



**RFP #HSH2018-114 Family Emergency Shelter Operations and Services at
Buena Vista Horace Mann K-8 Community School
RFP Questions and Answers
Issued September 11th, 2018**

MINIMUM QUALIFICATIONS

- 1. Question** **Does providing meals to children meet the qualification for providing meals to families?**
Answer Yes.

FUNDING & BUDGET

- 2. Question** **The November 1st timeline seems unrealistic.**
Answer Proposers are expected to address challenges and barriers to operating the shelter and propose plans to mitigate such issues in their proposal. HSH expects the awarded provider to begin operations November 1, 2018. The Intent to Award Grants Notification date published in the RFP is subject to change and HSH will work to issue notifications as soon as they are available.
- 3. Question** **Do proposers need to include set up costs, such as furniture, in their budget?**
Answer Yes. Proposers should include the cost of furniture in their budget. If HSH obtains the required furniture ahead of provider selection, then the cost of furniture will be reduced from the awarded amount.
- 4. Question** **Does HSH expect the provider to only have beds and mattresses?**
Answer HSH expects the shelter to have a mix of cots, mats and portable cribs.
- 5. Question** **Do proposers need to include utilities in their budget?**
Answer Yes. Proposers should include utilities in their budget. HSH is working with the San Francisco Unified School District (SFUSD) to finalize a joint use agreement, which will outline the use and possible costs of utilities. HSH may take responsibility for the utilities, and in that case, the utilities cost will be reduced from the awarded amount.
- 6. Question** **Do proposers need to include rent for the use of the shelter?**
Answer No. Proposers do not need to include the cost of rent for the use of the school gym in their budget.
- 7. Question** **Is the budget justification the same as the budget narrative for the purposes of submitting a proposal?**
Answer Yes. The budget narrative is the same as the budget justification. Proposers should complete the budget template workbook and budget narrative provided in Appendix 2.

8. Question **Is the annualized budget \$750,000?**
Answer This is a pilot program and thus, there is no baseline annual budget at this time. Per section 1. A. on page 4 of the RFP, there is an estimated \$500,000 available for the period of November 1, 2018 to June 30, 2019.

SCOPE OF WORK

9. Question **Can children attend the regular early hot breakfast, and the provider serve the adults a basic breakfast? Or is the intention for them all to have a hot breakfast together?**

Answer Children attending the school may be served the hot breakfast, while adults and children not attending the school may be served a nutritious, yet more portable meal (e.g. “brown bag” breakfast).

10. Question **What time does school begin?**

Answer School programming begins at 7:00 am and ends at 6:00 pm.

11. Question **Because this project involves San Francisco Unified School District (SFUSD), what will be the provider’s responsibility to report to the school? If issues arise with operations is the provider solely accountable to HSH?**

Answer HSH expects the shelter provider to work closely with the school to receive referrals, plan and execute logistics and to coordinate facility related matters. Separately, HSH expects the grantee to report directly to HSH.

12. Question **Will Access Points provide referrals to the shelter provider for client reservations?**

Answer No. Per section 2. B. on pages 7 and 8 of the RFP, the school will provide referrals to the shelter provider. The shelter provider will provide referrals and connect families to the Access Points.

13. Question **What is the difference between “family meals” and nutritional meals served to the general homeless population?**

Answer There is no difference.

14. Question **Will the provider have access to the nutritionist as they currently do in other shelter programs?**

Answer HSH will provide access to a nutritionist so that the shelter provider may comply with the requirements listed in section 2. D. 3. h. on page 10 of the RFP.

15. Question **Are the reservations limited to a set number of days?**

Answer No. There is no set number of days. However, the program will end at the end of the school year.

16. Question **What is the maximum length of stay for the families served in this Pilot Program?**

Answer Please see the answer to question #15.

17. Question Can families help set up and put away mats (as single adults do in some shelters)? Or is this expected to be done fully by staff?

Answer HSH welcomes proposers to provide suggestions in their proposals on how to best handle and expedite these processes.

18. Question Are there any concerns regarding confidentiality at 7:00 am? There are already at least 100 students for early morning programming prior to school starting.

Answer Per section 2. C. on pages 8 and 9 of the RFP, HSH expects the provider to utilize best practices and approaches and to ensure privacy for families. HSH expects the provider to work with school staff to coordinate and plan for logistics, including any privacy and confidentiality concerns created by the physical layout. Additionally, per section 4. C. on page 13 of the RFP, proposers are expected to make note of any challenges and provide a plan to mitigate such issues in their proposals.

19. Question Due to confidentiality, will the provider be responsible for identifying the plan of action regarding meeting locations instead of forming a line outside the gym?

Answer Please see the answer to question #18.

20. Question Does HSH have an expected child to adult ratio? If so, do parents count toward the ratio?

Answer HSH does not currently have information on the number of children to adults that will be referred to the shelter. HSH expects all children to have at least one parent/guardian during their stay.

21. Question Does HSH have reports or feedback from surveys or town hall meetings with school community and neighborhood, regarding the project?

Answer Yes. Please see the Community Priorities for S.O.S. MOU included in this document below.

22. Question Will the shelter provider be expected to administer any medications?

Answer No.

FACILITY

23. Question Is there a kitchen on-site?

Answer Yes. HSH is working with the San Francisco Unified School District (SFUSD) to finalize a joint use agreement, which will outline the use of the kitchen.

24. Question Will there be a separate kitchen or one shared by the pilot program and school?

Answer There is only one kitchen. Please see the answer to question #23.

25. Question Is there a refrigerator available on site?

Answer Please see the answer to question #23.

- 26. Question** **Is there adequate storage for supplies?**
 Answer Currently, there is a section for storage in a former locker room. HSH is working with the San Francisco Unified School District (SFUSD) to finalize a joint use agreement, which will outline storage space for provider and family storage.
- 27. Question** **Will the gym facility be used by the school?**
 Answer Yes. The gym facility will be used by the school during school programming hours.
- 28. Question** **Can interested parties receive a tour?**
 Answer A tour will be arranged for the awarded provider.
- 29. Question** **Can HSH provide the layout or photos of the facility?**
 Answer Please see the answer to question #28.
- 30. Question** **How late can families stay on the weekend?**
 Answer The shelter space will be available until 10:00 am.
- 31. Question** **Has HSH checked the zoning regulations for a school versus a mass living site?**
 Answer HSH is working with San Francisco Unified School District (SFUSD) regarding the space, however, this is an emergency shelter pilot and HSH believes it falls under a separate category.
- 32. Question** **Are pets outside of service animals allowed on the school site?**
 Answer While HSH has a companion animal policy, the policy regarding companion animals on the school site has yet to be determined and is subject to San Francisco Unified School District (SFUSD) policies and approval.
- 33. Question** **Will the provider be responsible for janitorial services outside of the gym, (e.g. bathrooms) or will the school handle that?**
 Answer HSH does not expect the provider to provide janitorial services outside of the gym, as there are currently no plans to use facilities outside of the gym.

PROPOSAL & SUBMISSION

- 34. Question** **Can proposers submit via email?**
 Answer Proposers may submit via email to philip.mach@sfgov.org, however, hard copies are still required. Both email and hard copy proposals must be submitted by the deadline. Soft copy proposals may be submitted on a flash drive as well. Proposers must allot time for hard copy drop off and email transmission to ensure that the deadline is met.
- 35. Question** **Do proposers have to submit a cover page separate from the Appendix 1 Proposal Template?**
 Answer No. The cover page in Appendix 1 Proposal Template is the only cover page required.

Community Priorities for S.O.S. MOU

(Taken from community meetings and questions from SOS website)

Commitment from CBO to treat our community members with respect and prioritize their comfort and privacy.

Commitment to use best practices to clean and sanitize SOS spaces prior to the start of the school day.

Secure and dignified storage for SOS participants personal belongings (no trash cans).

Healthy meals at night and weekend breakfast should be served. Participants should not have to sit on the floor or beds to eat.

A No Alcohol, Drugs, Tobacco, or Firearms policy will be strictly enforced.

Commitment to secure the school in a way that prevents non SOS participants from accessing the building.

Purchase materials (partitions, dividers, canopies, or tents) that provide privacy for families.

Allow access for working parents after hours-as long as an adult family member remains on site to supervise the children, and the late entry is arranged ahead of time.

Use of room 120 for crying babies or children that may disturb the sleep of others. This should be done without shaming or guilt. We know babies cry and children have tantrums, please prepare options that support all SOS participants.

Support referral and connection to city ACCESS points.

Coordination with school staff and CBO partners that are supporting SOS participants to navigate the rapid rehousing program.

Priority access to other SF family shelters that offer separate rooms and more private accommodations.

Weekly coordination time with school day staff to coordinate services and supports, and regular communication to the SSC about the implementation of the SOS program.

Regular access to showers (24-72 hours max)

Collect and share data from SOS with the school and HSH in order to evaluate the program.

Accommodations for special events that may overlap with SOS hours (Graduation, Movie Nights, etc.). This should look like a Special events Schedule. All SOS participants should have access to community events that does not compromise confidentiality.