

## **Questions for Emergency Overflow Shelter RFP**

1. **How many beds, cots, and sets of linens are currently at Pinderhughes?** 71 beds, 50 cots and a set of linens for each bed. **Is this enough to cover daily operations and the expanded overflow capacity per the RFP?** Additional beds, cots and linens will need to be purchased for the increased bed capacity. **If not, should the provider budget for the purchase of new beds/cots and linens to cover the overflow capacity?** Yes
2. **Are the existing beds and mattresses at Pinderhughes in good condition and will they be transferred to the new provider, if one is selected?** Beds are in good condition. However, mattresses need to be replaced periodically.
3. **What is the annual replacement rate for beds and mattresses at Pinderhughes?** Providers should be prepared to replace 20-30% of the beds and mattresses annually. **Is this cost borne by MOHS or the provider, if by provider, should the provider budget for it?** The provider should budget for the replacement costs.
4. **Will MOHS complete the capital improvements at Pinderhughes discussed during the tour on July 31, 2019, including the installation of new flooring on the second floor?** The city is assessing the property for needed improvements. Updates will be provided to the provider.
5. **Is MOHS considering adding showers to the second floor of Pinderhughes considering the volume of men who will be sheltering during Winter Shelter. (Adding showers could potentially reduce staffing costs by eliminating the security risk of having men on the first floor to shower.)** Yes.
6. **Are there any provider paid occupancy costs at Pinderhughes and if so, what are the cost types and amounts?** No, occupancy costs are paid by the city.
7. **What is the average response time for DGS to address a building maintenance concern at Pinderhughes?** 24-72 hours depending on the nature of the request. Urgent requests such as heating and air conditioning issues will have a quicker response.
8. **The laundry facilities at Pinderhughes are not sufficient to launder overflow bed linens daily. Will MOHS be installing additional laundry machines prior to the start of expanded overflow capacity for Winter Shelter?** An additional washer and dryer will be installed.
9. **Is the faucet and water fountain water at Pinderhughes portable and has it been tested for lead?** MOHS will work with DGS to ensure that are shelters are current and up to code prior to contract execution.
10. **Please provide more information on the current bottled water contracts and current costs for Pinderhughes. Should the provider include this in their budget?** The provider should include bottled water costs in their start-up budget for year round usage and increased usage for the Code Red season. For the current Code Red Season the

Maryland Food Bank delivered free pallets of water coordinated by MOHS. These donations to include the water purchased by MOHS are not guaranteed but were provided as a courtesy this year.

11. **Will MOHS configure the second floor of Pinderhughes to create a space with tables and chairs for men's overflow meals?** The provider should configure space for client meals as needed. Any building renovations will be communicated and coordinated with the provider.
12. **Are there operable doors at the top of the four Pinderhughes stairwells?** Yes
13. **If there are operable doors at the top of the Pinderhughes stairwells, could the provider close the doors and add security-alarms to the doors? Yes Can the door alarms be added to the start-up budget?** Yes
14. **Can the provider add security cameras to the second floor of Pinderhughes and include the costs in the startup budget?** Yes
15. **Please provide the number of days for the defined Winter Shelter period for FY20.** 10/15/19-03/31/20 (168 days)
16. **What is the role of Metropolitan Security at Pinderhughes and who are they contracted by?** The City of Baltimore has contracted Metropolitan Security to provide services to several city public schools and other city buildings. As Pinderhughes is a former public school, the location remained on the assigned patrol list. This contract is paid by another city agency and not MOHS.
17. **The current provider at Pinderhughes is preparing meals onsite on the weekends (per the tour on July 31, 2019). Is this not a health code violation as there is not licensed kitchen on the premise?** The provider to should submit a budget for catered vendor meals. **Should the bidders plan to provide vended meals seven days a week?** The bidders should propose balanced food options that comply with MOHS policies for reasonable food choices to include special diets and other dietary needs.
18. **Based upon MOHS's response question #19 in the FAQ, ("The provider should budget for 100% utilization during Winter Shelter season and during non-winter season budget for 25% utilization.") Should the bidder expect to provide staffing capacity for 100% Overflow Shelter utilization during the defined Winter Shelter period and staffing capacity for 25% utilization during non-Winter Shelter months?** Yes taking into account the following: Sheltering in Place occurred approximately 7 times last season which required 24/7 staffing. For the new contracts day time hours would require staffing only for clients accessing case management and other services. There is no anticipation of all assigned clients to remain in the shelter between 9 am-4 pm on non-sheltering in place days. **(For example, during the non-Winter Shelter period, based upon the response to question #19 in the FAQ, would the provider be expected to maintain 24/7 staffing supervision for 16 men daily (25% of overflow utilization)? Providing this level of staff coverage would be cost prohibitive, given**

**the ratio of staff-to-clients needed to ensure a safe environment for women and families (including children) residing on the first floor.**

19. **For Overflow Shelter capacity, what percentage of staffing should be provided during the day shift at Pinderhughes? 25% Is there a different expectation for Winter Shelter overflow day staffing-levels versus non-Winter Shelter overflow day staffing-levels? See the response to question #18.**
20. **Please provide the scoring rubric for the application.** The scoring rubric was posted on 08/06/19.
21. **Are there any specific costs for Pinderhughes that MOHS expects providers to include in their start up or operating budget?** The provider should provide reasonable start-up costs associated with the daily operations of an emergency shelter. The provider should review the responses to previous questions regarding specific supplies and use as a guide. If the provider has any specific question regarding supplies and resources, MOHS can be contacted directly for further follow up.
22. **The budget template appears to be formatted for CoC programming? Under what cost category (Rental Assistance, Supportive Services, or Administrative Costs) should the provider include shelter operating costs (including labor costs).**  
Supportive Costs. A revised budget template will be posted on our website on 08/08/19.
23. **Should the budgets be broken into four columns: Base Operating, Start-up Costs, Overflow Operating, and Total?** No, only Base Operating and Start-Up Costs.
24. **In MOHS's response to Question #2 of the FAQ, it states that "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." If the first part of the third question is identical to the first question in the Organizational Capacity section, is it okay for the provider to submit a duplicate answer for the first part of third question response and then answer the second part of the third question about audit findings/concerns?** Yes