

SOLICITATION OF INFORMATION (SOI)
Flexible Housing Subsidy Pool (FHSP) Program
for Ending Transgender Homelessness Initiative (ETH)

Issued: 2/21/23

Contact: Cricket Miller, Scattered Site Housing Program Supervisor

Email: Cricket.Miller@sfgov.org

I. Summary

The City and County of San Francisco's Department of Homelessness and Supportive Housing (HSH) is soliciting Applications from community-based organizations to operate a Flexible Housing Subsidy Pool Program (FHSP) for the Citywide Ending Transgender Homelessness Initiative (ETH).

HSH seeks qualified applicants who demonstrate the necessary expertise, experience, and capacity to administer an FHSP program and deliver accompanying services to ETH participants. A successful FHSP program requires applicants to demonstrate an understanding of the dynamics of homelessness and to embrace and embody strength-based, person-centered, trauma-informed, and harm reduction principles. Further, applicants must have experience working with unhoused trans* San Franciscans and must bring an understanding of the ways transness interacts with other identities to inform experiences of homelessness.

Ending Transgender Homelessness Initiative (ETH)

Structural racism and transphobia are root drivers of homelessness and have led to vastly disproportionate levels of homelessness for Black, Indigenous People of Color (BIPOC) populations who are also trans* and gender nonconforming (TGNC). In 2023, it is estimated that 400 TGNC San Francisco residents are experiencing homelessness,¹ with BIPOC residents overrepresented in this population. In response to this racialized and gendered housing need, the City of San Francisco launched the Ending Transgender Homelessness Initiative (ETH), a Citywide plan to functionally end homelessness for TGNC San Francisco residents by 2027. ETH is a collaborative partnership between the Office of Transgender Initiatives (OTI), the Mayor's Office of Housing and Community Development (MOHCD), the Department of Homelessness and Supportive Housing (HSH), the Department of Public Health (DPH), and nonprofit organizations currently serving unhoused TGNC San Franciscans. San Francisco's investments for the first two years of the ETH Initiative include:

- Funding for the municipal acquisition and operation of a new Permanent Supportive Housing (PSH) site for youth, prioritizing TGNC youth;

¹ <https://sfmayor.org/article/mayor-london-breed-announces-plan-end-trans-homelessness-2027>

- \$6 million over two years for short-term rental subsidies, flexible financial assistance, and capacity building for providers serving TGNC residents, administered by the Mayor’s Office of Housing and Community Development;
- \$1 million for behavioral health support services for TGNC youth and adults, administered by the San Francisco Department of Public Health; and
- 50 Flexible Housing Subsidy Pool (FHSP) slots.

Flexible Housing Subsidy Pool Program

This SOI pertains to the last of these investments – Flexible Housing Subsidy Pool (FHSP) slots. San Francisco’s FHSP program provides permanent solutions to homelessness by offering ongoing rental subsidies for units in the private rental market. Participants housed through the FHSP pay 30 percent of their income towards rent and sign their own leases to secure participant rights. To ensure participants receive ongoing support and maintain housing stability, these rental subsidies are accompanied by the following supportive services:

- *Housing location*: Comprehensive search for housing units in the private market that meet the needs of a participant;
- *Housing coordination*: Elimination of barriers to housing placement and logistical support for move-in, ranging from lease negotiation to furniture purchase;
- *Housing-focused case management*: Provision of targeted services and/or referrals to support participant physical, mental and behavioral health;
- *Subsidy Administration*: Timely payment of rental subsidies to landlords and disbursement of flexible funds for housing barrier removal services or other related needs; and
- *Landlord liaison*: Assistance with resolving housing challenges including lease violations; acting as go-between between participant and landlord when necessary.

HSH is seeking a provider who will deliver – or collaborate with other providers to deliver – these services to 50 participants referred from the ETH Initiative beginning on July 1, 2023.

Program	Served Population	Number of Slots in FY23-24 and FY24-25	Services Required
Flexible Housing Subsidy Pool	Individuals referred from the ETH Initiative	50	<ul style="list-style-type: none"> • Housing location • Housing coordination • Housing-focused case management • Subsidy administration • Landlord liaison

Qualified applicants must submit one application to provide all services described in this solicitation. Collaborative applications will be accepted. Any collaboration would work together on service delivery and program responsibilities. Collaborators must submit a single application (Appendix 1), with separate budgets (Appendix 2). If a collaborative application is provided, HSH is willing to create up to two agreements per program with Grantees, based on the preference of selected Grantees.

Minimum Qualifications

HSH is seeking applicants who meet the following minimum qualifications. In the case of collaborative applicants, some MQs need only be met *collectively* at the applicant level and not necessarily by each partner, as indicated below:

- At least two years successfully operating a subsidy program and accompanying services OR possession of the infrastructural and personnel-related *capacity* to operate such a subsidy program (collaborative applicants must meet this requirement collectively);
- At least two years providing housing support or other comparable social services to low-income trans* and gender nonconforming San Franciscans (collaborative applicants must meet this requirement collectively);
- At least one trans* or gender nonconforming member of staff in a leadership position (collaborative applicants must meet this requirement collectively);
- At least 50% of served clients are TGNC individuals (collaborative applicants must meet this requirement collectively);
- A racial equity-based, culturally responsive, housing first, and trauma-informed approach (all applicants must individually meet this requirement);
- An ability to collaborate with participants and providers with the goal of participant housing stability (all applicants must individually meet this requirement); and
- The ability to begin services in a timely manner (all applicants must individually meet this requirement)

HSH anticipates an agreement with a tentative start date of July 2023, for an initial two (2) year agreement. HSH reserves the right to award more than one Grantee through this SOI; allocating funding amount will depend on number of Grantees awarded.

II. Budget

The anticipated available budget is summarized below. To be considered, qualified applicants must stay within these anticipated budgeted amounts. Qualified applicants must submit a 2-year budget proposal using the Appendix 2 template provided, that includes all anticipated staffing needs and all appropriate programmatic costs for service delivery. Once funds are awarded, HSH will work with selected grantee(s) to adjust or pro-rate funds if necessary.

Fiscal Year	Salary and Operating Costs	Direct Client Assistance	Total
First Year	\$477,956	\$788,250	\$1,266,206
Second Year	\$1,006,224	\$1,197,000	\$2,203,224

III. **Schedule²**

Solicitation Issued	February 21, 2023
Solicitation Questions Deadline³	March 7, 2023. 5:00 PM
Solicitation Answers and Clarifications Published	March 14, 2023
Applications Due Date	March 24, 2023. 5:00 PM
Intent to Award Notification	April/May 2023
Grant Agreements Begin	July 1, 2023

Qualified applicants must submit all application questions to Cricket Miller (Cricket.Miller@sfgov.org) no later than the **Solicitation Questions Deadline**. Qualified applicants must submit all applications to Cricket Miller (Cricket.Miller@sfgov.org) no later than the **Applications Due Date** to be considered. Qualified applicants may not contact City staff other than Cricket Miller.

IV. **Delivering Services with Equity**

The Department of Homelessness and Supportive Housing seeks to become an institution that represents the diversity of the communities we serve and fosters a more diverse, equitable, and inclusive (DEI) culture that recognizes and creates belonging for everyone in our Homelessness Response Systems across all work functions, levels, and services.

Diversity, Equity and Inclusion is the foundation upon which HSH engages and assists those we serve, builds relations with those who provide services on HSH's behalf, and infuses the values and beliefs that enable colleagues and contractors to develop their potential and bring their full selves to the work to end homelessness in the city and county of San Francisco.

² Dates are subject to change. Check the HSH website for updates: <https://hsh.sfgov.org/get-involved/procurements/>.

³ No questions will be accepted after the Questions Deadline with the exception of Applicant-specific City vendor compliance questions.

HSH envisions outcomes where racial disparity gaps in homelessness are closed, and the Homelessness Response System (HRS) is structured to benefit, and not further marginalize and harm, the BIPOC, LGBTQ+, and differently-abled communities. HSH's mission will inform the policies, procedures, and program development that end cycles of homelessness for unsheltered and at-risk communities through equitable access to housing opportunities.

COVID-19 has heightened the historic and continuing impact of anti-Blackness and white supremacy, and of homophobia and anti-trans bias, and has led to vastly disproportionate levels of homelessness for communities of color, and for LGBTQ+, gender nonconforming and transgender persons. Thus, equity must be the foundational consideration in everything HSH does. HSH is working to bring an equity lens to the forefront of all its planning and actions.

HSH grantees extend the department's reach into the community. It is HSH's vision that all services funded by HSH further the department's mission and reflect its values, including the commitment to more equitable outcomes for BIPOC individuals experiencing homelessness in San Francisco. HSH is seeking to partner with Grantees who demonstrate a deep understanding of and focus on racial equity to achieve different outcomes in the communities HSH services and pay close attention to those who are often excluded. All applicants for HSH funding will be evaluated in part based on the applicant's ability to articulate and demonstrate how it will operationalize a commitment to racial equity. Awarded Grantees shall demonstrate the ability to conduct equity-focused data analyses and use feedback from the served population to enhance services.

V. Delivering Services Using a Housing First Approach

Grantee shall adhere to Housing First Principles found in [California Welfare and Institutions Code Section 8255](#) and follow the processes agreed upon by Grantee, HSH, property owner, housing subsidy administrators, funding regulations, fair housing laws, and/or other entities involved with referrals. Housing First is an evidenced-based model that uses housing as a tool, rather than a reward, for recovery and that centers on providing or connecting homeless people to permanent housing as quickly as possible. Housing First providers offer services as needed and requested on a voluntary basis and do not make housing contingent on participation in services.

Under Housing First, tenant screening and selection practices must promote accepting applicants regardless of their sobriety or use of substances, completion of treatment, or participation in services. Tenant applicants must not be rejected based on poor credit or financial history, poor or lack of rental history, criminal evictions unrelated to tenancy, or behaviors that indicate a lack of "housing readiness."



VI. Overdose Prevention in the Homelessness Response System

The primary way that HSH promotes harm reduction and overdose prevention throughout the Homelessness Response System is to include, rather than exclude, substance user from services. For many years, housing was treated as an award for compliance with social standards, including sobriety. This approach left substance users out on the streets and did not provide access to the resources often needed to reduce drug use and overdose through housing or other services. Consistent with the State of California’s Housing First Principles found in the California Welfare and Institutions Code Section 8255, housing providers must accept enrollees into their programs regardless of their sobriety or use of substances, completion of treatment, participation in services, or other behaviors presumed to indicate a lack of “housing readiness.”

All HSH-funded programs across the Homelessness Response System are committed to service and being accessible to people using substances. The department provides dedicated support services through outreach, shelter, and housing to mitigate harmful behaviors stemming from substance use and to help stabilize people within HSH’s programs.

Additionally, to help the most vulnerable people experiencing homelessness access long-term stabilizations and exits from homelessness, HSH has included a substance use disorder as one of the vulnerabilities assessed through Coordinated Entry to determine housing prioritization status.

The agreement awarded as a result of this solicitation will incorporate requirements of the Department’s Overdose Prevention Policy, as required by Administrative Code Section 15.17. For additional, information, please refer to the HSH Overdose Prevention Policy.⁴

VII. Served Population

Grantee(s) will serve TGNC adults aged 18 and older (and their partners) experiencing homelessness. Grantee(s) will work with HSH, OTI and partner organizations to determine the specific target population from those referred through the ETH Initiative.

VIII. Referral and Prioritization

Grantee(s) will work with HSH, OTI and ETH stakeholders to determine an appropriate process of referral and prioritization for the ETH Initiative

⁴ HSH’s most recent Overdose Prevention Policy can be found here: <https://hsh.sfgov.org/about/research-and-reports/additional-reporting/>

IX. Program Scope and Parameters

- 1) Housing Location Services: Grantee(s) shall provide Housing Location Services through the following activities to identify and secure housing units:
 - a) Grantee(s) shall conduct comprehensive housing searches and landlord recruitment to establish a portfolio of housing units that meet the needs of the served population. Units shall be reasonable in size, near transportation and other amenities, consistent with participant preferences to the greatest degree possible, and accessible to participants with disabilities.
 - b) Grantee(s) shall utilize their real estate expertise to secure appropriate housing units for the served population that may include but are not limited to a single unit in multi-unit buildings, blocks of units in multi-unit buildings, shared housing, and other options that help participants achieve residential stability and overall health and well-being.
 - c) Grantee(s) shall employ skilled staff with experience in real estate, brokerage, sales, or other related fields, who can establish and maintain successful relationships with landlords. Grantee(s) staff shall have excellent communication skills, build clear expectations for landlords and participants, serve as a liaison, and respond quickly and appropriately to any concerns or problems.
 - d) Grantee(s) shall partner with HSH to identify and act upon opportunities to secure units. This may include presentations, planning, and other activities needed to engage new partners, secure real estate, or otherwise expand the housing inventory supported with Flexible Housing Subsidy Pool (FHSP) resources.
- 2) Housing Coordination Services: Grantee(s) shall provide Housing Coordination services to match participants to housing opportunities, eliminate barriers to housing placement, and allow for rapid placement into housing. Housing Coordination services shall include, but are not limited to, the following:
 - a) Lease negotiation and rental subsidy administration on behalf of participants placed into housing and lease review to ensure compliance with all laws;
 - b) Support to prospective participants to secure units (e.g. completing housing applications, scheduling viewing appointments, and understanding lease and supporting documentation);
 - c) Collection of all necessary documents to support participants to successfully move into housing;
 - d) Elimination of barriers to housing (e.g. assisting with clearance of outstanding utility debt, credit repair, correction of erroneous unlawful detainers);
 - e) Initial and annual unit inspections to ensure compliance with Housing Quality Standards (HQS) and/or comparable habitability standards;
 - f) Assessment and completion of minor repairs necessary to improve accessibility or other functional improvements;

- g) Payment for items needed during housing search and move-in (e.g. application fees, security deposit, furniture, and moving costs); and
 - h) Income verification and rent calculation upon participant move-in and annually thereafter, or sooner if a participant's income changes.
- 3) Housing-Focused Case Management Services: Grantee(s) shall provide all necessary services to ensure a seamless transition to permanent housing and ongoing housing stability. Housing-Focused Case Management services shall include assisting participants with securing needed documentation to move into housing, housing navigation services, and working closely with Subsidy Administration Services providers to ensure that all needed services are in place prior to housing placement.
 - a) Grantee(s) shall provide wrap-around case management services within a harm reduction model to ensure participants' long-term housing retention and improved well-being. To the extent that participants are placed outside of San Francisco, case management should focus on connections to services in the new county of residence. These services shall include, but are not limited to:
 - i) Engagement with all participants referred for housing placement to determine preferred housing options required services, and needed documentation;
 - ii) Housing Navigation services to assist successful transition into permanent housing, including unit viewings and selection, accompaniment during the move-in process, and orientation to the neighborhood and surrounding services;
 - iii) Arranging for necessary services after housing placement, such as In-Home Support Services (IHSS), or care by a medical or behavioral health provider;
 - iv) Provision of targeted services and/or referrals to another appropriate agency for participants whose behavior indicates a substance abuse, mental health, or another issue that is jeopardizing the participant's housing retention and/or health;
 - v) Linkages to community resources, case management, and crisis intervention within a Housing First, trauma-informed, and harm reduction modality should the participants' needs exceed the capacity of the Grantee(s);
 - vi) Education on tenancy requirements and support to address barriers to housing retention;
 - vii) Support with completing any required processes for income certification and re-certification processes; and
 - viii) Ongoing coordination with a partner providing housing location and subsidy administration service, serving the participant, through meetings, calls, and other communication, as needed.
 - ix) Grantee(s) shall provide referrals for and solve problems preventing a participant's enrollment in the county, state, and federal benefits programs. Grantee(s) may help participants identify, apply for and establish appointments for available benefits in their county of residence, or transfer existing benefits to the new county of residence.

- 4) Subsidy Administration Services: Grantee(s) shall provide Subsidy Administration services to fulfill the administrative, financial, and record-keeping functions required to issue and document timely and accurate subsidy payments and other types of financial assistance. Subsidy Administration services include, but are not limited to:
 - a) Initial payments associated with participant move-in, including security deposits, first and last month's rent, including calculation of participant monthly rental payment amounts;
 - b) Timely and accurate payment of subsidies to landlords and property management, in accordance with negotiated leases;
 - c) Timely and accurate payment of flexible funding to eliminate other barriers to housing; and
 - d) The completion of regular income verification and rent calculation for each participant receiving a subsidy and timely notices to participants for any changes in rent and reflecting rent changes in subsidy payments.
- 5) Landlord Liaison Services: Grantee(s) shall provide Landlord Liaison services to support ongoing housing stability, including serving as a liaison between landlords and participants. Landlord Liaison services include, but are not limited to:
 - a) Coaching participants on being a good neighbor, developing tenancy skills, lease requirements, and other topics that support stable tenancy;
 - b) Monthly home visits for the first three months of a participant's tenure in housing, and quarterly thereafter. Grantee(s) shall also check in with each landlord at least quarterly to ensure satisfaction;
 - c) Regular communications with landlords to identify and address concerns on a proactive basis;
 - d) Collaboration with the Housing-Focused Case Management services provider partners to ensure that participants can pay rent on time, cultivate healthy relationships with neighbors and landlords, maintain a connection to benefits and other community resources, and resolve any tenancy issues. Coordination shall consist of regular, informal communication as well as structured case coordination meetings that occur at least monthly;
 - e) Immediate responses to lease violations or other complaints, with the goal of finding resolutions that do not jeopardize housing stability. If lease violations cannot be resolved, Grantee(s) shall work closely with landlords and participants to coordinate relocation prior to eviction; and
 - f) Ensuring that landlords fulfill their legal responsibilities, including conducting repairs, issuing proper notices, supporting participants' rights to Fair Housing, and adhering to lease terms

X. Staffing Requirements

Grantee(s) shall maintain a service ratio of one full time equivalent (FTE) case management staff per between 14 and 20 participants served. The exact case management ratio will be determined in partnership with selected applicant(s) and ETH stakeholders.

XI. Service Objectives

All service objectives below will be monitored by sampling participant files during annual program monitoring visits:

- 1) Housing Location Services
 - a) Grantee(s) shall provide 100 percent of participants with Housing Location Services.
- 2) Housing Coordination Services
 - a) Grantee(s) shall provide 100 percent of participants with Housing Coordination services.
 - b) Grantee(s) shall provide 100 percent of participants with at least one home visit per month for the first three months to support their landlord relationship.
- 3) Subsidy Administration Services
 - a) Grantee(s) shall issue 100 percent of subsidy payments on or before the first of the month every month for each participant.
- 4) Housing-Focused Case Management Services
 - a) Grantee(s) shall offer 100 percent of participants Housing-Focused Case Management Services.
 - b) Grantee(s) shall offer 100 percent of participants referrals to other Case Management should the participant decline services.
- 5) Landlord Liaison Services
 - a) Grantee(s) shall provide 100 percent of participants with Landlord Liaison Services.
 - b) Grantee(s) shall respond to 100 percent of requests from participants/landlords submitted on the 24-hour hotline as quickly as is reasonable.
 - c) Grantee(s) shall administer an annual Participant Satisfaction survey to 100 percent of participants that are active in the program.

XII. Outcome Objectives for FHSP

The following Outcome Objectives shall apply to Housing Location Services and Housing-Focused Case Management Services:

- 1) At least 90 percent of participants enrolled in the program will successfully move into housing as verified by their housing move-in date.

- 2) The average length of time that participants spend homeless, from referral to housing move-in, shall be less than or equal to 75 days, as calculated by Referral Start Date to Housing Move-in Date.

The following Outcome Objectives shall apply to Housing-Focused Case Management Services and Landlord Liaison Services:

- 1) At least 90 percent of participants will maintain their housing for a minimum of 12 months, move to other permanent housing, or be provided with more appropriate placements.

XIII. Data Standards⁵

HSH will comply with guidelines around confidentiality and data security to protect the privacy of program participants. Grantee(s) shall maintain confidential participant files on the served population, including signed lease agreements and addenda, notices or lease violations issued to the participant, copies of payment plans or other agreements to support housing stability. Grantee(s) shall maintain all eligibility and inspection documentation and participant data in the ONE System, and shall maintain hard copy files with eligibility, including homelessness verification documents.

ONE System data guidelines:

- Records entered into the Online Navigation and Entry (ONE) system shall meet or exceed the ONE System Continuous Data Quality Improvement Process standards: <https://onesf.clarityhs.help/hc/en-us/articles/360001145547-ONE-System-Continuous-DataQuality-Improvement-Process>.
- Grantee(s) shall enter data into the ONE System but may be required to report certain measures or conduct interim reporting in CARBON, via secure email, or through uploads to a File Transfer Protocol (FTP) site. When required by HSH, Grantee(s) shall submit the monthly, quarterly and/or annual metrics into either the CARBON database, via secure email, or through uploads to an FTP site. HSH shall provide clear instructions to Grantee(s) regarding the correct mechanism for sharing data. Changes to data collection or reporting requirements shall be communicated to Grantee(s) via written notice at least one month prior to expected implementation.
- Any information shared between Grantee(s), HSH, and other providers about the served population shall be communicated in a secure manner, with appropriate release of consent forms and in compliance with 45 C.F.R. Parts 160 and 164, the Health Insurance Portability and Accountability Act (HIPAA) and federal and state data privacy and security guidelines.

⁵ Additional Service Requirements may be required and will be ultimately reflected in the awarded agreement's Appendix A, Services to be Provided.

XIV. Application Criteria and Submittal

Application Section	Submittal Format	Application Criteria
1. Summary	Appendix 1: Application Template	<p>Applicant Information: Organization Name, Federal ID #, Address, Director Information, Contact Information, Point of Contact Information, identify any collaborators/subgrantees if any. Certifications (if appropriate/required)</p> <p>Must be a certified City vendor or have initiated the process to become a City vendor, as evidenced by registering at the San Francisco City Partner website by the time of submitting materials for the Solicitation of Interest (SOI).</p>
2. Minimum Qualifications		<p>Applicant must demonstrate that they meet all minimum qualifications outlined in this document.</p>
3. Organizational Experience, Approach and Capacity		<ol style="list-style-type: none"> 1) Please describe the top three reasons why your organization is interested in administering an FHSP program to trans* and gender nonconforming participants experiencing homelessness in San Francisco. 2) Please explain your organization’s experience administering housing subsidies and case management, or other social service supports, to trans* and gender nonconforming individuals who are experiencing homelessness. (500-word limit) 3) Please describe any innovative approaches designed to improve outcomes for participants experiencing homelessness designed and/or implemented by your organization in the past. Include information about partnerships with other community-based organizations and/or the public sector and your experience designing, implementing, and managing new programs/interventions. (500-word limit) 4) Please describe how your organization specifically supports the needs of participants experiencing homelessness who are BIPOC, who are persons with disabilities, and/or who are involved in the criminal justice system. (500-word limit) 5) Please describe your organization’s approach to Continuous Quality Improvement (CQI), including how you incorporate the voice of people with lived experience, how you utilize data to drive improvements, and your organization’s experience and previous participation in program evaluations. (500-word limit)
5. Budget	Appendix 2: Budget Template	<ol style="list-style-type: none"> 1) Please, submit a budget proposal related to the provision of services described in this SOI. Budget proposal must include staffing structure, relevant program delivery costs, and any fees or other expenses related to stakeholder engagement necessary to fine-tune the development of trainings and associated materials. Submittals with budgets above the allocated budget amount and/or those that do not contain the required staffing will not be evaluated further.

a. Time and Place of Submission of Applications

Applications are due electronically in the format detailed below and must be received by the Applications Deadline. Applications received after the deadline may not be considered.

- Qualified applicants shall submit the Appendix 1: Application Template and Appendix 2: Budget Template attachments—including separate Appendix 2: Budget Templates for each collaborator, if any—in one PDF file saved as “SOI FHSP ETH App Organization Name(s).”
- Qualified applicants shall submit the Appendix 2: Budget Template in Excel version as well saved as “SOI FHSP ETH Budget Organization Name(s)”.
- Qualified applicants shall submit the two attachments to Cricket Miller (Cricket.Miller@sfgov.org).
- The email subject shall have the subject “SOI FHSP ETH App Organization Name(s)”.

Applications submitted by fax will not be accepted. Qualified applicants will receive an email confirmation from HSH to confirm receipt of the submission. Supplemental documents or revisions submitted after the Applications Deadline will not be accepted.

b. Application Submission Format

Qualified applicants must submit one Appendix 1: Proposal Template and one Appendix 2: Budget Template as instructed above. This is necessary so that all Applications can receive fair and consistent evaluation. Applications that do not follow the required format may not be considered. Information must be at a level of detail that enables effective evaluation.

HSH will select Grantee(s) who best meet the criteria set forth in this Solicitation.

Applicants who are qualified are not guaranteed an agreement. Qualified applicants selected for negotiations are not guaranteed an agreement. This Solicitation does not in any way limit HSH’s right to solicit similar or identical services. HSH may at a future date elect to fund additional qualified applicants not originally selected.

c. Additional Information

In some instances, the City may request additional information from qualified applicants prior to deciding whether to enter into an agreement. The City’s Protest Procedures do not apply in this informal solicitation of information.

XV. Standard City Grant

Grantee(s) will enter into an agreement with the City using this standard template and shall comply with all requirements: <https://hsh.sfgov.org/wp-content/uploads/2019/11/G-100-Grant-Template-4-19-for-posting.pdf>.

XVI. Glossary of Terms

Term	Definition
Homeless Response System and its Core Components	Managed by HSH, the HRS is an overall system of services to address homelessness. The goal of this system is to prevent homelessness when possible and to make it rare, brief, and one-time. Core components of the HRS include Coordinated Entry, Problem Solving, Street Outreach, Temporary Shelter, Housing, and Housing Ladder programs.
Equitable	HSH is committed to building an equitable HRS system – one that addresses the impact of structural racism and bias disproportionately impacting unhoused BIPOC and LGBTQ+ communities.
Online Entry Navigation (ONE) System	ONE is the data system used for all housing and services to people experiencing homelessness in San Francisco. The ONE System is a participant-level database that is used system-wide to track all HSH related services and housing placements. The implementation of the ONE System is ongoing.
HSH Definition of Homelessness	https://hsh.sfgov.org/wp-content/uploads/2020/05/HSH-Definitions-Populations-San-Francisco-Connection-and-Homeless-Status.pdf
Trauma-Informed	Trauma-informed care is a strengths-based framework grounded in an understanding of and responsiveness to the impact of trauma, that emphasizes physical, psychological, and emotional safety for both providers and survivors, and that creates opportunities for survivors to rebuild a sense of control and empowerment. Grantee(s) shall ensure delivery of trauma-informed assistance to maximize self-sufficiency for people experiencing homelessness in San Francisco, to reduce the timeline from first encounter to housing placement, and to ensure

	that participants are not subject to redundant or unnecessary access barriers.
Mayor’s Office of Housing and Community Development (MOHCD)	MOHCD supports residents with affordable housing opportunities and essential services. Link to MOHCD website.
Department of Public Health (DPH)	DPH protects and promotes the health of all San Franciscans. Link to DPH website.
Office of Transgender Initiatives (OTI)	OTI works with community and the City of San Francisco to advance equity for transgender and gender nonconforming people. Link to OTI website.
Our Trans Home SF	Our Trans Home SF is a coalition working to address homelessness and housing instability impacting transgender, gender variant, and intersex people (TGI) in the San Francisco Bay Area. Link to Our Trans Home SF website.
Transgender; Trans*	A person whose gender identity does not align with the sex they were assigned at birth. The term “Trans*” is often denoted with an asterisk to indicate the multiplicity of identities that live under the Trans umbrella.
Gender Nonconforming	A person whose behavior or appearance does not conform to prevailing cultural and social expectations about what is appropriate for their gender.

XVII. Standard City Vendor Forms

a. How to Become Eligible to Do Business with the City

Qualified applicants must fulfill the City’s administrative requirements for doing business with the City and become a compliant supplier prior to agreement award. Fulfillment is defined as completion, submission, and approval by applicable City agencies of the forms and requirements referenced below.

Before the City can award any agreement, all vendors must become a City Vendor by meeting the requirements described below. There may be additional requirements placed upon a vendor depending on the type of good or service to be purchased.

b. Mandatory Forms

To become eligible to do business with the City, vendors must first become an Approved Supplier by following the instructions on the San Francisco City Partner Become a Supplier page: <https://sfcitypartner.sfgov.org/pages/become-a-supplier.aspx>.

At a minimum, vendors will be required to complete the following steps:

- Register to become a “Registered Bidder;”
- Complete a San Francisco Business Tax Registration; and
- Complete a 12B Equal Benefits Declaration.

To view step-by-step directions on how to become an Approved Supplier, visit <https://sfcitypartnersupport.sfgov.org/support/solutions/articles/11000022936-bidder-a-step-by-%20step-guide-to-becoming-an-approved-supplier>.

Vendors must have:

- A City-issued vendor/supplier number;
- Have all compliance paperwork submitted and approved by the City; and
- Have an executed agreement or purchase order before payments can be made.

Once a vendor/supplier number has been assigned, an email notification will be provided by the City's Vendor File Support Division. This notification will include instructions on how to sign up to receive payments through the City's vendor/supplier portal.

The City and County of San Francisco requires vendors/suppliers to comply with multiple ordinances and provide proof of insurance coverage, including compliance with the below. Please visit <https://sfgov.org/oca/qualify-do-business> for a list of the forms and when they are required.

- Minimum Compensation Ordinance
- Health Care Accountability Ordinance
- Insurance Requirements
- Payment (Labor and Material Bond)
- Performance Bond
- Local Business Enterprise Program
- Sweatfree Contracting Ordinance
- Nondiscrimination in Contracts