



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

HSH RFP #139 SFHOT Services

Preproposal Conference

April 14, 2023



Agenda

- Introductions
- Overview of RFP and Submission Requirements
- Break
- Review Questions and Answers
 - Please submit questions in the chat

RFP Summary

- The intent of this RFP is to invite Proposals from qualified suppliers (Proposers/Applicants) to provide San Francisco Homeless Outreach Team (SFHOT) services to unsheltered adults, youth, and families. HSH seeks a qualified Proposer who can demonstrate experience and expertise in providing field-based Outreach and Case Management Services to unsheltered persons throughout San Francisco.
- Annual Not-to-Exceed (NTE) amount of \$8,800,000

Schedule

RFP Issued	Friday April 7, 2023
Preproposal Conference	Friday April 14, 2023 10:30am – 11:30 am
Deadline for Written Questions	Friday April 14, 2023
Answers and Clarifications Published	Friday April 21, 2023
Deadline to Submit Proposals	Wednesday May 17, 2023, by 2:00 pm
Oral Presentation/Interview	Tuesday June 20, 2023
Intent to Award Notification	Tuesday June 27, 2023
Agreement Commence	December 1, 2023

Limitation on Communications and Contact

Limitation on Communications

- From the date this solicitation is issued until the date the competitive process of this solicitation is completed (either by cancelation or award), Proposers and their subcontractors, vendors, representatives and/or other parties under Proposer's control, shall communicate solely with the Contact whose name appears in this Proposal. Any attempt to communicate with any party other than the Contact whose name appears in this Proposal, including any City official, representative or employee, is strictly prohibited. Failure to comply with this communications protocol may, at the sole discretion of City, result in the disqualification of the Proposer or potential Proposer from the competitive process. This protocol does not apply to communications with the City regarding business that is unrelated to this Proposal.

Contact: Rachel Garcia | HSHProcurements@sfgov.org

Applicants

- HSH shall award one contract to the Proposer that meets the Minimum Qualifications of this Solicitation and whose Proposal receives the highest-ranking scores.
- Proposers are required to subcontract Encampment Resolution Team (ERT) services and may additionally subcontract any other portion of the work included in each service component, but HSH will only enter into a single agreement with the prime/lead Contractor.
- The awarded Contractor is expected to provide all services described either directly or through a subcontractor, as listed in this RFP, and in compliance with the funding requirements.

Service Philosophy

HSH desires Proposers with

- a deep understanding of and focus on racial equity to achieve different outcomes in the communities HSH serves and pay close attention to those who are often excluded
- An ability to lead with a Housing First philosophy, which includes principles of harm reduction and low barriers to entry;

Background

- SFHOT is the front door to the Homeless Response System
- The goals of SFHOT are to
 - Improve shelter placement outcomes of those who are unsheltered;
 - Ensure that those living in the streets, tents, structures, cars and other vehicles have access to available services and resources
 - Ensure that families, adults, and youth experiencing homelessness have access to Coordinated Entry systems and HRS
 - Provide sustained, relationships-based, housing-focused case management and housing navigation services to the most vulnerable clients until they are successfully housed;
 - Provide supplies and wellness checks to unsheltered persons during emergency activation such as inclement weather; and
 - Deescalate crises in the streets to reduce unnecessary emergency room visits

Served Population

- SFHOT services are available to unsheltered adults, youth, and families experiencing acute homelessness
- Outreach services work to engage and stabilize the most vulnerable individuals experiencing homelessness by connecting them to available and appropriate resources

Scope of Work - Outreach

Outreach includes

- Conducting field-based outreach to support and engage unsheltered individuals throughout San Francisco in accessing shelter, housing, and other City services
- Providing Housing Primary Assessments and referring individuals who meet the appropriate criteria to Case Management Services
- Distributing hygiene kits and resources and conducting wellness checks
- Referring and linking individuals to appropriate services (medical and behavioral health)
- Activating Emergency Response Teams within 24 hours of HSH activating emergency protocol

Outreach Teams

Neighborhood-based Outreach Teams

• District Teams

- 10 teams each team consisting of 2.0 FTE Street Outreach Staff for a minimum of 20.0 FTE
- (1) Mission (2) Bayview (3) Tenderloin (4) Northern (5) Central (6) Southern (7) Park (8) Richmond and Taraval (9) Bayview and Ingleside (10) San Francisco Recreation and Park

Multidisciplinary Outreach Teams

• HSOC Encampment Resolution Teams

- HSH is requiring that the prime Contractor awarded under this RFP partner with another organization to offer ERT services through a subcontract agreement
- 4 teams each consisting of 2.0 FTE ERT Outreach Staff for a minimum of 8.0 FTE
- 2 teams for Citywide services and 2 teams for the Polk Street Alley

• Street Crisis Response Team

- SCRT consists of 1 SFHOT Outreach staff and one community paramedic
- A minimum of 11.0 FTE SCRT Outreach Staff

• Emergency Medical Services (EMS-6)

- A minimum of 1.0 FTE EMS-6 Outreach Staff

Scope of Work - Case Management

Case Management Services include

- Receiving referrals from various sources
- Providing referrals and support with linkages to benefits, medical services, mental health services, and support individuals in housing navigation
- Assessing individuals for their housing readiness and connecting them with services

Case Management

Citywide Case Management Services

- A minimum of 15.5 FTE Case Managers

Neighborhood-based Case Management Services

- A minimum of 1.0 FTE for each of the 4 targeted areas for a minimum of 4.0 FTE
- (1) Mission and Park (2) Tenderloin, Northern, and Southern (3) Bayview and Ingleside (4) Citywide

Submission Requirements

- Email Appendix 1: Application and Appendix 2: Budget Proposal in one PDF to HSHProcurements@sfgov.org
 - Email subject: RFP #139 Proposer Agency Name
- Applications submitted by fax will not be accepted
- Proposers must receive an email confirmation

Appendices

• Appendix 1: Application Template

- Includes suggested page maximums, recommend staying within 20-page limit for narrative sections

• Appendix 2: Budget Proposal Template

- First tab READ ME includes instructions on completing the budget
- Submit budget based on annual proposed SFHOT budget

Procurement Questions, Answers, and Clarifications

- Applicants may submit questions via email to: HSHProcurements@sfgov.org until the Questions Deadline.
- Proposer specific questions about compliance with the City's vendor requirements in section XIX. City Social Policy Requirements are not subject to the above deadline and may still be answered by the contact designated in this procurement.
- A summary of the clarifications, questions and answers pertaining to this RFP will be posted on the HSH website: <http://hsh.sfgov.org/overview/procurements/>.
- It is the responsibility of each Applicant to check for any RFP Addenda, Question and Answer postings, and other updates posted regarding this RFP.



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Questions?

Reminder: Questions and answers will be posted by Friday April 21

Please check HSH Procurement Opportunities for regular updates on this RFP.