

CITY AND COUNTY OF DENVER

RFP – MIGRANT SHELTERING AND SUPPORT SERVICES SOLICITATION #202370141

ADDENDUM NO. 2 OCTOBER 5, 2023

Firms are hereby instructed that the RFP documents are modified, corrected, supplemented and/or superseded for the above-mentioned project as hereinafter described:

QUESTIONS/ANSWERS

- Q1. The Migrant Sheltering and Support Services RFP does not seem to include establishing any on-site health care services other than screening as part of reception. Is it correct that no ongoing on-site health care services will be supported through the Migrant Sheltering and Support Services RFP?
- A1. **This is correct. No on-site medical provided outside of screening will be provided, so no proposal will be entertained.**
- Q2. Are migrants follow on travel self-funded or FEMA provided via voucher or contracted movement?
- A2. **As of now, the City is purchasing all onward transportation.**
- Q3. What entity is responsible for migrant support for school age child enrollment?
- A3. **Community providers**
- Q4. Will there be vaccine services provided for migrants and school age children?
- A4. **Provided by Public Health and our community providers.**
- Q5. Is there a possibility for hours beyond the SOW provided if there were to be a surge of migrants arriving in Denver?
- A5. **This will depend, and we have fluctuated reception needs and locations depending on demand.**
- Q6. What other countries of origin does the city see other than Spanish speaking migrants?
- A6. **Country of origin information is not collected but few other languages aside from Spanish have been encountered.**
- Q7. The RFP describes 24/7 shelter operations and a staffing ratio of 1:30 for congregate sites and 1:35 for non-congregate sites -- are these intended to be average ratios throughout the day across multiple shifts?
- A7. **Yes, and can be negotiated on need.**
- Q8. Can applicants maintain the 1:30 or 1:35 staffing ratio but be flexible about how it is distributed throughout the day based on likely operational requirements? For example, the shelters might require the highest concentration of staff in the early afternoon as new migrants arrive and go through intake.

- A8. Yes, as long as operational needs are met.**
- Q9. Does the City have preferred increments for a ramp up plan, up to 2,000?
- A9. No**
- Q10. What is the expected length of stay for a single migrant? What is the expected length of stay for a family?**
- A10. Starting on 10/4/23, single migrant is 14 days; 37 days for migrants with dependent children
- Q11. Does the City have preferred ratio of types of rooms based on recent/past Migrant census?
- A11. No**
- Q12. City asks to "maximize availability of bed space" in non-congregate care scenarios, is there a ratio requirement for "minimum square feet per bed per room"?
- A12. Depends on the hotel's room occupancy**
- Q13. City asks to have accessibility requirements, is there a minimum ratio of ADA bedrooms and bathrooms? Will Proposer be graded higher for more ADA accessible options?
- A13. We do not have a set requirement, only that we will be able to provide if needed.**
- Q14. City mentions Shelter operator is required to transport Migrant guests to other locations while Deep Cleanings are being completed. Will there be authorized locations provided by the City?
- A14. No**
- Q15. Does the City have a preference as to whether Respondent prepares and provides the Meals & Feeding function "in-house" or does City prefer a relationship with NGO?
- A15. No preference**
- Q16. Are Shelters, Congregate and Non-congregate limited to the City of Denver? If no, is there a range of location parameters?
- A16. Not at this time but there would have to be consultation with the city and/or county in question to ensure support.**
- Q17. Are current shelters in operation available for further leasing?
- A17. Not at the moment.**
- Q18. Where are the bulk of current donations originating? If major charities are involved, does the City expect those providers to continue donating?
- A18. There are a range, and we have no indication that donations will not continue to be provided.**

- Q19. Congregate: if we are providing a space that can provide shelter to 250 to 500 people, the price from the 200 tier to 500 tier wouldn't differ since we cannot utilize the space in any other capacity while housing the migrants. Is this correct or is there a better way to present this pricing?
- A19. Please provide whatever pricing you feel will best meet the program needs.**
- Q20. Non-congregate: Since we are assigning one hotel for housing, the price of the facility will be realistically the same regardless of 50 people to 660 people since we cannot rent the remaining rooms to other guests while housing migrants. Is this correct or is there a better way to present this pricing?
- A20. Currently, non-congregate hotel rooms are paid for independently and per room used, not in a block or entire hotel unless the entire hotel is needed to accommodate volume. The City will continue to pay for non-congregate housing if they are hotels.**
- Q21. If applicable, who is the incumbent for these services and for how long have they served City and County of Denver in this capacity?
- A21. N/A. Current provider is the City and County of Denver.**
- Q22. What is the anticipated annual and total spend for this contract?
- A22. The anticipated spend for this contract is dependent on a number of factors, some of which can fluctuate over the course of the contract. The proposed scope of the contract is also a significant variable that impacts the spend on this contract. As such, the City encourages each applicant to apply in a manner that accurately reflects the true costs to support their proposal.**
- Q23. To ensure FCRA compliance, it is our company's policy to provide clients with an attestation of completion of background check pursuant to client's requirements, but not the actual results. Will City and County of Denver accept letters of attestation in lieu of actual background check results?
- A23. Yes, letter of attestation will be accepted in lieu of actual results and will need to be on file with the City to access on demand.**
- Q24. Will respondents be allowed to pass through the costs for background checks and drug screens (at no additional markup) to City and County of Denver?
- A24. Background checks and drug screen costs are billable to the City.**
- Q25. With respect to Affordable Care Act (ACA) costs, would [CLIENT] prefer these charges as a separate line item on the invoices, or instead incorporated directly into each respondent's proposed rates?
- A25. These costs can be incorporated directly into each respondent's proposed rates.**
- Q26. Although this bid may not have any notarization requirements, this is a general question. As Denver has been identified by the National Notary Association which has approved/adapted RON (remote online notary) services. If, this bid did/does include documents that required notarization, would documents completed by Remote Online Notary (RON) services be accepted?
- A26. As stated in the question, there are NO notarization requirements in this RFP. If document notarization becomes a requirement at a future part of this procurement, we will work with the City Attorney's office to determine if RON is a viable option.**

- Q27. Is the city willing to share their current meal vendor list?
- A27. **The City is not currently utilizing non-profits for shelter feeding. The following three vendors are being utilized (selected through an open and competitive RFP):**
- **Combi Taco**
 - **Michaels of Denver**
 - **SNAP d/b/a Subway**
- The City previously utilized La Machaca (through an emergency contract). La Machaca was not awarded through the above referenced shelter feeding RFP.**
- Q28. Where in the budget do we write in administrative staff cost for transportation services?
- A28. **That should be worked into your budget on personnel and/or administration.**
- Q29. Is the city willing to discuss background requirements regarding the exclusive no felony rule? Time frames, exceptions, individual consideration?
- A29. **The City is willing to discuss.**
- Q30. Hours of service for transportation?
- A30. **24/7 may be needed depending on volume and arrival times of migrants.**
- Q31. Is the city willing to share their current transportation pricing?
- A31. **No, as we use several sources including existing city contracts and city owned/provided resources and cannot provide an accurate accounting.**
- Q32. Average # of transports per day?
- A32. **There is a route followed each day between reception, union station and hotels. There are smaller transports provided between hotels and to other locations for smaller groups.**
- Q33. Vehicle size requirements?
- A33. **No requirements, whatever meets the demand.**
- Q34. What is the expected level of medical screening and health services to be provided at the reception center?
- A34. **Medical screening occurs at reception. Denver Department of Public Health and Environment (DDPHE) and other public health agencies assist with vaccinations and small issues, larger medical concerns are sent to Denver Health or some other emergent care center.**
- Q35. What is the expected level of medical screening and health services to be provided at the shelter location?
- A35. **None at shelter location with the exception of nurse line and potential on-site vaccinations if the situation is conducive.**

- Q36. Is there a preferred medical/health non-profit vendor that the City would like to be involved in providing these services at both the reception center and/or the shelter locations?
- A36. Currently provided by DDPHE, and if location remains in Denver, this agency will continue.**
- Q37. Regarding the donation/distribution center, there is limited scoping detail in the RFP. Understanding that the shelter capacity needs have increased due to the number of migrants anticipated by Denver, should we also assume that the donation/distribution center requirements need to increase? (in order to meet the increased # of people being sheltered, meaning there will be an increase in # of needs related to volume of donations).
- A37. The Center location is negotiable, and if no alternative is location, we will continue to provide the facility. The need is for staffing, assessment of need, working with community to solicit needed donations, and filling donation requests.**
- Q38. In the RFP, there is language re: shelter staffing to migrant ratios for the sheltering operations (1 to 30), but is the City prepared to then allow vendors to scale up the distribution center staffing for Task #5, if the City ends up with 10x the shelter residents it has now?
- A38. Propose a model that you feel will meet the need.**
- Q39. Regarding the feeding of migrants in Task #3, has the City identified certain dietary needs that need to be considered and incorporated into the feeding menus for the migrants?
- A39. During award phase, we can share the menus that have been provided.**
- Q40. Are there certain foods that must be on the menu, as a staple?
- A40. No must haves. At least one warm meal per day.**
- Q41. Are there certain foods that need to be omitted from the menu for any reason (i.e., cultural sensitivities, etc.)?
- A41. No**
- Q42. Are there other dietary restrictions and needs that the vendor needs to plan for regarding feeding and menu (i.e., low salt/low sodium diets, diabetic diets, certain meat restrictions, nut free, etc.)?
- A42. This is dependent on guests and will be communicated to food vendors to ensure meals meet needs.**
- Q43. On page 19, SECTION 5 – SUBMITTAL PHASE 1 REQUIREMENTS: may a font size smaller than 11pt be used in graphics, tables, work samples, etc.?
- A43. Yes**
- Q44. Does the City and County of Denver plan to award this as a Time and Material Contract?
- A44. Due to the variability in the five different scopes of work, the pricing model utilized in each individual contract will need to be negotiated with vendor awarded.**
- Q45. Are there any exclusions regarding profit, overhead, G&A, and fringe benefit markups?

- A45. All rates and costs listed on the Pricing Worksheet should include the respondent's direct and indirect costs.**
- Q46. On page 10, #2 Siting and Operations of Reception Center: Are contractors required to follow the 8am-6pm schedule mentioned, or may they adjust as long as the intake acceptance hours of 8am-5pm are always covered?
- A46. This depends on operational need and staffing/transportation requirements.**
- Q47. On page 10, #3 Siting and Operations of Sheltering Sites: may the City provide additional detail about how the non-profit partners are that currently provide meals in shelters?
- A47. Please see answer A27.**
- Q48. Can the City and County confirm the evaluation criteria if a consultant is only pursuing one task, such as the Project Management task? Package 2 requirements for the Project Management task (and other tasks) do not request personnel or communications approaches, but they are included in Phase 1 evaluation criteria.
- A48. Proposer will be scored on the Package 2 requirements using the Phase 1 Evaluation criteria, even if the proposer is pursuing only one RFP category.**
- Q49. Can the City/County clarify the role of the Denver Human Services Program Manager versus the role of the vendor for the Project Management scope of work? Will the Denver Human Services Program Manager provide direct oversight and performance management for all five scopes of work (and the Project Management vendor will facilitate operational coordination, information-sharing, and planning between them)?
- A49. The assigned City Program Manager will oversee the Program Management category scope and the Program Management awardee will oversee the other four scopes.**
- Q50. Are resumes required, and will they count against the page limit? Or will bios within the 10-page limit suffice.
- A50. Resumes are not required. Per Section 5 of the RFP, only Package 2 requirements are constrained to the proposal page limit. References are required per Section 5, Package 1. Package 1 has no page limit.**
- Q51. Regarding Attachment 5 (Pricing Worksheet): it appears the City is looking for a 'Prime Weekly Professional Services Rate. Please clarify that this is for the entire team (including subconsultants).
- A51. Weekly Rates are to be included in the Pricing Sheet. A breakdown of all costs by proposed category is required, including professional services hourly rate by classification (prime and sub), and is to be a supplemental attachment to the Pricing Sheet.**
- Q52. Regarding Attachment 5 (Pricing Worksheet): will this be the final number or a representation cost to use for scoring only? And to be negotiated upon award and the specific needs throughout the life of the Program?
- A52. Used for scoring and will be negotiated.**

Q53. Regarding Attachment 5 (Pricing Worksheet): will this be a unit rate type contract, cost plus fixed fee or lump sum?

A53. Please see answer A44.

Q54. On page 5 under 1.a.i. – what would be the types of elements to be estimated?

A54. Estimates to be inclusive of all RFP scope elements and not limited to forecasted quantities, expenditures, cashflows, estimates at completion, estimates to completion, and baseline and risk management within a scalable approach and in adherence to the project management plan.

Q55. Does the City expect that the quoted pricing will also apply with respect to both of the two (2) one-year renewal terms? How will rate increases be addressed for each renewal term?

A55. Each renewal will offer a new negotiation.

Q56. Will the City also permit rate increases to allow the Contractor to recoup increases in the City Minimum Wage, and/or other unforeseen costs that are outside of the Contractor's control such as: increases in Federal, state or local taxes, levies, or required withholdings; costs under collective bargaining agreements; minimum, prevailing and living wage rates in addition to the City Minimum Wage, and other statutory requirements, such as legally mandated sick leave costs; and medical and other benefit costs? If so, please describe the process by which the Contractor will be able to submit a request for a rate adjustment.

A56. Rate adjustments allowances and staff pay will be determined through the negotiations.

Q57. We are perplexed by Section 2 of the Sample Agreement which appears to state that Exhibits D, E and F thereof apply to fee for service contractors. Please explain the legal basis for inclusion of Exhibits D, E and F in a Sample Agreement that is intended for fee for service contractors, such as the commercial contractors responding to this solicitation, that do not qualify as: (1) a "non-Federal Entity", i.e. a state, local government, Indian tribe, institution of higher education or nonprofit organization that carries out a Federal award as a recipient or subrecipient; or (2) a Federal Agency under an award or subaward to a non-Federal Entity.

A57. The sample agreement is a general contract that can be used as a guide for a variety of services. The final agreements and language used will be dependent on the RFP contract categories, type of services awarded to the proposer, and funding source.

Q58. Please explain the basis for inclusion of Section 5.8 and Section 6.1.4 in the Sample Agreement:

- How are the requested services related to COVID-19?
- Also, please explain the basis for inclusion of Section 5.8 and Section 6.1.4 in a Sample Agreement that is intended for fee for service contractors, such as the commercial contractors responding to this solicitation, that do not qualify as: (1) a "non-Federal Entity", i.e. a state, local government, Indian tribe, institution of higher education or nonprofit organization that carries out a Federal award as a recipient or subrecipient; or (2) a Federal Agency under an award or subaward to a non-Federal Entity.

A58. Please see answer A57.