



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

HSH RFP #143 Shelter Client Advocacy

Preproposal Conference

Monday November 13, 2023



Agenda

• Introductions

- Please enter your name, agency, and email in the MS form linked 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 to provide Shelter Client Advocacy Services.
- Proposers may submit proposals with an amount not to exceed \$567,500 annually.
- The selected proposer will be awarded a grant agreement with a 5 year term.

Schedule

RFP Issued	Friday November 3, 2023
Preproposal Conference	Monday November 13, 2023 11-12
Deadline for Written Questions	Monday November 13, 2023 5:30 PM
Answers and Clarifications Published	Monday November 20, 2023
Deadline to Submit Proposals	Wednesday December 6, 2023 by 2:00 pm
Oral Presentation/Interview	January 16, 2024
Intent to Award Notification	January 23, 2024
Agreement Start Date	July 1, 2024

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: Dylan Osborne | HSHProcurements@sfgov.org

Applicants

- HSH shall award at a minimum, one grant through this RFP that meets the Minimum Qualifications of this Solicitation and whose Proposal receives the highest-ranking scores.

Background

- 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

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, Appendix 2: Budget Proposal in excel, and Appendix 3 Minimum Qualifications to HSHProcurements@sfgov.org

Email subject: RFP #143 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

Minimum Qualifications

- Section 3 of the RFP states that to be eligible for further consideration the proposer must demonstrate: “At least one year of experience providing services to individuals utilizing social services. This may include people with disabilities, seniors, and/or persons experiencing homelessness.”
- The document required to prove eligibility is Appendix 3 of the submission. This is Pass/Fail so clarity is key.

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 Monday November 20, 2023

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