

## **SRO RFP questions:**

1. General Question: No funding amount is specified in any of the above RFPs. Is there a maximum amount or range of recommended funding amount for each proposal?

***No, proposers should request the amount of funding that they believe is required to provide the service in each service area.***

2. Page 1 “Anticipated Grant term” : The RFP does not mention an annual Cost of Living Adjustment (COLA) as part of the 4 year term, What is the possibility of an annual COLA occurring during the term of the contract?

***Cost of living adjustments are possible during the grant term, they will be based on available budget within the Department of Building Inspection.***

3. Page 3 “Units of Service /Unduplicated Clients”: The Units of service say that the “Mission” Service Area is responsible for 115,000 UOS and 3900 Unduplicated Clients. This is dramatically higher than in the other neighborhoods and not possible given our past experience working in this community. Furthermore since the Mission holds the least amount of SRO buildings amongst the 3 neighborhoods, the amount of UOS and UDC should be adjusted to reflect that. Currently our similar contract with the department holds us responsible for 14256 Units of Outreach Service, 1188 Units of Stabilization, and 238 Units of Unduplicated Clients. Can't the department adjust the RFP to include these more realistic Units?

***Yes, Addendum 2 includes this change.***

4. Page 3 “Mandatory Process Objectives”: What is meant by “4. Collaborative staff is reachable from Monday through Friday, including weekend and evening hours”? Can the reference *to staff being reachable on weekend and evening hours be removed from the RFP?*

***Yes, Addendum 2 includes this change.***

5. Page 3 “Mandatory Process Objectives”: What is the difference between process objectives #5 and #7? The 2 objectives seem to ask for the same thing. Also for #5 what is meant by “Unsolicited feedback? Can items 5 & 7 be combined as 7 is a subset of 5?

***Objectives 5 and 7 can be combined; this will be included in Addendum 2.***

6. Page 3 “Mandatory Process Objectives”: What is meant in process objective #8? How is community support defined ?

***Community support could be referrals from other community agencies or letters of support.***

7. On page 3. “Scope of Work”: *Can the tenants speaking Russian be removed from the South of Market and Tenderloin neighborhood service area on the RFP?*

***Yes, Addendum 2 includes this change.***

8. Page 4 “Desired Outcome Objectives”: There is no mention of Habitability (Assistance with Code Enforcement Issues Etc...) support in these objectives; however, it is mentioned in the evaluation criteria. How will this be reported on?

***Habitability support activities should be included in the quarterly report.***

9. Page 6 “Description of Work”: Housing Rights is lumped into services with emergency preparedness. Please clarify, does this mean code violation assistance and basic habitability support? Should these be described separately as 2 different bullet points?

***Yes, this includes code violation assistance and basic habitability support. You can describe the services in different bullet points in your response if it is clearer for you, as long as both activities are included in your response.***

10. Page 6 “ Non Profit Qualifications”: Please clarify bullet point “C.” a description of not more than four programs..... Should these be internal agency programs? What is meant by “client”? Do you mean type of client? What is meant by reference and telephone #? What constitutes a reference?

***It can be any program. The RFP is referencing the type of client. We are looking for reference information and telephone numbers for the four programs included in the proposal. By reference we are looking for referral information, how the clients were sent to the program and who sent them.***

11. Page 7 “: What is meant by ( 3) (5) recent clients? Agencies? Since we contract only with SF city agencies can we list agencies from SF? Do we need separate clients for each subconsultant or can the clients work with all of us and act as one reference as whole for all of us the lead agency AND the subconsultants?

***If you only contract with the City and County of San Francisco you can list agencies from the City and County of San Francisco. We would prefer that you list outside agencies when possible. Yes, you need separate clients for each subconsultant.***

12. Page 8. Are there parameters for describing “experience”?

***The Department is looking for the number of years the nonprofit has provided similar services, knowledge of habitability issues associated with the San Francisco Housing Code, and staff with the ability to speak the required languages listed under each specific service area.***

13. On page 8. The Evaluation criteria includes points for a timeline for completion of services and estimated hours for each objective. What is meant by this? Where in the RFP is there a question that asks you to describe this?

***Process and Outcome objectives are listed on pages 3 and 4 of the RFP. The Department is looking for a plan and timeline to accomplish these objectives.***

14. Attachment I: Who are the signatories required and how many are required ? Can this form be signed by the proposal's lead agency only. Or does this form also need to be signed by any participating subcontractor to the proposal.

**The form can be signed by the proposal's lead agency, but there should be an agreement between any participating subcontractors and the lead agency in advance of submitting the proposal. The lead agency will be held responsible for providing the services.**

15. Attachment II: Form 4-HRC Joint Venture Form (if applicable) - is this the same as partners in a collaboration or a subcontractor in the proposal? Would non-profits (not a business) need to submit this Joint Venture Form?

**No, a collaboration or nonprofit would not defined as a joint venture and will not need to submit this form.**