



Request for Proposals (RFP) 138
Questions and Answers
Issued July 5, 2022

GENERAL

1. Question How many total units are currently occupied?

Answer Currently, there are approximately 155 units that are partially or fully occupied. The property includes existing Tenants, most of whom are on short-term leases (average lease of 8 months) and approximately 50% of whom are students. No Tenants will be required to relocate as a result of the acquisition, though it is anticipated that a majority of the existing Tenants may choose to relocate voluntarily.

2. Question How many tenants are currently in units? What size units are they occupying and what is their household composition?

Answer There are approximately 292 current residents. City Gardens was originally leased as Co living, so some units are not at full occupancy with all bedrooms leased. The units leased range in unit size. The household composition may include some families but is largely single adults (some of whom are students) who lease a bedroom in a larger unit and agreed to live with unrelated roommates as part of their lease via a Roommate Agreement.

3. Question How many family units and student units are currently occupied?

Answer Units are not designated as family or student units. There is no pre-condition of a household make up for lease of the existing residents.

4. Question How will HSH determine the minimum and maximum household size per each unit type?

Answer The Occupancy Standards are noted on page 3 of the Resident Selection Plan. The Resident Selection Plan is Attachment 5 to RFP 138.

5. Question Do any of the current tenants have rental histories in default?

Answer As part of the acquisition process, the City is still obtaining information regarding the current residents and their payment history. The current lease allows for the City to request an estoppel which will make clear upon City acquisition the amounts of rent outstanding.

- 6. Question** **Do current tenants' rents create any implication for the budget that we should factor in?**
- Answer It's unclear at this time and cannot fully be anticipated. For purposes of responding to the RFP, please assume that they don't.
- 7. Question** **What rent amounts are the tenants currently paying?**
- Answer The rent for units and bedrooms is not set amounts by bedroom or unit type, nor are they tied to Area Median Income (AMI), or the resident's income. They are market rate rents that range from approximately \$1,075 - \$1,900 per bedroom and \$2,500 - 3,500 per unit depending on the unit, etc. Size.
- 8. Question** **Is the current tenants rent amount different from what incoming tenants will be paying?**
- Answer Yes, the current tenants are paying market rate and none of the tenants were placed through the Homelessness Response System. After the City acquires the building, new tenants referred will be eligible Permanent Supportive Housing tenants who pay no more than 30% of their household monthly adjusted income as the tenant rent portion.
- 9. Question** **Are the tenants' renting rooms or entire units?**
- Answer There are tenants leasing single bedrooms and also entire units.
- 10. Question** **Are we able to see a draft copy of the current tenant's lease?**
- Answer Due to the fact that the City is currently in the process of conducting due diligence towards the purchase of the building, this is not possible at this time.
- 11. Question** **How many children (and of what ages) currently reside in units?**
- Answer We have not done a detailed survey of the building's current occupants, but largely they are young adults that do not have minor children as part of their household.
- 12. Question** **Will existing tenants be asked to relocate to smaller units due to occupancy limits or other concerns?**
- Answer That is possible under the terms of the current resident's lease agreement.
- 13. Question** **Is there a target for the number of children to be served in Permanent Supportive Housing (PSH)?**
- Answer The Occupancy Standards are noted on page 3 of the Resident Selection Plan. The Resident Selection Plan is Attachment 5 to RFP 138. There is not a target number

of children to be served. All households must meet the occupancy standards for the unit size they are being referred to for housing placement.

14. Question Are children’s support services and activities already factored into the budget limits or will there be partner agencies supporting this?

Answer Responses should include support and services for children as appropriate to the target population defined in the RFP within the proposed services plan and budget. Responders are encouraged to describe partnerships and leveraged resources in their services plan. The Awarded Services Provider may choose to subcontract with an agency to help strengthen the programming to residents.

15. Question Are pets allowed or are there limitations regarding this?

Answer This Property has and will continue to have a no pet policy. Residents will not have pets or animals of any kind in their assigned unit, except as provided through a reasonable accommodation approved by the property manager.

16. Question On page 17, the RFP mentions that HSH anticipates there will be at least two units designated for use as services and programming space, and one staff unit. Can HSH clarify the impact, if any, to the \$2,225 per unit/per month maximum, or any impact to the budget at all? Will all 200 units still be included in the overall budget calculation?

Answer The RFP Budget Templates should be submitted based on an assumed 197 residential units. See RFP Section I. C. that describes the anticipated budget amounts.

17. Question Is there a limit to the number of units the provider can allocate for services/programming and property management?

Answer HSH will work with the Awarded Provider(s) to designate space for services/programming and property management while maximizing the number of permanent housing units for households experiencing homelessness.

18. Question Can HSH please elaborate on the required asset management reports due to HSH and external funders? Please speak to the frequency, extent of the reports, and provide samples of such reports.

Answer The Awarded Provider(s) are required to submit reports to the City to meet reporting requirements for the State of California Homekey award. Other required reporting regarding asset management is outlined in the DRAFT Master Lease and Property Management Agreement (which is subject to further revision but is a good guide as to what is likely to be required).

19. Question Will the Grantee be required to file for a welfare tax exemption? If so, will there be gap funding provided for any tax bills until the exemption is granted by the Assessor's office?

Answer The obligations regarding the Property Management provider to apply for any available welfare exemption will be included in the Master Lease. Any property tax obligations will be a reimbursable expense to be included in the property management budget.

20. Question In Attachment 4, Physical Needs Assessment, The Property Condition Report was completed in 2020 while construction was in progress. Will HSH require a new report to be furnished at any point during the initial or extension periods of the contract? If so what impact, if any, will this have on the budget?

Answer HSH typically requires the following:

Providing a capital needs assessment for review and approval by HSH and manage approved capital improvements for the property.

The frequency of these reports is to be determined and the cost of such a report would be included in the building's property management operating budget.

21. Question Would there be an ability to tour the site, or receive detailed plans to understand the layout, flow, finishings, and functionality of the building?

Answer HSH will schedule a site visit post award. Attached are architectural plans for all residential floors, the roof and the basement and pictures that depict the level of furnishings. The residential units are furnished.

22. Question Based on the RFP, there will be a minimum of 10 case managers, plus support services managers, and property management staff. There will be a need for private spaces for confidential meetings. What spaces in the building will providers be able to use to run the program? What is the unit type of the units to be reserved for provider office space? Will it be possible to use some of the lounge space on each floor for staff office spaces?

Answer HSH will work with the Awarded Provider(s) to designate appropriate space for services/programming and staff offices based on the approved program design and staffing plan. As described in RFP Section VI. A., this will include designating units for this purpose as well as utilizing existing office and lounge spaces.

23. Question Does HSH have a sense of what the proportion of each type of eligible population will make up the composition of residents in the building? We are trying to estimate the number of residents in the building who will be minor children to determine need for youth services.

Answer The proportion of each type of population will be determined by data and the households currently in the Homelessness Response System at the time of lease

up of the building. HSH anticipates that the majority of referred households into the vacant units will be families with minor children. HSH and Coordinated Entry will identify households that meet the minimum occupancy limit for each unit size.

24. Question **Since it is unknown what proportion of residential units will be occupied by each type of household that will be eligible (families with minor children, families with all adult members, individuals with medical caregivers), it's difficult to estimate the staffing and service needs. Will there be room for adjustment later if building residents have a higher acuity of needs than originally planned for?**

Answer Yes, however, the Awarded Providers must stay within 2 percent of the allocated budget amount.

25. Question **How will HSH prioritize households for referral? Will it be based on acuity level, a qualification ranking, or another system?**

Answer All households will be referred by Coordinated Entry and HSH's transfer process. The Coordinated Entry Standards and information can be found on the HSH website, which explains the process by which households are assessed and prioritized. Households who have an approved request to move from one Permanent Supportive Housing building to another, may be offered housing placement at City Gardens according to the [HSH Transfer Policy](#).

26. Question **Will referrals come from both Family Coordinated Entry (CE) and Single Adult CE? Will there be any other sources of referrals?**

Answer Please see response to question 23. Additionally, adult only households will consist of at least 2 or more people.

27. Question **How will referrals outside of Coordinated Entry (if any), be prioritized alongside referrals from CE?**

Answer Please see response to the previous question and Attachment 5: Resident Selection Plan. All households will be referred through the San Francisco Coordinated Entry and HSH transfer process. The Coordinated Entry Standards and information can be found on the [HSH website](#), which explains the process by which households are assessed and prioritized. Households who have an approved request to move from one Permanent Supportive Housing building to another, may be offered housing placement at City Gardens according to the [HSH Transfer Policy](#).

PRE-PROPOSAL CONFERENCE (June 21, 2022)

- 1. Question Will providers who provide only the Property Management component need to identify a Support Services Provider?**

Answer Yes. Applications must consist of both a Property Management and Support Services response. If an entity does not have the ability to provide both components, they must identify a collaborating agency that will provide the other component. Entities are responsible for seeking out their own collaborators. Applications without both a Property Management and Support Services response will not be considered.

- 2. Question What will the Master Lease payment be and what should the estimated Garbage, sewer, trash annual budgets be?**

Answer The Master Lease payment is recommended to be \$1/year. The Board of Supervisors will need to approve this suggested rent. For Garbage, Sewer, Trash, we recommend that the Property Management provider applicants estimate the costs for these services based on similar unit and resident count buildings. Since this building is so new and partially occupied, the existing operating costs for these line items are likely not accurate to what will be the costs for a fully occupied building. Therefore, providers should make their best estimate for these costs for a fully occupied building.

- 3. Question What is the number of tenants that applicants should be referencing in Terms of Case Management to Tenant ratio?**

Answer The Case Management to Household (i.e. unit) ratio is 1:20 regardless of the population (families with minor children or adult only households).

- 4. Question What will be the split of the 200 units between families with minor children and families without minor children?**

Answer This will be determined by data and the households currently in the Homelessness Response System at the time of lease up of the building. HSH is anticipating more families with minor children to be housed than adult only households in the vacant units. HSH and Coordinated Entry will identify households that meet the minimum occupancy limit for each unit size.

- 5. Question Is there any insight into additional funding beyond Fiscal Year (FY) 22-23?**

Answer HSH anticipates continuing to fund this program at a similar level based on annual appropriations.

RFP 138 Pre-Proposal Conference Materials: Please see the PowerPoint “RFP 138 PowerPoint – Pre-Proposal Conference” on the HSH Procurement Website.

Master Lease and Property Management Agreement: Please see “Lease and Property Management Agreement” document on the HSH Procurement Website.

RFP 138 Pre-Proposal Conference Attendees:

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