



## **Re-Issued RFQ #HSH2020-130 – COVID-19 SERVICES**

### **Questions and Answers**

**Originally Issued June 10, 2020**

**Re-Issued July 1, 2020**

New text and questions have been highlighted.

#### **GENERAL**

- 1. Question** For organizations that are currently providing services in response to COVID-19, is participation in this RFQ intended to provide a contract mechanism for work that has already been completed, in addition to services provided in the future post-award? Or does this RFQ only pertain to services provided in the future?

**Answer** Please see page 4 of the RFQ. This process is meant to provide a pool of qualified providers for the services described in the RFQ, including existing services established as emergency agreements/amendments, as well as future services. This RFQ ensures that the City is compliant with Federal Emergency Management Agency (FEMA) procurement requirements, in addition to providing the City with a pool of qualified organizations for COVID-19 and Ongoing Services. Please note that Qualified Applicants may be considered for an agreement award, but are not guaranteed an actual award.

- 2. Question** Does the City and County of San Francisco foresee contracting for sites/beds in another county?

**Answer** At this time, the City and County of San Francisco is only seeking to contract for sites related to COVID-19 within the City and County of San Francisco. The City does not foresee contracting for sites or beds outside of the City and County.

- 3. Question** Should an Applicant apply if they do not provide 24/7 staffing/programming?

**Answer** Ultimately, an Applicant will need to decide what is best for its staff and agency, and whether it has the capacity and capability to perform the services as outlined in the RFQ. However, the Application was designed to be low barrier to encourage a large and broad pool. If an Applicant applies, is qualified, and then approached for agreement negotiations, the Applicant will be required to provide 27/7 staff coverage as outlined in the RFQ.

#### **SCOPE**

- 4. Question** Is this RFQ inviting Applications from behavioral health providers or does an Applicant also have to provide housing?

- Answer Please see pages 8 through 11 of the RFQ. This RFQ is inviting Applications from behavioral health and housing providers. Applicants must select the service(s) for which they are applying in the Appendix 1: Application Template.
- 5. Question Is it possible for the City to facilitate the linking of potential housing providers with behavioral health providers?**
- Answer Yes, please see page 9 of the RFQ. Behavioral health support is currently provided to the sites by the Department of Public Health (DPH) and continuing this arrangement or partnership with a behavioral health provider is a possibility.
- 6. Question Please clarify if the City will manage temporary staff while sites ramp up or are repurposed, or if the Awarded Provider will assume all management responsibility of temporary staff (e.g. health and safety, employee relations, training).**
- Answer The City will partner with Awarded Providers to establish a transition plan and timeline for each site. However, the City desires that Awarded Providers will hire permanent staff and take over site operation as quickly as possible.
- 7. Question Can the City describe the staffing levels of existing sites? For instance, are they understaffed or adequately staffed? Which positions have the biggest staffing gap, if any? Which sites (I&Q, Congregate Setting, and SIP) have the biggest staffing gap, if any? Do the sites require 24/7 scheduling? If so, how many overnight employees are needed?**
- Answer The City has provided a sample of current staffing ratios and coverage [here](#), however, the City will require that Awarded Providers propose their own staffing plan upon award offer. As agreements are negotiated, the City will review and approve each Awarded Provider's staffing levels per site. Currently, staffing coverage varies and the City is seeking Awarded Providers with the capacity and capability to adequately staff sites to meet the needs of participants and deliver the services outlined in the RFQ. Per page 10 of the RFQ, the sites do require 24/7 coverage, which may consist of security or other onsite staff.
- 8. Question Please confirm if the City will release another formal procurement for Awarded Providers to provide Ongoing Services in permanent sites, or if the Ongoing Services section of Appendix 1: Application Template the full extent of the required action for an Applicant to express interest.**
- Answer The City cannot confirm whether it will release another formal procurement for Ongoing Services at this time, however, the City may request additional information from providers qualified through this RFQ, including, but not limited to, detailed budgets and staffing proposals, in order to move forward with awarded agreements.
- 9. Question Please provide examples of what are eligible services under Ongoing Services of the application.**

- Answer The City has provided a space for Applicants to submit the types of Other Services they are able to provide in the Appendix 1: Application Template and is seeking input from Applicants.
- 10. Question** **In the Appendix 1: Application Template, as part of Ongoing Services, Shelter Operations and Shelter Services are listed separately, can the City describe the difference between each service? Are these services intended for existing sites, or new sites?**
- Answer Shelter Operations include the maintenance of the facility and building, while Shelter Services include services to shelter guests. Please see page 4 of the RFQ, which states that this RFQ is for new and existing services. All interested providers are encouraged to submit an Application. Organizations are strongly encouraged to become qualified for as many services as possible and may decline an award for a particular service at the time of award offer.
- 11. Question** **In the Ongoing Services section, can the City define the difference between Shelter Operations and Shelter Services?**
- Answer Please see the answer to question #10 in this document.
- 12. Question** **What does the City consider Property Management?**
- Answer Please see page 6 of the RFQ, which defines Property Management.
- 13. Question** **What is the City’s average lease time for City leased hotel/motels?**
- Answer The City is not leasing entire hotels/motels. The City has created agreements with select hotels/motels in order to pay for blocks of rooms. At this time, the City expects these sites to be in operation for at least a year, but the City cannot guarantee the length of time each site will remain open, given the evolving nature of the situation.
- 14. Question** **Can the City explain what is meant by COVID-negative, vulnerable individuals? For clarity, does this mean COVID-19 exposed individuals?**
- Answer In the context of this RFQ, COVID-negative means that the individual has tested negative for COVID-19. Vulnerable means that an individual is at elevated risk of experiencing poor outcomes as defined by the Department of Public Health (DPH) if exposed to COVID-19, due to age or underlying health conditions.
- 15. Question** **Can the City please define Congregate Setting Sites? Are they within the Homelessness Response System (HRS)? Or are they new hotel sites?**
- Answer Please see page 4 of the RFQ, which defines Congregate Settings. Congregate settings are not hotels/motels. They may be sites within the pre-existing Homeless

Response System (HRS) (e.g. Shelters) that have been temporarily repurposed to support the City's COVID-19 response, or they may be new Congregate Settings activated specifically to respond to COVID-19.

**16. Question** **Could Support Services could include food, household supplies, and pet care (unit repairs resulting from service animals, vet visits and grooming) for families?**

**Answer** Please see page 8 of the RFQ, which identifies the served population. Additionally, if an organization is not interested in providing COVID-19 related services, but would like to provide other Ongoing Services, Applicants should only select services from the Ongoing category in the Appendix 1: Application Template.

**17. Question** **Is it possible that COVID-19 services under this RFQ may expand as the situation changes and there may be future services that do not involve managing a SIP, Congregate, or I&Q Sites that have yet to be identified in this document?**

**Answer** Yes. If an organization is not interested in providing COVID-19 related services, but would like to provide other Ongoing Services, Applicants should only select services from the Ongoing category in the Appendix 1: Application Template.

**18. Question** **Does a Congregate Site provide overnight accommodations or is a place to sit/engage during the day-time sufficient?**

**Answer** Congregate Sites provide overnight accommodations and are operated 24 hours a day, seven days per week. Please see page 7 of the RFQ for a description of the City's COVID-19 response.

## MINIMUM QUALIFICATIONS

**19. Question** **What should Applicants attach with the Appendix 1: Application Template to demonstrate that they are not debarred or suspended?**

**Answer**

1. Go to the System for Award Management (SAM) website:  
<https://www.sam.gov/SAM/><sup>1</sup>
2. Applicants may log in to the SAM system and "Search Records" or may enter the Applicant Name or DUNS number
3. Then click "Search"
4. Then click "View Detail"
5. This will bring Applicants to the "Entity Dashboard/Entity Overview"
6. Applicants may take a screenshot or create a PDF of this page
7. Applicants must submit this screenshot or PDF within the Appendix 1: Application template by merging the two documents into one single PDF

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<sup>1</sup> There is no cost to use SAM.

**20. Question** Please confirm whether the Minimum Qualifications experience can be outside of the City and County of San Francisco.

Answer The Minimum Qualification requirements do not specify that the experience must be in the City and County of San Francisco.

**21. Question** Given potential overlap between Minimum Qualifications 2.2 and 2.3, is the City comfortable with duplication in those responses?

Answer Yes. The Minimum Qualifications 2.2 and 2.3 may be duplicative and the Applicant may cite the previous section instead of re-writing the same response if the responses clearly demonstrate how they fulfil both Minimum Qualifications.

**22. Question** Should an organization opt to qualify for a service, but do so with a subcontractor, should the Applicant include its subcontractor's qualifications under the Minimum Qualifications? If so, should this be exhaustive or only include relevant collaboration between the Applicant and the subcontractor?

Answer Per the Appendix 1: Application Template, please include any potential subcontractors known at the time of Application submittal and briefly state how the Minimum Qualifications are being fulfilled. Applicants must clearly demonstrate how the Minimum Qualifications are being met. The City acknowledges that not all subcontractor names will be known at the time of Application submittal, however, the Applicant should indicate whether a subcontractor may be used.

**23. Question** What is meant by is proof of not being debarred - what documents are required?

Answer Please see the answer to question #19 in this document.

## APPLICATION AND SUBMISSION

**24. Question** What is the page limit for the narrative section of the Appendix 1: Application Template?

Answer There is no page limit, however, please note that the City has requested brief descriptions and asks Applicants to be mindful of reviewers' time. Applicants should consider how to clearly and succinctly describe how the organization meets the Minimum Qualifications.

**25. Question** Is it possible for an Applicant to apply for Ongoing Services separately without applying to qualify to operate a Shelter in Place, Congregate Setting, or I&Q Sites?

Answer Yes. If an organization is not interested in providing COVID-19 related services, but would like to provide other Ongoing Services, Applicants should only select services from the Ongoing category in the Appendix 1: Application Template.

Please note that organizations are strongly encouraged to become qualified for as many services as possible and may decline an award for a particular service at the time of award offer.

**26. Question** Are the only requirements for submission the completed Appendix 1: Application Template and evidence of active registration in federal SAM database?

Answer No. Applicants must provide proof that they are not debarred or suspended. Please see the answer to question #19 in this document.

**27. Question** In the event that some sites are converted into more permanent settings and a procurement is released in the future for Support Services, should an Applicant check Support Services in the Appendix 1: Application Template, even if the organization is not currently interested due to capacity, but have the expertise and may be in the future?

Answer Yes. Please see the answer to question #25 in this document. Organizations are strongly encouraged to become qualified for as many services as possible and may decline an award for a particular service at the time of award offer.

<p><b>28. Question</b></p> <p>Answer</p>	<p><b>In the section for Ongoing Services, the Appendix 1: Application Template has the option to write in other types of services. Can the City provide guidance about what types of other services might be considered?</b></p> <p>Please see the answer to question #9 in this document.</p>
<p><b>29. Question</b></p> <p>Answer</p>	<p><b>If an organization’s headquarters is moving, can the organization put the new address on the Appendix 1: Application Template or list the current and attach a separate notice of the move of our headquarters?</b></p> <p>The Applicant should list the current headquarters and make note of the new headquarter address. Please see Appendix 1: Application Template for the City’s Chapter 12X requirements.</p>
<p><b>30. Question</b></p> <p>Answer</p>	<p><b>Does this RFQ include operating sites for individuals that are not at medical risk due to COVID-19?</b></p> <p>Yes. Please see pages 4 and 11 of the RFQ, which describe Other Services, which are not necessarily for individuals at risk of COVID-19. Please also see the answer to question #25 in this document.</p>
<p><b>31. Question</b></p> <p>Answer</p>	<p><b>Is Appendix 1 all that Applicants need to submit or is there other paperwork we should turn in?</b></p> <p>No other paperwork is required, other than the attachment verifying that an organization is not debarred or suspended. Please complete and submit the Appendix 1: Application Template. Please see the answer to question #19 for detailed instructions on submitting a response to Minimum Qualification 1.</p>

<b>32. Question</b>	Can an electronic signature be provided on the Appendix 1: Application Template or must it be a scan of a wet signature?
<b>Answer</b>	Electronic signatures are sufficient when submitting the Appendix 1: Application Template.