for clients to receive transportation and food vouchers to support access and engagement in services, and/or to support housing stability. Additionally, these funds may be used for a variety of one-time expenses associated with move in including, but not limited to, deposits, furniture, utility start-up, and moving costs.

5. Access Point in Mission District for Families Experiencing Homelessness

HSH has recently awarded contracts for two SFCE Access Points for families with children: Central City Access Point and Bayview Access Point. Through this RFQ, HSH is seeking qualified providers to operate a family Access Point in the Mission. Functions of the Access Point are described in the next section [C](#).

6. Access Points for Unaccompanied Youth Experiencing Homelessness

The community has identified as a top priority a robust Youth Coordinated Entry System that collects comprehensive data and provides access and referral to all elements of the youth homelessness response system from problem solving to crisis response to housing placement. The SFCE system for youth will incorporate interventions designed to identify at-risk youth (including parenting youth), assess for protective factors using culturally competent, youth-targeted tools, and prevent homelessness through family- and youth-focused services. The system will provide low-barrier access points and referrals that are targeted and appropriate for San Francisco's youth subpopulations including pregnant/parenting TAY, LGBTQ youth, African-American and Latinx youth, youth from underserved neighborhoods, youth in the sex trade, and youth with justice- and foster-system involvement. In addition, the system will provide ongoing evaluation of youth vulnerability in order to accommodate changing housing and service needs as youth age, stabilize, and transition across systems, and coordinate with the entire system of care in order to ensure the full range of developmentally appropriate referral options.

With this RFQ, HSH is seeking qualified providers to operate Access Points for youth experiencing homelessness. Youth providers are encouraged to submit collaborative proposals to this RFQ, such as through subcontracting partnerships. Functions of the Access Points are described in the next section [C](#).

7. Shelter/Navigation Center Transportation Services

HSH is seeking qualified organizations to provide transportation services for homeless adults and families. A daily transportation schedule (7 days a week) will be developed [and approved by HSH](#) that will transport shelter and Navigation Center users from Access Points or other sites to Shelters and Navigation Centers and back, ~~when needed and approved by HSH.~~

C. Activities/Functions of Access Points

San Francisco Coordinated Entry is implemented by Access Points which are located in regions of San Francisco in which there is a high prevalence of households experiencing homelessness. Access Points are

the locus of assessment, problem solving, housing navigation, mainstream system connections and matching and referral to housing opportunities and other programs and resources for people experiencing homelessness.

Access Points will assess a household's type and level of need in order to provide or refer them to appropriate resources. This will take place through a standard and comprehensive assessment and prioritization template provided by HSH. Households will be assessed for services including: shelters, navigation centers, transitional housing, rapid re-housing and other housing and service programs.

Access Points are all part of the HSH ONE System, currently being implemented in phases, which will support coordinated entry for the family, single adult, and youth systems using shared data from the San Francisco systems of care — including HSH-funded participating non-profits including all receiving ESG and CoC funding and government partners including HSH, Human Services Agency, Family and Children Services (the PCWA), Department of Public Health; the school district, juvenile and adult probation, and providers of mainstream benefits — to ensure data sharing and coordination.

1. Functions of All Access Points (All Populations)

This section describes activities that will be provided at all Access Points for all populations (adults, families, and youth). Following this are descriptions of activities that are specific to particular types of access points.

- **Problem Solving.** For those who are seeking services or shelter, Access Points will work on problem solving. Well-trained staff will conduct a screening for immediate safety and homelessness and provide an initial problem-solving conversation with all homeless and at-risk people seeking services. Next, they will work with the household to find a way to keep them in a safe place if they have one or can access one. In addition to training, staff will be resourced with sample scripts, procedures and information about other community resources. Access Points may also have flexible funding to provide problem solving support to households that would enter the homeless system if not supported to remain safely in their current location or to move to another location. Problem solving assistance can be extremely flexible and can be used to meet a variety of needs including short-term rent (including back rent), security deposits, food or supplies, transportation costs, small repairs to the unit that would make it habitable, and other housing-related expenses; it can also include referrals to eviction prevention and family reunification programs. Problem solving/stabilization resources are intended to be used only as a last resort and most Problem Solving activities are not expected to require the use of funds to be successful.
- **Client Assessment.** Access Points will screen, assess, and refer clients using HSH standardized tools, prioritization and referral protocols. These tools are integrated into the ONE system. The initial eligibility assessment is designed to determine whether a household is homeless in San Francisco. The housing assessment is designed to identify a household's housing barriers and vulnerabilities and is used to determine a household's priority level to access shelter and housing assistance. Criteria assessed using these tools include: current housing situation, duration of homelessness, chronicity, specific housing barriers, the presence of a disability, the number of household members with a disabling condition, functional impairments, the use of health care supports and crisis systems, and safety issues. Selected respondents will be required to use the tools developed for Access Points and to operate within the ONE system. This will include an

obligation to enter all households that are assessed, regardless of whether the household does or does not subsequently enter a shelter or housing program, into ONE.

- **Matching and Referrals.** Using the Assessment tools described above, Access Points will make prioritized referrals into openings in shelters, navigation centers, transitional housing, rapid rehousing and other housing and services programs. These matches will be based on the information collected during the assessment process. Access Point staff will track openings using the ONE System and will coordinate referrals to programs relevant for their population. These matches will be made within ONE, but may require coordination and communication with the programs directly, particularly in the first year of operations. City staff at HSH will oversee matching and authorize referrals to some programs, particularly Permanent Supportive Housing (PSH). All data and activities related to SFCE will be entered into the ONE System, including information about program availability and about households seeking assistance.

2. Functions Specific to Access Points for Adults

In addition to the activities described above, Access Points for adults will be required to perform the following WPC-funded activities:

- **Housing Navigation.** Housing navigation includes developing housing location and stabilization plans with homeless clients who qualify for navigation assistance during the assessment process. Housing Navigators serve as the homeless household's advocate throughout the process of locating and obtaining housing, and provide a range of services that includes tenant screening, assessment, and presentation of housing options including shared housing, rapid re-housing, permanent supportive housing, assistance with online housing searches, room and board options, the possibility of reunification with friends and family, and other potential options. Services also include working with households to (1) become "document ready" through the acquisition of identification, income and homelessness verifications, and other required documents; (2) access and complete housing applications and interviews; and (3) locate and obtain other supports and service linkages necessary to successfully fulfill the housing plan. Housing navigation services will emphasize building up community supports including connections to family when possible, and addressing housing barriers. When a client receives navigation services, the Housing Navigator will be expected to coordinate regularly with other providers working with the client, through meetings, calls, and/or through ONE System notes.

Housing Navigators are expected to carry caseloads of approximately 25 clients at a time and are to work with clients until they are permanently housed. Organizations with Housing Navigators funded through SFCE will be expected to work with health care partners to develop infrastructure and data documentation capacity to bill third party payers for health care-related services over time.

- **Housing and Tenancy Stabilization Services.** Once homeless individuals are housed, many will need ongoing support to sustain tenancy. Tenancy sustaining services include identification and intervention for behaviors that may jeopardize housing; coaching on relationships with landlords and/or other tenants; dispute resolution assistance; advocating and linking to eviction-prevention community resources; assistance with housing recertification; updating housing support and crisis response plans; support in household management skills; and providing support and education related to the psychological and practical transition into housing, addressing the

change of 'home' and familiar location, the potential for isolation, how to pay bills, manage visitors and relationships, etc. Services are offered using housing-first evidence-based practices, and should support individuals to maintain housing and ensure they have the necessary tools to integrate into their communities, focusing on the core values of health, home, purpose, and community.

3. Functions Specific to Access Points for Youth

In addition to the general activities described above, Youth Access Points must also conduct the following activities:

Access

- Create youth-friendly points of entry (physical, online, telephone) and integration with medical, mobile, and peer outreach teams. Applicants are encouraged to provide detailed information about how they will provide mobile Access Point services to youth experiencing homelessness.
- Deliver targeted outreach to youth of color (especially African/American, Latinx youth), LGBTQ/GNC, justice-involved, and other youth subpopulations across diverse neighborhoods to ensure equity of representation across interventions and access to resources in each neighborhood.

Assessment

- Use HSH-developed TAY assessment tool to identify individual housing instability and vulnerability within and across systems (child welfare, secondary and post-secondary schools, juvenile justice, nonprofit services) and appropriate system-wide referral. Assessment tools and processes will reflect principles of trauma-informed care and positive youth development.
- Provide immediate access to diversion/problem-solving services that include: family engagement, including mediation, parental support centers, reunification services; flexible funding pool designed to divert youth at the point of system entry (funds earmarked for rent, utilities, transportation, school/employment resources); access to supportive services designed to help retain and/or attain independent housing; peer and other community supports targeted toward housing retention.
- Provide specific coordination with the engagement, data intake, and referral processes of existing systems and interventions in education, child welfare (including the Public Child Welfare Agencies (PCWAs), healthcare, juvenile and criminal justice, and foster care to prevent discharge from these systems into homelessness.

Referral

- Referral and navigation to housing and services appropriate to level of need and vulnerability, using a system that incorporates youth choice, flexibility, and individualized and client-driven supports into eligibility and access determinations.
- Creation and maintenance of centralized, up-to-date inventory of TAY-specific housing and services as well as of mainstream resources appropriate for youth/TAY referrals.

4. Access Point Facilities and Operations

Applicants who are proposing to operate or become site-based Access Points may use an existing facility or propose to open a new facility. Those who are proposing a new facility may request HSH funding for operations, including standard costs associated with operating and maintaining a place of public services appropriate for the provision of services described above.

Access Points must, at a minimum, provide space for Problem Solving staff, Assessors, and Housing Navigators to meet privately with clients to conduct assessments and develop housing plans, and space for groups of clients to receive services such as housing education/counseling, as well as for staff to meet internally and with other services providers.

Access Points must be fully accessible for clients with disabilities, should be located near public transportation, and should include restrooms for clients. If the proposed location is not near public transportation, the applicant must describe how clients will be able to easily travel to the Access Point. Co-location, satellite locations, and/or other creative options are encouraged.

HSH is not requiring identification of specific sites for Access Points in submitted responses to this RFQ, but applicants are welcome to propose them. HSH will be supporting multiple Access Points, and may select a provider [from the qualified pool](#) to operate an Access Point at HSH's headquarters from the qualified pool of providers. Additionally, HSH will be seeking Access Points throughout the City; when selecting Access Points HSH will work to limit the concentration of services in particular neighborhoods based on the 2017 Point-in-Time Count data.

D. **Service Expectations**

Respondents must demonstrate a capacity to deliver trauma-informed assistance, maximize self-sufficiency for people experiencing homelessness in San Francisco, reduce the timeline from first encounter with SFCE to housing placement, and ensure that households are not subject to redundant screening or unnecessary access barriers. Best practices in homeless crisis response, including a housing-first orientation, trauma informed care, and progressive engagement should be considered in the response. Responses should demonstrate understanding and adoption of the concepts articulated in HSH's Strategic Framework, which can be found on the Internet: <http://hsh.sfgov.org/research-reports/framework/>.

E. **Expected Skills and Approaches for Selected Providers**

Applicants selected to provide services through this RFQ process will be expected to employ the skills and approaches described below. Please keep these expectations in mind as you prepare your response. However, it is not necessary to draft narrative responding individually to each item on this list.

1. *Flexibility* – the design of the SFCE is a work in progress. Policies, procedures and tools will be adjusted and refined over time, and particularly during the first year. The selected provider(s) must be willing to be flexible and adaptive as the system is refined. Provider(s) may be expected to provide services during non-traditional hours, including evenings and weekends.
2. *Mobility* – SFCE staff must be able to work with homeless people wherever they are. CE services should be as flexible as possible, including providing services wherever unhoused San Franciscans

are seeking services. SFCE is expected to be especially responsive to unsheltered people and those who are very vulnerable.

3. *Collaborative Approach* – the SFCE provider(s) must have the ability to build and maintain strong and effective working partnerships with shelters and housing partners and with neighborhood and community services.
4. *Communication* – SFCE staff must have the ability to communicate how the system works to homeless people, providers, and the public.
5. *Objectivity* – successful operation of the SFCE requires that the provider(s) use consistency and fairness in applying new policies and procedures and use of new tools.
6. *Problem Solving* – the SFCE provider(s) must embrace a problem solving approach to ending homelessness. To be effective, the SFCE provider(s) must employ staff who are skilled at problem-solving and understand how to adopt a strengths-based and client-centered approach to all aspects of service delivery.
7. *Housing First* – the SFCE system design is based upon a Housing First philosophy. The organizational mission and philosophy of the SFCE provider(s) must be aligned with Housing First principles: everyone is housing ready and there should be no barriers or service participation requirements imposed on homeless people as a condition for entering housing.
8. *Systems Thinking* – the SFCE is an essential component of the San Francisco’s homeless crisis response system. To successfully operate CE, the selected provider(s) must embrace a systems-thinking approach, understanding that the main purpose of SFCE is to streamline access to housing for those households with the greatest needs.
9. *Data-informed* – the SFCE is a critical source of information about who enters the SF Homelessness Response System (HRS). The data collected will be used for ongoing and continuous system improvement. The SFCE provider(s) must have strong data management capacity and a willingness to use data on a continuous basis to inform and improve practice.
10. *Client-centered*- Feedback from households experiencing homelessness or recently connected to housing through the coordinated entry process is regularly gathered and is used to improve the process.
11. *Continuous Quality Improvement and Peer Learning*- selected provider(s) will work collaboratively with the other SFCE grantees (as applicable) and the larger San Francisco Family Homeless Crisis Response System on continuous quality improvement.
12. *Transition Age Youth (TAY)*: SFCE includes TAY and families headed by TAY. Grantees should demonstrate a clear understanding of the special developmental needs of TAY.
13. *Racial Equity*: Grantees are expected to combat racism and integrate racial equity in staffing, staff development and training, program approach and the approach to data and outcomes.
14. *Rapid and low barrier access*: SFCE is intended to eliminate barriers to access. All CES activities should limit or eliminate administrative burdens on people experiencing homelessness in San Francisco to the maximum extent possible. Access to SFCE services will not be conditional on acceptance into case management, mainstream benefits or any other systems.

III. Submission Requirements

A. Time and Place

Respondents shall submit one (1) electronic PDF file of the proposal to: maggie.chui@sfgov.org. The electronic file title should include the RFQ number, the proposing agency name, and the number of files submitted, i.e. 1 of 4. Proposals must be received **no later than 3:00 p.m., Wednesday, January 24, 2018**. Late submissions will not be considered. Supplemental documents or revisions after the deadline will not be accepted.

B. Format

For word processing documents, text should be unjustified (i.e., with a ragged-right margin) using a 12 point serif font (e.g., Times Roman, and not Arial), and page margins should be at least 1" on all sides (excluding headers and footers), single-spaced.

C. Contents

Organizations interested in responding to this RFQ must submit the following information, in the order specified below. All proposals must be developed using the format below. This is necessary so that all proposals can receive fair and equal evaluation. Proposals not following the required format will not be considered. Information must be at a level of detail that enables effective evaluation ~~and comparison between proposals~~ by the Proposal Evaluation Panel. The responding agencies Agency must ensure that the proposal addresses the Selection Criteria.

1. Table of Contents

Each proposal package should contain a complete table of contents showing page numbers. All pages in the package must be numbered consecutively.

2. Proposal Qualifications Submission RFQ Cover Page – (use the form provided in Section IX)

~~Please select all of the Service Components for which you are applying to become qualified and identify them on the cover page of the proposal.~~ Submit the cover page signed by a person authorized to obligate the organization to perform the commitments contained in the proposal. Submission of this document will constitute a representation by the organization that it is willing and able to perform the commitments contained in the proposal.

3. Minimum Qualifications – up to 4 pages plus one additional page per added service area – (use the form provided in Section X)

All ~~respondents agencies submitting responses for possible funding~~ must provide a *Minimum Qualifications Narrative* describing in detail how the proposing agency meets each of the Minimum Qualifications required by those service components to which agencies are responding. Any responses that fail to demonstrate these qualifications will be considered non-responsive and will not be eligible to be part of the qualified applicant pool. The first page of this section must be a completed table, shown below, indicating with a "yes" or "no" summarizing that the provider meets the minimum qualifications of the service component(s) ~~as shown in the table below~~ to which the organization is applying for. The "X" mark in the table below demonstrates it requires minimum

qualifications for the service area. For those minimum qualifications that do not apply to the specific service areas, the table shows “n/a”.

For example, if a provider is responding to two of the seven service components, then up to a total of six pages may be submitted for this section: page 1, completed Minimum Qualifications table; up to pages 2 to 4, Minimum Qualifications response; page 5, one page for service component #1; page 6, one page for service component #2.

Table A. Minimum Qualifications Summary – Respondents

	<u>MQ#1</u>	<u>MQ#2</u>	<u>MQ#3</u>	<u>MQ#4</u>
	A minimum of five (5) years of experience providing services to people experiencing homelessness.	If proposing to provide Stabilization Units, a minimum of two (2) years of experience providing shelter, transitional housing, or permanent housing to homeless and formerly homeless families. Agencies must also have a history of providing clinical supervision and documenting service types.	If proposing to provide Administration of Flexible Subsidy Pool, a minimum of two (2) years of experience providing medium to long-term rent subsidies on behalf of people experiencing homelessness, including conducting HQS inspections, managing large rental payment pools, making payments to third parties and documenting allowable expenses.	Respondent must be a certified vendor with the City and County of San Francisco or the ability to become a certified vendor within ten (10) days after notice of intent to award.
<u>Service Component #1</u> – Access points for Adults	X	n/a	X - If applying for Flex Housing Subsidy Pool	X
<u>Service Component #2</u> – Stabilization Units for Adults	X	X	X	X
<u>Service Component #3</u> – Housing and Tenancy Stabilization Services for Adults	X	X	n/a	X
<u>Service Component #4</u> – Administration of a Flexible Subsidy Pool for Adults	X	n/a	X	X
<u>Service Component #5</u> – Access Point for Families in the Mission District	X	n/a	X	X
<u>Service Component #6</u> – Youth Access Points	X	n/a	X	X
<u>Service Component #7</u> – Shelter and Navigation	X	n/a	n/a	X

Center Transportation				
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4. **Contracts/Grants (both public and private) –up to 1 pages per service component**

For each service component to which the respondent is submitting qualifications, respondents should submit a statement listing relevant contracts with a description of the services which have been completed during the last five (5) years, including: the dates services were provided, the name of the funder and any participating subcontractors and the subcontractor’s role. The statement must also list any failure or refusal to complete a contract, including details and dates, and a statement indicating if a contract was terminated earlier than the original contract term date, including a description of the reason for and date of the termination. Provide disclosure of any litigation including respondent, subcontractors, or any principal officers thereof in connection with any contract or grant. NOTE: Applications for multiple service components may submit a maximum of 1 page per service component.

5. **Organizational Capacity –up to 3 pages per service component (not including resumes, job descriptions, and letters of reference)**

NOTE: A maximum of 3 pages per service component may be submitted for organizational capacity, For example, if an organization is responding to 5 service areas (components), then no more than a total of 15 pages for Organizational Capacity may be submitted. Provide a description of your agency’s ability to deliver the services proposed in this RFQ. Be sure to address experience in serving people who are unsheltered or living in shelter, are highly vulnerable and have high housing barriers. The description should include, at a minimum, the following elements:-Please do not repeat experience cited above to document minimum qualifications.

In addition, please address the following:

- a) Staffing Plan – Describe organizational structure and staffing patterns needed to provide the proposed services including program supervision and management. Clearly identify whether services will be performed by existing staff or by proposed staff. Identify any existing or potential subcontractors and describe their responsibilities in the delivery of services/ space. Subcontractor staff involved in the delivery of the CE should be identified in the staff plan.
- b) How the grantee will ensure that SFCE staff is appropriately trained and skilled at motivational interviewing, active listening, and strengths-based service delivery.
- c) HSH expects that agencies providing Housing Stabilization and Tenancy Services will be qualified and capable of documenting Medi-Cal eligible expenses for these services. If applying for component insert the specific component by number and name here, describe your organizational capacity provide clinical supervision and document service provision in accordance with Medi-Cal requirements.
- d) Service Site Plan – Describe the plan for location and hours of services and how target capacity will be accommodated.
 - I. If the submission includes a location or locations that will serve as the Access Point(s), describe the space(s), how households will be treated with dignity and respect in the space, what the accessibility of the building is in terms of disabled access and in terms of transportation, and current site control status or site control plans. Also

describe what services relevant to the target populations, if any, are co-located at the site or within a short distance from the site (Access Points Only);

- II. If the submission includes providing Stabilization Units, provide the documentation of site control for the units, such as an MOU or Master lease. If site control is still being negotiated, provide the LOI and a timeline for site control (Stabilization Units Only).
- III. If this submission includes plans for Access Points or Stabilization Units and does not include an identified location with established site control, describe how the respondent intends to find and secure a suitable location and the timeline for site control (Access Points and Stabilization Units Only) in order to begin services by July 1, 2018.

6. **Fiscal Capacity –up to 3 pages**

Provide a narrative describing the organization’s fiscal and management capacity, including brief contracting history and ability to administer public funding.

NOTE: Applications for multiple components should submit only one 3-page Fiscal Capacity submission, regardless of the number of service components to which the organization is submitting qualifications.

IV. Evaluation and Selection Criteria

A. Minimum Qualifications

- ~~1.~~—A minimum of five (5) years of experience providing services to people experiencing homelessness.
- ~~2.~~—~~If proposing to serve a particular target population, a minimum of three (3) years of culturally responsive service to that population.~~
- ~~3.~~—~~A minimum of two (2) years of experience providing trauma informed care to people experiencing homelessness or other similar populations in San Francisco.~~
- ~~4.~~—~~A minimum of two (2) years of experience with Continuous Quality Improvement including a clear organizational/partnership method for evaluation and improvement.~~
- ~~5-1.~~ ~~A minimum of two (2) years of experience using a housing first approach to housing and services for people experiencing homelessness, including one or more examples of changes to an organizational policy or community work led by your organization to reduce barriers to housing, eliminate the culture of “housing readiness” internal to your organization or in the community, or eliminate sobriety or behavioral health compliance barriers to housing access.~~
- ~~6-2.~~ If proposing to provide Stabilization Units, a minimum of two (2) years of experience providing shelter, transitional housing, or permanent housing to homeless and formerly homeless families. Agencies must also have a history of providing clinical supervision and documenting service types.
- ~~7-3.~~ If proposing to provide Administration of Flexible Subsidy Pool, a minimum of two (2) years of experience providing medium to long-term rent subsidies on behalf of people experiencing homelessness, including conducting HQS inspections, managing large rental payment pools, making payments to third parties and documenting allowable expenses.
- ~~8-4.~~ Respondent must be a certified vendor with the City and County of San Francisco or the ability to become a certified vendor within ten (10) days after notice of intent to award.

Please note: Agencies submitting qualifications that have previously been contracted by the City and County of San Francisco and/ or Federal agencies to provide goods and/or services must demonstrate compliance with performance/monitoring requirements in previous grants/contracts in order to be considered responsive to this RFQ. **Documented failure to correct performance/monitoring deficiencies identified in past City and County grants/contracts may result in Agency disqualification to participate in this RFQ.**

Any response that does not demonstrate that the proposer meets these minimum requirements required by the service components applied for by the respondents by the deadline, will be considered non-responsive and will not be eligible for consideration for the qualified pool.

B. Selection Criteria

Qualification responses will be evaluated by a selection committee comprised of parties with expertise in the service areas identified in this RFQ. The City intends to evaluate the responses generally in accordance with the criteria itemized below.

Total Possible Points: 100

Respondents must receive a minimum of 60% of the available points to be considered for the qualified pool.

For each service area for which responses are submitted, submissions will be rated based on the following criteria:

1. Organizational infrastructure ~~and~~ staff capacity to deliver the program and organizational change to reduce barriers. (15 points) – Per response to Organizational Capacity section and Contracts/Grants section
- ~~2.~~ Understanding of the HSH expectations for SFCE providers. (15 points) – Per response to Organizational Capacity section
- ~~3.~~ ~~2.~~ Years of experience providing services to people experiencing homelessness. (10 points)
- ~~4.~~ ~~3.~~ Culturally responsive service to proposed population. (10 points) – Per response to Organizational Capacity section
- ~~5.~~ ~~4.~~ EApplicant experience providing trauma-informed services in shelter, transitional housing, or permanent housing to homeless and formerly homeless households. (10 points) – Per response to Organizational Capacity section
- ~~6.~~ ~~5.~~ EApplicant experience using a housing first approach to housing and services for people experiencing homelessness, including one or more examples of changes to an organizational policy or community work led by your organization to reduce barriers to housing, eliminate the culture of “housing readiness” internal to your organization or in the community, or eliminate sobriety or behavioral health compliance barriers to housing access. (10 points) – Per response to Organizational Capacity section
- ~~7.~~ ~~6.~~ EApplicant experience with Continuous Quality Improvement, data collection and analysis to track and report on services and outcome objectives, including a clear organizational/partnership method for evaluation and improvement. Experience with Medi-Cal documentation (if applying for Housing Stabilization and Tenancy Services). (10 points) – Per response to Organizational Capacity section
- ~~8.~~ ~~7.~~ Model for client input and participation in program design, service delivery, and program operations. (10 points) – Per response to Organizational Capacity section

- ~~9.8.~~ Documented site control (or plan) for Services locations, Stabilization Units, or Access Point locations. (10 points) – Per response to Organizational Capacity section
- ~~10.9.~~ Fiscal and administrative capacity, as well as the ability to leverage other resources for this program, either from in-kind, and/or external resources. (10 points) – Per response to Fiscal Capacity section

V. Pre-Proposal Conference

A. Pre-proposal Conference

Respondents are encouraged to attend a pre-proposal conference on Friday, January 12, 2018, at 10:00 AM, to be held at San Francisco Department of Homelessness and Supportive Housing, 1360 Mission Street, Second Floor, Collaborative Space, San Francisco, CA 94103.

B. Grant Award

HSH will establish a qualified pool for the service components in this RFQ. HSH will select a respondent with whom Agency staff will commence grant negotiations. The selection of any proposal shall not imply acceptance by the City of all terms of the proposal, which may be subject to further negotiations and approvals before the City may be legally bound thereby. If a satisfactory grant cannot be negotiated in a reasonable time frame, the Department of Homelessness and Supportive Housing, in its sole discretion, may terminate negotiations with the highest ranked respondent and begin grant negotiations with the next highest ranked respondent, or cease the RFP process, and re-issue a new RFP.

C. Written Questions

Respondents are encouraged to submit written questions before the due date stated in Section I.B. to the individual designated in Section VI.B. All questions will be addressed and any available new information will be provided in writing via email to respondents. All written questions must be submitted on or prior to **Wednesday, January 17, 2018 at 12:00 PM**.

VI. Terms and Conditions for Receipt of Qualifications

A. Errors and Omissions in RFQ

Respondents are responsible for reviewing all portions of this RFQ. Respondents are to promptly notify the Department, in writing, if the respondent discovers any ambiguity, discrepancy, omission, or other error in the RFQ. Any such notification should be directed to the Department promptly after discovery, but in no event later than five working days prior to the date for receipt of proposals. Modifications and clarifications will be made by addenda as provided below.

B. Inquiries Regarding RFQ

Inquiries regarding the RFQ and all notifications of intent to request written modification or clarification of the RFQ must be in writing via email to maggie.chui@sfgov.org or via mail to:

Maggie Chui
Office of Contracts Management
San Francisco Department of Homelessness and Supportive Housing
1360 Mission Street, Suite 200
San Francisco, CA 94103

In order to prevent possible delay, submission via email is highly recommended.

C. Objections to RFQ Terms

Should a respondent object on any ground to any provision or legal requirement set forth in this RFQ, the respondent must, not more than ten calendar days after the RFQ is issued, provide written notice to the Department setting forth with specificity the grounds for the objection. The failure of a respondent to object in the manner set forth in this paragraph shall constitute a complete and irrevocable waiver of any such objection.

D. Change Notices

The Department may modify the RFQ, prior to the proposal due date, by issuing Change Notices, which will be posted on the website. The respondent shall be responsible for ensuring that its proposal reflects any and all Change Notices issued by the Department prior to the proposal due date regardless of when the proposal is submitted. Therefore, the City recommends that the respondent consult the website frequently, including shortly before the proposal due date, to determine if the respondent has downloaded all Change Notices.

E. Term of Proposal

Submission of a proposal signifies that the proposed services and prices are valid for 120 calendar days from the proposal due date and that the quoted prices are genuine and not the result of collusion or any other anti-competitive activity.

F. Revision of Proposal

A respondent may revise a proposal on the respondent's own initiative at any time before the deadline for submission of proposals. The respondent must submit the revised proposal in the same manner as the original. A revised proposal must be received on or before the proposal due date.

In no case will a statement of intent to submit a revised proposal, or commencement of a revision process, extend the proposal due date for any respondent.

At any time during the proposal evaluation process, the Department may require a respondent to provide oral or written clarification of its proposal. The Department reserves the right to make an award without further clarifications of proposals received.

G. Errors and Omissions in Proposal

Failure by the Department to object to an error, omission, or deviation in the proposal will in no way modify the RFQ or excuse the vendor from full compliance with the specifications of the RFQ or any grant awarded pursuant to the RFQ.

H. Financial Responsibility

The City accepts no financial responsibility for any costs incurred by an agency in responding to this RFQ. Submissions of the RFQ will become the property of the City and may be used by the City in any way deemed appropriate.

I. Respondent's Obligations under the Campaign Reform Ordinance

Respondents must comply with Section 1.126 of the S.F. Campaign and Governmental Conduct Code, which states:

No person who grants with the City and County of San Francisco for the rendition of personal services, for the furnishing of any material, supplies or equipment to the City, or for selling any land or building to the City, whenever such transaction would require approval by a City elective officer, or the board on which that City elective officer serves, shall make any contribution to such an officer, or candidates for such an office, or committee controlled by such officer or candidate at any time between commencement of negotiations and the later of either (1) the termination of negotiations for such grant, or (2) three months have elapsed from the date the grant is approved by the City elective officer or the board on which that City elective officer serves.

If a respondent is negotiating for a grant that must be approved by an elected local officer or the board on which that officer serves, during the negotiation period the respondent is prohibited from making contributions to:

- the officer's re-election campaign
- a candidate for that officer's office
- a committee controlled by the officer or candidate.

The negotiation period begins with the first point of contact, either by telephone, in person, or in writing, when a grantee approaches any city officer or employee about a particular grant, or a city officer or employee initiates communication with a potential grantee about a grant. The negotiation period ends when a grant is awarded or not awarded to the grantee. Examples of initial contacts include: (1) a vendor contacts a city officer or employee to promote himself or herself as a candidate for a grant; and (2) a city officer or employee contacts a grantee to propose that the grantee apply for a grant. Inquiries for information about a particular grant, requests for documents relating to a Request for Qualifications, and requests to be placed on a mailing list do not constitute negotiations.

Violation of Section 1.126 may result in the following criminal, civil, or administrative penalties:

1. Criminal. Any person who knowingly or willfully violates section 1.126 is subject to a fine of up to \$5,000 and a jail term of not more than six months, or both.

2. Civil. Any person who intentionally or negligently violates section 1.126 may be held liable in a civil action brought by the civil prosecutor for an amount up to \$5,000.
3. Administrative. Any person who intentionally or negligently violates section 1.126 may be held liable in an administrative proceeding before the Ethics Commission held pursuant to the Charter for an amount up to \$5,000 for each violation.

For further information, respondents should contact the San Francisco Ethics Commission at (415) 581-2300.

J. Sunshine Ordinance

In accordance with S.F. Administrative Code Section 67.24(e), grantees' bids, responses to RFQs and all other records of communications between the City and persons or firms seeking grants shall be open to inspection immediately after a grant has been awarded. Nothing in this provision requires the disclosure of a private person's or organization's net worth or other proprietary financial data submitted for qualification for a grant or other benefits until and unless that person or organization is awarded the grant or benefit. Information provided which is covered by this paragraph will be made available to the public upon request.

K. Public Access to Meetings and Records

If a respondent is a non-profit entity that receives a cumulative total per year of at least \$250,000 in City funds or City-administered funds and is a non-profit organization as defined in Chapter 12L of the S.F. Administrative Code, the respondent must comply with Chapter 12L. The respondent must include in its proposal (1) a statement describing its efforts to comply with the Chapter 12L provisions regarding public access to respondent's meetings and records, and (2) a summary of all complaints concerning the respondent's compliance with Chapter 12L that were filed with the City in the last two years and deemed by the City to be substantiated. The summary shall also describe the disposition of each complaint. If no such complaints were filed, the respondent shall include a statement to that effect. Failure to comply with the reporting requirements of Chapter 12L or material misrepresentation in respondent's Chapter 12L submissions shall be grounds for rejection of the proposal and/or termination of any subsequent Agreement reached on the basis of the proposal.

L. Reservations of Rights by the City

The issuance of this RFQ does not constitute an agreement by the City that any grant will actually be entered into by the City. The City expressly reserves the right at any time to:

1. Waive or correct any defect or informality in any response, proposal, or proposal procedure;
2. Reject any or all proposals;
3. Reissue a Request for Qualifications;
4. Prior to submission deadline for proposals, modify all or any portion of the selection procedures, including deadlines for accepting responses, the specifications or requirements for any materials, equipment or services to be provided under this RFQ, or the requirements for contents or format of the proposals;
5. Procure any materials, equipment or services specified in this RFQ by any other means; or

6. Determine that no project will be pursued.

M. No Waiver

No waiver by the City of any provision of this RFQ shall be implied from any failure by the City to recognize or take action on account of any failure by a respondent to observe any provision of this RFQ.

N. Local Business Enterprise Goals and Outreach

Due to county, federal and state funding for these services, LBE bid discounts will not be used in this RFQ.

VII. City Contracting Requirements

A. Standard Contract Provisions

The successful respondent will be required to enter into a contract substantially in the form of the Agreement for Professional Services, attached hereto as Appendix C. Failure to timely execute the contract, or to furnish any and all insurance certificates and policy endorsement, surety bonds or other materials required in the contract, shall be deemed an abandonment of a contract offer. The City, in its sole discretion, may select another firm and may proceed against the original selectee for damages.

Respondents are urged to pay special attention to the requirements of Administrative Code Chapters 12B and 12C, Nondiscrimination in Contracts and Benefits; the Minimum Compensation Ordinance; the Health Care Accountability Ordinance; the First Source Hiring Program; and applicable conflict of interest laws, as set forth in paragraphs B, C, D, E and F below.

B. Nondiscrimination in Contracts and Benefits

The successful respondent will be required to agree to comply fully with and be bound by the provisions of Chapters 12B and 12C of the San Francisco Administrative Code. Generally, Chapter 12B prohibits the City and County of San Francisco from entering into contracts or leases with any entity that discriminates in the provision of benefits between employees with domestic partners and employees with spouses, and/or between the domestic partners and spouses of employees. The Chapter 12C requires nondiscrimination in contracts in public accommodation. Additional information on Chapters 12B and 12C is available on the CMD's website at www.sfcMD.org.

C. Minimum Compensation Ordinance (MCO)

The successful respondent will be required to agree to comply fully with and be bound by the provisions of the Minimum Compensation Ordinance (MCO), as set forth in S.F. Administrative Code Chapter 12P. Generally, this Ordinance requires contractors to provide employees covered by the Ordinance who do work funded under the contract with hourly gross compensation and paid and unpaid time off that meet certain minimum requirements.

For the amount of hourly gross compensation currently required under the MCO, see www.sfgov.org/olse/mco. Note that this hourly rate may increase on January 1 of each year and that contractors will be required to pay any such increases to covered employees during the term of the contract. Additional information regarding the MCO is available on the web at www.sfgov.org/olse/mco.

D. Health Care Accountability Ordinance (HCAO)

The successful respondent will be required to agree to comply fully with and be bound by the provisions of the Health Care Accountability Ordinance (HCAO), as set forth in S.F. Administrative Code Chapter 12Q. Contractors should consult the San Francisco Administrative Code to determine their compliance obligations under this chapter. Additional information regarding the HCAO is available on the web at www.sfgov.org/olse/hcao.

E. First Source Hiring Program (FSHP)

If the contract is for more than \$50,000, then the First Source Hiring Program (Admin. Code Chapter 83) may apply. Generally, this ordinance requires contractors to notify the First Source Hiring Program of available entry-level jobs and provide the Workforce Development System with the first opportunity to refer qualified individuals for employment.

Contractors should consult the San Francisco Administrative Code to determine their compliance obligations under this chapter. Additional information regarding the FSHP is available on the web at <http://www.workforcedevelopmentsf.org/> and from the First Source Hiring Administrator, (415) 401-4960.

F. Conflicts of Interest

The successful respondent will be required to agree to comply fully with and be bound by the applicable provisions of state and local laws related to conflicts of interest, including Section 15.103 of the City's Charter, Article III, Chapter 2 of City's Campaign and Governmental Conduct Code, and Section 87100 et seq. and Section 1090 et seq. of the Government Code of the State of California. The successful respondent will be required to acknowledge that it is familiar with these laws; certify that it does not know of any facts that constitute a violation of said provisions; and agree to immediately notify the City if it becomes aware of any such fact during the term of the Agreement.

Individuals who will perform work for the City on behalf of the successful respondent might be deemed consultants under state and local conflict of interest laws. If so, such individuals will be required to submit a Statement of Economic Interests, California Fair Political Practices Commission Form 700, to the City within ten calendar days of the City notifying the successful respondent that the City has selected the respondent.

VIII. Standard Forms

Before the City can award any grant to a grantee, that grantee must file three standard City forms (items 1-3 on the chart). Because many grantees have already completed these forms, and because some informational forms are rarely revised, the City has not included them in the RFQ package. Instead, this Appendix VIII describes the forms, where to find them on the Internet (see bottom of page 2), and where to file them. If a grantee cannot get the documents off the Internet, the grantee should call (415) 554-6248 or e-mail Purchasing (purchasing@sfgov.org) and Purchasing will fax, mail or e-mail them to the grantee.

If a grantee has already filled out items 1-3 (see note under item 3) on the chart, **the grantee should not do so again unless the grantee's answers have changed.** To find out whether these forms have been submitted, the grantee should call Vendor File Support in the Controller's Office at (415) 554-6702.

If a grantee would like to apply to be certified as a local business enterprise, it must submit item 4. To find out about item 4 and certification, the grantee should call [Grant-Contract](#) Monitoring Division at (415) 252-2500.

Item	Form name and Internet location	Form	Description	Return the form to; For more info
1.	Request for Taxpayer Identification Number and Certification http://sfgsa.org/index.aspx?page=4762 www.irs.gov/pub/irs-fill/fw9.pdf	W-9	The City needs the grantee's taxpayer ID number on this form. If a grantee has already done business with the City, this form is not necessary because the City already has the number.	Controller's Office Vendor File Support City Hall, Room 484 San Francisco, CA 94102 (415) 554-6702
2.	Business Tax Declaration http://sfgsa.org/index.aspx?page=4762	P-25	All grantees must sign this form to determine if they must register with the Tax Collector, even if not located in San Francisco. All businesses that qualify as "conducting business in San Francisco" must register with the Tax Collector	Controller's Office Vendor File Support City Hall, Room 484 San Francisco, CA 94102 (415) 554-6702
3.	S.F. Administrative Code Chapters 12B & 12C Declaration: Nondiscrimination in Grants and Benefits http://sfgsa.org/index.aspx?page=4762 In Vendor Profile Application	CMD-12B-101	Grantees tell the City if their personnel policies meet the City's requirements for nondiscrimination against protected classes of people, and in the provision of benefits between employees with spouses and employees with domestic partners. Form submission is not complete if it does not include the additional documentation asked for on the form. Other forms may be required, depending on the answers on this form. Grant-by-Grant Compliance status vendors must fill out an additional form for each grant.	Human Rights Comm. 25 Van Ness, #800 San Francisco, CA 94102-6059 (415) 252-2500
4.	CMD LBE Certification Application http://www.sfgsa.org/in		Local businesses complete this form to be certified by CMD as LBEs. Certified LBEs receive a rating bonus pursuant to Chapter	Grant Monitoring Unit 30 Van Ness Avenue, Suite 200 San Francisco, CA

Item	Form name and Internet location	Form	Description	Return the form to; For more info
	dex.aspx?page=6058 In Vendor Profile Application		14B when bidding on City grants if applicable. To receive the bid discount, you must be certified by CMD by the proposal due date.	94102 Phone: (415) 581-2310

Where the forms are on the Internet:

Office of Grant Administration

Homepage: www.sfgov.org/oca/
Purchasing forms: Click on "Required Vendor Forms" under the "Information for Vendors and Grantees" banner.

Contract Monitoring Division

CMD's homepage: <http://sfgsa.org/index.aspx?page=5365>
Equal Benefits forms: <http://sfgsa.org/index.aspx?page=5359>
LBE certification form: <http://sfgsa.org/index.aspx?page=5364#Section%20V>

IX. Qualifications Submission Cover Page

NAME OF ORGANIZATION(S): _____

ADDRESS: _____

DIRECTOR: _____

PHONE/FAX #: _____

EMAIL: _____

FEDERAL EMPLOYER IDENTIFICATION NUMBER (EIN): _____

I understand that the San Francisco Department of Homelessness and Supportive Housing (HSH) reserves the right to modify the specifics of this application at the time of funding and/or during the grant negotiation; that a grant may be negotiated for a portion of the amount requested; and that there is no grant until a written grant has been signed by both parties and approved by all applicable City Agencies.

Signature of authorized representative(s):

Name: _____ Title: _____

Signature: _____ Date: _____

Name: _____ Title: _____

Signature: _____ Date: _____

Submit an electronic PDF file via email to: maggie.chui@sfgov.org

X. Minimum Qualifications Summary – Respondents

Please copy this minimum qualifications table to the first page of the minimum qualifications submission. Please note that this table is the same table provided on page 16 of this RFQ.

	<u>MQ#1</u>	<u>MQ#2</u>	<u>MQ#3</u>	<u>MQ#4</u>
	<u>A minimum of five (5) years of experience providing services to people experiencing homelessness.</u>	<u>If proposing to provide Stabilization Units, a minimum of two (2) years of experience providing shelter, transitional housing, or permanent housing to homeless and formerly homeless families. Agencies must also have a history of providing clinical supervision and documenting service types.</u>	<u>If proposing to provide Administration of Flexible Subsidy Pool, a minimum of two (2) years of experience providing medium to long-term rent subsidies on behalf of people experiencing homelessness, including conducting HQS inspections, managing large rental payment pools, making payments to third parties and documenting allowable expenses.</u>	<u>Respondent must be a certified vendor with the City and County of San Francisco or the ability to become a certified vendor within ten (10) days after notice of intent to award.</u>
<u>Service Component #1 – Access points for Adults</u>	<u>X</u>	<u>n/a</u>	<u>X - If applying for Flex Housing Subsidy Pool</u>	<u>X</u>
<u>Service Component #2 – Stabilization Units for Adults</u>	<u>X</u>	<u>X</u>	<u>X</u>	<u>X</u>
<u>Service Component #3 – Housing and Tenancy Stabilization Services for Adults</u>	<u>X</u>	<u>X</u>	<u>n/a</u>	<u>X</u>
<u>Service Component #4 – Administration of a Flexible Subsidy Pool for Adults</u>	<u>X</u>	<u>n/a</u>	<u>X</u>	<u>X</u>
<u>Service Component #5</u>	<u>X</u>	<u>n/a</u>	<u>X</u>	<u>X</u>

<u>- Access Point for Families in the Mission District</u>				
<u>Service Component #6 - Youth Access Points</u>	X	n/a	X	X
<u>Service Component #7 - Shelter and Navigation Center Transportation</u>	X	n/a	n/a	X