



## Questions and Answers Issued November 20, 2017

**RFP #108 Continuum of Care Planning & Technical Assistance**  
**Pre-Bid Conference: 1:30 p.m., Monday, November 13, 2017**  
**Proposals Due: 3:00 p.m., Wednesday, November 29, 2017**

### **Pre-Proposal Conference HSH Representatives:**

Charles Minor, Program Manager  
Winnie Xie, Acting Contracts Manager  
Vanessa Price-Cooper, Contracts Manager  
Risa Sandler, Manager, HSH Contracts Team

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### **Questions and Answers**

- Question:** You mentioned that we could handwrite the cover & proposal page numbers on the Proposal Page Number Reference Page; are we able to type them in as well?

**Answer:** Yes. The Proposal Page Number Reference Page is not provided electronically, so you can also handwrite it and attach it to the proposal.
- Question:** The cover page will go over the Table of Contents, correct? In other words, can we place the cover page on top of the Table of Content, not as the second item as the order of the RFP Content section mentioned?

**Answer:** Yes.
- Question:** When are the decision & anticipated commencement dates of the contract?

**Answer:** At this point, we don't have specific dates; we anticipate the contract will start in early 2018. We hope the process will go through without any delay.
- Question:** In the "Organizational Capacity" section, do you want the resumes & other associated documents as part of that section, or as an appendix?

**Answer:** Either way is fine; resumes aren't counted towards the total page limit for that section.
- Question:** What is the funding source? Is it planning, admin, HMIS?

**Answer:** HUD Continuum of Care funding; it's for planning. There will also be a small portion of General Funding as well.





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6. **Question:** Is there an estimated or outside limit for budget proposals for the amount? Do you have a budget amount?

**Answer:** No, we do not have an outside limit to provide at this time.

7. **Question:** Page 4 discusses "Major Sections Indexed" under Table of Contents. What does "index" mean? May we include it in the Table of Contents?

**Answer:** Yes. All pages in the packages must be numbered consecutively, including major sections. When you print out the proposal, we ask that you index major sections with index inserts. However, we prefer you submit your proposal electronically. In this case, you can't include index sheets. Please just make sure that all major sections are numbered consecutively.

8. **Question:** Also, just to clarify, in the "Program Approach" section (page 5) talks about "List & explain the specific service & outcome objectives to be accomplished through the proposal"; please clarify if that means the contractor's service and their outcomes, or general system outcomes of the proposed services to the community as a whole.

**Answer:** The outcomes are referring to the overall results of serving the community as a whole.

9. **Question:** If someone who just became homeless with an infant with them wants to be put on the list for this new program or housing list where would they go?

**Answer:** Families with children may request services during select hours through one of our two Family Coordinated Entry Access Points:

- Bayview Family Coordinated Entry Access point, <https://catholiccharitiessf.org/our-programs/accesspoint/>, through Catholic Charities at 1641 LaSalle Avenue, or through our Central City Access Point,
- <https://www.compass-sf.org/>, through Compass Family Services at 995 Market Street, 5th Floor, San Francisco, CA 94103. contact the Department of Homelessness and Supportive Housing at

Additionally, all potential clients may request services by calling 311 or visiting the Department of Homeless and Supportive Housing website:

<http://hsh.sfgov.org/services/>

