



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

HSH RFP #141 Shelter Ancillary Services

Preproposal Conference

Tuesday August 15, 2023



Agenda

• Introductions

- Please enter your name and the agency you represent in the chat
- Please submit questions in the chat

• Overview of RFP and Submission Requirements

• Break

• Review Questions and Answers

RFP Summary

- The intent of this RFP is to invite Proposals from qualified Proposers for the following four Shelter Ancillary Services:

| Services | Agreement Type | Reimbursement |
|---|----------------|--|
| Meals for Navigation Centers and Shelters | Grant | The awarded applicant will be reimbursed based on a cost per meal model which includes delivery. Proposers may submit a proposal based on an up to \$7 per meal reimbursement model. |
| Hot Meals for Alternative Shelter Sites | Grant | The awarded applicant will be reimbursed based on a cost per meal model which includes delivery. Proposers may submit a proposal based on an up to \$8 per meal reimbursement model. |
| Shelter Transportation | Contract | Proposers may submit proposals with an amount not to exceed \$346,600 annually. |
| Shelter Client Advocacy | Grant | Proposers may submit proposals with an amount not to exceed \$567,500 annually. |

Schedule

| | |
|--|---|
| RFP Issued | Tuesday August 8, 2023 |
| Preproposal Conference | Tuesday August 15, 2023 2-3:30 |
| Deadline for Written Questions | Tuesday August 15, 2023 |
| Answers and Clarifications Published | Tuesday August 22, 2023 |
| Deadline to Submit Proposals | Tuesday September 25, 2023 by 2 pm |
| Oral Presentation/Interview | November 2, 2023 |
| Intent to Award Notification | November 9, 2023 |
| Agreement Start Date | February 1, 2024 for Hot Meals for Alternative Shelter Sites, Shelter Transportation services, and Shelter Client Advocacy March 1, 2024 for Meals for Navigation Centers and Shelters |

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 at a minimum, one contract or grant for each service component through this RFP that meets the Minimum Qualifications of this Solicitation and whose Proposal receives the highest-ranking scores.

Background

- Meals for Navigation Centers provides meals on demand for guests through working with a meal provider to prepare and deliver frozen meals stored and heated by site staff
- Hot Meals for Alternative Shelter Sites provides two hot meals daily to guests
- Shelter Transportation supports individuals and families experiencing homelessness access transportation to and from shelters and other services in the community
- Shelter Client Advocacy services advocate and act as informal conflict resolvers between shelters and clients
- Home by the Bay: An Equity-Driven Plan to Prevent and End Homelessness in San Francisco 2023-2028 includes expanding HRS by increasing and expanding capacity of shelter services to add additional 1,075 shelter beds

Meals for Navigation Centers and Shelters

| Site | Address | Estimated Max # of Guests |
|--------------------------------------|---|---------------------------|
| Baldwin SAFE Navigation Center | 74 6 th St San Francisco, 94103 | 180 |
| Bayshore Navigation Center | 125 Bayshore Blvd San Francisco, 94124 | 128 |
| Bayview SAFE Navigation Center | 1925 Evans St San Francisco, 94124 | 186 |
| Central Waterfront Navigation Center | 600 25 th St San Francisco, 94107 | 64 |
| Embarcadero SAFE Navigation Center | 555 Beale St San Francisco, 94107 | 200 |
| Division Circle Navigation Center | 224 S Van Ness Ave San Francisco, 94103 | 186 |
| Taimon Booten Navigation Center | 680 Bryant St San Francisco, 94107 | 84 |
| 711 Post Semi-Congregate Shelter | 711 Post St San Francisco, 94109 | 250 |
| Next Door Shelter | 1001 Polk St San Francisco, 94019 | 248 |
| Hospitality House Shelter | 146 Leavenworth St San Francisco, 94102 | 22 |
| Ellis Semi-Congregate Shelter | 685 Ellis St San Francisco, 94109 | 115 |
| Total Estimate Guest Count | | 1,663 |
| Total Estimate Daily Meals | | 3,326 |

- Provider shall
 - Prepare and deliver approximately 3,326 meals daily
 - Meals should be individually packaged, portioned, packaged, and frozen or able to be stored and reheated by site staff
 - Accommodate special meal requests
 - Provide a menu of meals available

Hot Meals for Alternative Shelter Sites

• Provider shall

- Prepare and deliver individually portioned ready to eat meals twice/ daily
- Accommodate special meal requests

| Site | Number of Cabins or Spaces | Maximum Number of Guests |
|---|--|--------------------------|
| 33 Gough Street | 70 | 70-84 |
| Bay View Vehicle Triage Center (VTC) | 35-69 | 59-85 |
| Mission Cabins Sites anticipated to open in Winter 2024 | 60-70 | 60-84 |
| Total Daily Meals | Estimate of maximum number of daily meals for February through March 2024: 338 Estimate of maximum number of daily meals for April 2024 through January 25: 506 | |

Shelter Transportation

- Provide safe, reliable transportation for homeless adults and families and their possessions on pre-scheduled routes
- Maintain a regular schedule of 10 hours/ day year-round with early morning and late afternoon/ evening schedules
- Provide at least 2 vehicles with licensed and trained drivers that can carry at least 12 passengers and is wheelchair accessible
- Applicants shall propose their dispatch and communication plan when routes need to change and/or if there are staffing issues

Shelter Client Advocacy

- Population served: adults, 18+, TAY, families, older adults and/or veterans experiencing homelessness, marginally housed, and/or at risk of homelessness
- Provide peer advocacy services with a restorative justice lens
 - Monitor the application of Shelter rules
 - Act as informal conflict resolvers between Shelters and clients
 - Provide regular outreach to inform guests of their rights
 - Work in collaboration with shelter providers

Submission Requirements

- Email Appendix 1: Application in 1 PDF including all completed Attachments and Appendix 2: Budget Proposal in excel to HSHProcurements@sfgov.org

Email subject: RFP #141 Proposer Agency Name

- HSH must receive application by the deadline
- 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 page limit for narrative sections

• Appendix 2: Budget Proposal Template

- First tab READ ME includes instructions on completing the budget
- Submit budget staying within reimbursement amounts per section I.C. Anticipated Agreement Not to Exceed Amount of RFP

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.



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Questions?

Reminder: Questions and answers will be posted by August 22, 2023

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