



**RFQ #HSH2019-124 – Shelter Services and Roving Mental Health Services
Questions and Answers
Issued March 1, 2019**

GENERAL PROGRAM

- 1. Question** Can HSH please provide an estimated time frame for the start date of these programs?
- Answer This process is meant to provide a pool of qualified providers for the services described in the RFQ. Grant awards resulting from this RFQ begin in July 2019 and will be ongoing, as funding becomes available.

SHELTER SERVICES

- 2. Question** Is this RFQ looking for providers to establish a family shelter in a specific neighborhood? Is this RFQ seeking to establish a new family shelter in the Bayview or will that need be addressed in separate procurement process?
- Answer This RFQ process is seeking to qualify providers who wish to provide shelter services at existing and new facilities, to be determined as funding becomes available. **HSH strongly encourages all providers who are interested in providing shelter services in any neighborhood to apply to this RFQ.**
- 3. Question** Are shelter services for families for this RFQ intended to be for emergency shelter or for private room shelter?
- Answer This RFQ process is seeking to qualify providers who wish to provide shelter services for adults and/or families. Please see pages 4 through 10 of the RFQ for more information about the scope of work the City expects Awarded Providers to perform.
- 4. Question** Is the RFQ looking for providers for adult-only populations? Or is the RFQ seeking providers for Adults *and* families? Section B. Referrals makes note of Adult Shelters and Family Shelters, whereas, Section C. Description of Services refers to Shelters (Adults and Families) and Support Services (Families).
- Answer This RFQ is seeking to qualify providers who wish to provide shelter services at adult-only facilities and/or family-only facilities. Please see the RFQ, which describes which services are required for each population. Each site shall serve either adults or family populations, not both. One Application may be submitted for Adult Shelter Services and Family Shelter Services.
- 5. Question** Under “Served Populations”, the RFQ states that “[a] family may also include pregnant persons under defined circumstances.” Can the HSH please clarify what is meant by “defined circumstances”?
- Answer HSH is currently revisiting the defined circumstances. Providers will be consulted and updated as this process moves forward.

ROVING MENTAL HEALTH SERVICES

- 6. Question** Can the HSH please provide an estimate of the projected number of individuals/families to be served for “Roving Mental Health Services”?
- Answer Please note that at this time, this service will only serve families. This information is not available at this time. This process is seeking to qualify providers to provide the services as described in the RFQ.
- 7. Question** Roving Mental Health Services to Families are described as “time limited”. How much time is allotted to each family and/or what is the formula or basis for allotting time? Is there an existing expectation about the frequency of services provided?
- Answer This information is not available at this time; however, HSH expects that a family will be transitioned to a more long-term mental health provider. This process is seeking to qualify providers to provide the services as described in the RFQ.
- 8. Question** Are the services described in Section 3.g. “transitions” similar to exit planning, in which the provider will help provide planning so that the client will continue to receive mental health services after exiting from the housing or shelter program and ceasing to receive services from the Roving Mental Health Services provider?
- Answer Yes, please see page 8 of the RFQ, which describes what HSH means by transitions.
- 9. Question** Would the therapists funded under “Roving Mental Health Services” be providing services in offices on the sites of other family services providers, including Access Points, Family Shelters, Rapid Rehousing Programs and PSH programs? Or is it envisioned as being mobile services along the lines of Mobile Crisis or the Homeless Outreach Team (HOT)?
- Answer The expectation is as stated, that Awarded Providers shall travel to meet with eligible and referred families in various locations within San Francisco.
- 10. Question** The RFQ states the “Awarded providers shall travel to meet with families, in their various locations within San Francisco, including Shelters and housing sites.” Can the HSH please clarify the facility/location requirements for Roving Mental Health Services? Are there established provisions regarding where services are to be provided? Are awarded providers permitted to transport clients to the provider’s facilities?
- Answer The expectation is as stated, that Awarded Providers shall travel to meet with families in various locations within San Francisco.
- 11. Question** The RFQ states that “Awarded Providers shall conduct intake and psychosocial assessment...” Does the HSH have a preferred “psychosocial assessment” or is the awarded provider responsible for selecting their own assessment?
- Answer At this time, that information has not yet been determined.

- 12. Question** **The RFQ states that “Awarded Providers shall transition families to a long-term mental health provider...” Can the “long-term mental health provider” be the awarded provider itself?**
- Answer HSH is not seeking long-term mental health service providers through this process. Please see the examples of long-term mental health providers on page 8 of the RFQ.
- 13. Question** **Can the HSH please provide clarification on how providers are to navigate privacy concerns while conducting therapeutic services in shelters?**
- Answer HSH is seeking Applications that address these issues. Please see page 15 of the RFQ, section C. 4. 4.a., which asks agencies to address challenges and barriers and how the agency plans to mitigate such issues.

REPORTING REQUIREMENTS

- 14. Question** **Will the ONE System and/or other reporting requirements preserve patient confidentiality?**
- Answer Any information shared between Awarded Providers, HSH and other providers about individuals served by the system shall be communicated in a secure manner, with appropriate release of consent forms and in compliance with HIPAA guidelines and HSH policies. All One System users must complete the annually required San Francisco Department of Public Health's online Privacy Training before accessing the ONE System for the first time. HSH's Data Sharing and Privacy policy: <http://hsh.sfgov.org/overview/data-sharing-and-privacy/>.
- 15. Question** **In the service objectives there is a requirement to use the ONE system. If a provider is currently using its own database due to the limited access to the ONE system, when will that happen for the other providers and will the training be robust enough that to easily train staff?**
- Answer Awarded Providers will be notified of requirements and timelines for the ONE System by HSH as they become finalized.
- 16. Question** **In the service objectives, one of the data points refers to unduplicated clients, will providers have access to the data in the ONE system to measure outcomes?**
- Answer HSH will develop specific service and outcome objectives and define how they will be measured from data in the ONE System, as well as other reporting requirements for Awarded Providers. Currently, the ONE System does offer established reports for provider use and certain objectives may be calculated through the ONE system directly. The need for providers to measure their own outcomes will depend on the outcomes defined for the program.

FUNDING

- 17. Question** **What is the amount of funding available for Shelter Services to Adults, Shelter Services to Families, and Roving Mental Health Services to**

Families?
Answer Specific information about funding is not available at this time. This process is seeking to qualify providers who wish to provide the services, as funding becomes available.

18. Question Is this RFQ for new funding or has it been awarded previously, and if so to which agencies?

Answer HSH has agreements for existing adult and/or family shelter facilities with the following providers: Catholic Charities, Central City Hospitality House, Community Awareness Treatment Services, Compass Family Services, Dolores Street Community Center, Episcopal Community Services, Hamilton Families, Mission Neighborhood Health Center, Providence Foundation of San Francisco, and St. Vincent De Paul Society. HSH strongly encourages all providers who are interested in providing shelter services to apply to this RFQ. Roving Mental Health Services for Families will be a new service provided by HSH.

19. Question Can HSH please provide an estimate regarding the anticipated number of awards that will be granted?

Answer Specific information about funding is not available at this time. This RFQ process is seeking to qualify providers who wish to provide the services, as funding becomes available.

20. Question How many awards are anticipated to be made for Roving Mental Health Services to Families?

Answer Please see the answer to Question #19.

21. Question What is the average amount and range of award sizes anticipated for Roving Mental Health Services to Families?

Answer Please see the answers to Question #17 and #19.

22. Question In the service objectives in relation to housing, will there be funds for client assistance outside of those that are considered priority one? This would be an extension of the problem solving attribute.

Answer This is outside of the scope of RFQ 124.

PROPOSAL AND SUBMISSION

23. Question Are current providers of shelters in San Francisco required to submit RFQ #124 in order to be eligible to apply for any/all future procurements that will be issued to serve homeless populations? Or might current shelter operators be invited to apply to future procurements, irrespective of having submitted this RFQ?

Answer This RFQ process is seeking to qualify providers who wish to provide shelter services. This RFQ will not preclude Applicants from applying to future procurements (e.g. RFQ, RFP, RFI), but there is no guarantee that a future process will be issued for shelter and/or roving mental health services. **HSH strongly encourages all providers who wish to qualify to provide shelter**

services at existing and new sites apply to this RFQ.

- 24. Question** **Do we need to submit a budget & other documentation along with the Appendix 1: Application Template?**
- Answer Please see the RFQ, beginning on page 13, for details on the documents required for the Application. A budget estimate is not required. Applicants who wish to provide shelter services at facilities that are not owned or leased by the City must certify that they have site control of the facility or facilities and attach a copy or copies of proof (e.g. lease, MOU, ownership).
- 25. Question** **For providers who are applying for an existing shelter facility owned and/or leased by the City, should the provider list the facility information on page 1 of Appendix 1: Application Template, where it asks for facility address and other relevant facility information? This is unclear as this section seems to only pertain to existing shelter facilities *not* owned or leased by the City.**
- Answer It is not necessary to list the facility information for existing shelter facilities owned or leased by the City. Providers who only wish to provide services in City owned or leased sites should check the applicable box. HSH encourages all providers to check the box regarding new sites as well.
- I am applying to become qualified for Family Shelter Services in the below identified sites, which are not owned or leased by the City.*
- I am applying to become qualified for future shelter facilities and facilities owned and/or leased by the City, not listed below.*
- 26. Question** **Should providers submit separate Applications for existing shelters owned and/or leased by the City vs. existing shelters *not* owned and/or leased by the City? Both shelters are for adults.**
- Answer Applicants may submit one application to become qualified for facilities owned or leased by the City and existing shelters not owned or leased by the City. Please carefully read the instructions in the RFQ and Appendix 1: Application Template.
- 27. Question** **Should providers submit separate Applications for existing shelters facilities vs. new (future) shelters facilities?**
- Answer Applicants must only submit one application to become qualified for existing shelter facilities and new shelter facilities. Additionally, one Application may be submitted for Adult Shelter Services and Family Shelter Services. Please carefully read the instructions in the RFQ and Appendix 1: Application Template.
- 28. Question** **Are the supplemental forms required to be included with the submission, or only after the contract has been awarded?**
- Answer The supplemental forms listed on pages 24 through 25 of the RFQ are not required for Application submission. These forms are required for suppliers/vendors who are not yet approved to do business with the City of San Francisco. Applicable forms must be submitted prior to grant award to the

Office of Contract Administration, Vendor Support Division:
<https://sfcitypartner.sfgov.org/>

29. Question Who is authorized to sign the Certification in Appendix 1: Application Template on behalf of our agency?

Answer Each organization has its own signature authority rules. Please submit Applications signed by an individual authorized to submit Applications on behalf of your agency.

30. Question Can providers submit Applications electronically? And what address to submit hard copies to?

Answer Please carefully read the RFQ, pages 13 through 14, for submission requirements and instructions.