

FAQ's: Emergency Shelter RFP

1. **Can MOHS elaborate on the how they would like the RFP requirements to be reflected in the text of the Application template?**

Respondents to the RFP should provide a comprehensive narrative on the services they plan to provide to include staffing in a narrative format addressing components outlined in the Request for Proposals. Respondents should answer each question to the best of your ability. Any responses that require a more in-depth response should be submitted accordingly.

2. **The Organizational Capacity section of the “Emergency Overflow Shelter Application” has a duplicate question, “*Describe your agency’s internal systems, including your fiscal management system, case/client record management system and recordkeeping procedures.*” Which is asked in the first and third question of the section. Should the respondent answer only one section, or both sections?**

Yes, the respondent should answer both questions. The third question differs in that it also asks the respondent to speak to audit findings and/or concerns.

3. **Are the Overflow days equal to Code Blue and Code Red days?**

No, there are no overflow days, just overflow beds which are defined as the usage of beds as a safety net for providers or additional capacity for MOHS. What are the average number of Overflow days per year to be assumed for staffing and food cost purposes?
N/A

4. **Both the application and RFP document are entitled “Emergency Overflow Shelter Application and Emergency Overflow Shelter RFP”? Are we correct in assuming that there is just one application to be submitted for each location that covers both emergency shelter and overflow shelter capacities?**

Yes, that is correct.

5. **If the respondent is bidding on more than one shelter, should they provide an application for each shelter being bid, or a consolidated application for all shelters being bid?**

Please provide a separate application for each shelter of interest.

6. **Please confirm that Provider is not expected to provide full HMIS Intakes and Case Management for Overflow clients.**

Providers are expected to complete a HMIS intake for all clients. For case management services, there is no expectation to provide these services for overflow clients; however, if the client inquires about case management the provider should provide access to the necessary services.

7. **How many Case Managers are currently funded at each shelter location? Should the Provider to meet the City's desired case manager ratios of 1:20?**

Case Management staffing varies at each shelter, as a part of the Shelter Transformation in Right-Sizing our shelters, case manager to client ratios should be adjustable based on current standards of providing service. Providers should submit proposal using case management plans based on best practices.

8. **The RFP states that the indirect costs may not exceed 10%. However, if an organization has an approved federal indirect rate greater than 10%, in the past the city has approved with appropriate documentation. Will that still be accepted? If not, is there a basis for this non-recognition of approved federal indirect cost rates in City regulations?**

These shelters are not federally funded and the indirect cost rate is capped at 10% for all programs.

9. **How are the proposals being scored (point system and weighting)?**

A point system will be utilized for scoring.

10. **How are the proposals being reviewed (MOHS staff, Resource Allocation Committee, community-based competitive review panel)?** The panel is comprised of MOHS staff, a LEC member, a CoC Board Leadership and a Community Liaison member.

11. **What is the maximum funding amount allocated for each shelter?**

There is no maximum or minimum funding amount. All proposals should have a budget with reasonable and necessary costs associated with operating the program and in line with the expected cost of running each program of interest.

12. Where and how should start-up costs be reflected in the budget?

There should be separate start-up budget submitted for all new providers in addition to the programming budget.

13. When will MOHS make the facilities available for prospective provider tours?

See Pre-Bidder's presentation. Tours will take place on August 31st and September 1st.

14. Can MOHS provide a diagram of the space used for sheltering within 1200 N. Freemont?

This has been requested and will be provided at a later date.

15. Can MOHS provide information on the information technology, meal preparation and storage, and security infrastructure available at 1200 N. Freemont?

Detailed information will be provided during the walk-thru.

16. Please provide the annual CFA (HSP, DSS, ESG) allocations provided to each shelter currently. Should Provider assume continuance of these funding awards in the budgets prepared for this RFP response?

Any supplemental combo CFA (HSP, DSS, ESG) allocations to be determined based on awards. Annual CFA allocations will be subject to re-allocations based on shelter awards.

17. Which meals (breakfast, lunch, dinner) are required to be provided at which shelters for normal operations? Does MOHS expect the same meal configuration to be provided to Overflow clients?

Providers should plan to provide all clients with breakfast and dinner daily. Lunch should be provided on a limited basis for clients receiving services during the day. Overflow clients will receive all the services and resources available within the shelter. Sheltering In Place days will require lunch for all clients.

18. In developing a budget for the overflow beds, should applicants respond with a per day cost rate based on the additional staff and meals required for each Code Blue/Red day? Or should the applicants develop a total budget cost based on a

specific number of estimated days? If the latter, what are the number of projected Code Blue/Red days (e.g. 50) per year and applicants should budget for?

The overflow beds are in place as a safety net during non-winter shelter season as needed. During the entire winter shelter season, all beds to include overflow beds should be included in the total budget. Last season there were (7) Code Blue days. Currently the BCHD has declared approximately 7-10 Code Red days this season.

- 19. For computing meal costs for Pinderhughes Overflow, what percentage utilization should we use for the meals? For e.g., the Pinderhughes Overflow capacity is listed as 120. For computing meal costs, should we assume 60% utilization on average, or should we budget for 100% utilization?**

As indicated in the response to question #3, there are no overflow days, just overflow beds. The provider should budget for 100% utilization during winter shelter season and during non-winter season budget for 25% utilization. Any food supplies that exceed contract funding during overflow usage, should be tracked by the provider and will be reimbursed in full.