

Addendum #1 Questions and Answers for Non-Congregate Shelter Operations Request for Proposal (RFP) #HOST-74-2023

Date: 11/06/2023

Questions 1: Will the custodial staff be cleaning the guest rooms/sleeping rooms or just the common/public areas?

Answer 1: Yes. The custodial staff will be responsible for cleaning the common/public areas as well as maid service for clients. The service provider should ensure guest spaces are clean in accordance with health, sanitation, and safety standards.

Question 2: How often is custodial service required?

Answer 2: Providers have flexibility in how they want to schedule custodial services but should be a minimum of twice a week or more as needed to keep spaces clean in accordance with health, sanitation, and safety standards.

Question 3: Are we providing linens and laundry service for the guest rooms?

Answer 3: It is possible providers will be responsible for linens and laundry service. As a result, please budget for such services and materials.

Question 4: Do we provide the cleaning products and materials?

Answer 4: The service provider will need to provide the cleaning products and materials for cleaning.

Question 5: Do we need to include guest laundry (personal clothing)?

Answer 5: Yes. There is a possibility the City may have coordinated laundry trucks to handle the laundry. However, since there is a possibility it could be on the provider, please budget appropriately and add it to the direct item costs.

Question 6: RFP states "When applicable or as negotiated with the City provide security services (e.g., personnel, patrol, camera system acquisition, installation, and/or management)." Is it applicable to have security staff, cameras, patrol and management to be bid on now? Or will that be bid on later as needed?

Answer 6: The proposals may differ and providers can choose whether security or staff will provide patrol services, de-escalation, safety patrol, etc. If a provider has a safety camera or system in mind, the provider should include it in the proposal response to this RFP.

Question 7: RFP states “When applicable or as negotiated with the City, provide financial administration in the development and budget management including tracking expense.” Can you please elaborate more? And does this person need to be on-site?

Answer 7: It is at the discretion of the provider to include a specialized staff member/financial administrator in the proposal for this project. HOST does not require this type of personnel to be on site and therefore, it is also at the discretion of the provider to require this staff be onsite.

Question 8: On the call you mentioned there would be training for HMIS. Would you be training our full reception staff?

Answer 8: MDHI provides virtual training to those in charge of collecting and reporting on HMIS required data. Please also review the [COHMIS Policy](#) and [Data Quality Standards](#)

Question 9: If the proposal included a partner to handle the Programmatic Scope of Work, would HOST pay them directly or would HOST pay us and then we pay them?

Answer 9: HOST will send reimbursement to the provider on the contract, so if there is a contract where the main provider is partnering with or subcontracting to another provider, it would be the responsibility of the main provider to sort out the finances and accurately submit them for reimbursement and pay the subcontractor.

Question 10: Where should we put our overall fee for managing the project, in how you have it set up? Is your budget for that a percentage of the overall project or should we just put down our flat fee?

Answer 10: The budget was based on a cost reimbursement model. If you require a fee for service agreement, please fill in the costs as best as you can and then re-label an item line or add in a line and name it “Fee for Service” and include the percentage or flat fee cost in the line. In the budget description, please provide detail to support how you arrived at the percentage or fee.

Question 11: On the Budget Worksheet can you give us some clarification? Column B is what we are predicting the cost would be for each person or item. Column C is what we expect HOST to pay us back for each person or item? We won’t have any government or outside funding on this project, so we will leave Column E and F blank. But then Column G just matches whatever we put into Column B. Should Column G be the difference between Column B and Column C?

Answer 11: Column G equals the sum of C,E, and F for that line. This helps ensure that there are not gaps and all costs are covered whether from HOST, or HOST and leveraged by other funds.

Question 12: Is a project that proposes to provide **only** direct, integrated physical health, mental health, substance use & harm reduction services eligible for funding through HOST's Non-Congregate Shelter Operations RFP?

Answer 12: No. This RFP focuses on partners who can either complete all tasks, or act as the main contractor and subcontract specific services they cannot provide themselves. HOST, in the best interest of the City, may also leverage existing contracts for specific services during negotiations and require coordination through an existing partner/s.