

CO-HOUSING SERVICES QUESTIONS & ANSWERS

The following are answers to questions that were posed by prospective applicants:

1. Appendix D references use of a Coordinated Entry System. Does the Support Service Provider's staff need to be trained in and actively use both the HMIS and CES?
The support service staff would need to be trained in how to link clients to CES but they will not need to be trained to use HMIS.
2. Is the Support Service Provider expected to provide on-going documentation in HMIS system for the 29 transitional units and the 28 PSH units?
No
3. Regarding evacuation plan requirement on page 18 of the PDF file, does the County require each contractor to develop a separate evacuation plan or can both contractors develop and submit the same evacuation plan?
Both contractors can develop and submit the same evacuation plan.
4. What is the source of rental subsidy for the PSH units (i.e., project based vouchers, other vouchers, MHSA subsidy, etc.?)
The Co-Housing project does not include any project-based vouchers or other types of vouchers. Future tenants will need to have an income or other financial resources to pay the monthly rent. Clients who currently have voucher (i.e., Mainstream vouchers, Emergency Housing vouchers, other) are eligible for the Co-Housing project. Clients who do not have a voucher will need to be referred to see if they qualify for any eligible vouchers.
5. Page 10 of the PDF file explains that the tenant must pay 30% of income toward housing. Does this 30% of income apply to both the 28 transitional units AND the 29 PSH units, or just the PSH units?
It applies to both PSH and Transitional
6. Can there be a ramp up period for hiring and training prior to opening?
There is an expected period for hiring and training, but the expectation is that all will be in place in time for client move-in.

7. On page 31 of the RFP, letter “e” states “is the budget over the RFP stated amount”. Please clarify if the County has a stated budget amount.

8. Budget

- a. Is there a detailed explanation of the service costs and are those costs realistic.
- b. Are there any gaps in the budget.
- c. Does the budget include other funding
- d. Was there a copy of their most recent audit included
- e. Is the budget over the RFP stated amount

There is no stated budget amount in this RFP (this is general budget criteria language)

8. Letter “N” on page 74 of the PDF file, states: *“In the event that funds provided under this Agreement are expended prior to the end of the contract period, Contractor shall provide ongoing services under the terms of this Agreement through the end of the contract period without further payment from County.”* What is the source of the rental subsidy for the PSH units, i.e., MHSA funds, project-based voucher, tenant-based voucher or other?

Please see answer to question #4.

9. This RFP intends to ultimately enter two separate contracts for the services described in this RFP (one Service Provider contract and one Property Manager contract).
- a. Will the County award contracts per co-application proposals only (Service Provider and their Property Management co-bidder) or is there a chance that the County may select a Service Provider and a Property Manager from two separate proposal submissions (for example, a Service Provider from one proposal and Property Management from a separate proposal, uncoupled from their original co-applicant)?

The County’s intention is not to uncouple proposals and award per co-application.

10. Could the County please confirm that staff may be on-call for overnight coverage with the ability to respond in person, or do staff need to be present on-site 24/7?

Staff would need to be present 24/7. Staggered schedule would be preferred.

11. Is overnight onsite staff coverage expected for the transitional units?

Yes

12. Is overnight onsite staff coverage expected for the PSH units?

Yes

13. What are the expected staffing ratios for the transitional units?

We would like the agencies to propose staffing ratios based on our suggestions and the need for 24/7 coverage

14. This Co-Housing RFP (Bid RFP #2022-002-Co-Housing Services) is listed under “Los Angeles county” as the “Agency” on Public Purchase (screenshot below). Can the County please confirm that this is the correct bid on Public Purchase?

Public | Purchase™

The screenshot shows the Public Purchase website interface. At the top, there is a navigation bar with links for Chat, Help, Logout, Home, Search, Browse, My Stuff, and Tools. Below the navigation bar is the San Mateo County logo. The main content area displays the following information for Bid RFP #2022-002 - CO-HOUSING SERVICES:

- Bid Type: RFP
- Bid Number: 2022-002
- Title: CO-HOUSING SERVICES
- Start Date: Nov 14, 2022 4:01:11 PM PST
- End Date: Jan 27, 2023 4:00:00 PM PST
- Agency: los angeles county
- Department: Health System
- Bid Contact: Brad Johnson
(650) 573-2893
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2000 Alameda de las Pulgas
Behavioral Health and Recovery Services
San Mateo, CA 94403

On the right side of the bid details, there are sections for Questions (0 Questions) and Respond (7). Below the bid details is a Description section.

This is not a selectable/drop-down field, we are not sure why it may have indicated Los Angeles County. We have placed a call in to Public Purchase for any possible explanation.

15. Please confirm that electronic signatures are sufficient for any/all documents requiring signature (rather than a wet signature) for example, the letter of introduction.

Yes, electronic signatures are sufficient.

16. Regarding Section X. Evaluation and Selection Criteria, A. Minimum Qualifications (MQs): Do bidders need to submit documentation to affirm that the MQs are met? Or are all submission items captured in Section D. Technical Proposal and Appendix A – Minimum Qualifications Checklist (checklist only without supporting documentation)?

MQ's will be reviewed by the evaluation panel based on information provided throughout the submitted proposal (Section D – Technical Proposal), along with completion of Appendix A

17. Could the County please provide Appendix C: Budget Worksheet in an editable format?

Yes, an updated Appendix C (Excel and Editable Format) will be uploaded to Public Purchase and will also be sent directly to all attendees of the Proposal Conference.

18. It is our understanding that the model for this program is that residents will have their medication needs met at available County clinics. For this reason, please provide additional information regarding the intent of the “Ability to provide Controlled Substance Prescription Forms” on Appendix A – Minimum Qualifications Checklist. Is it the County’s hope that any prescriber services would be provided at this program by the awarded Service Provider?

No, all clients will be linked to a treatment provider via BHRS or a BHRS contracted provider. The treatment team will be responsible to prescribe medications.

19. Please clarify whether the introduction and executive summary must be together on one page or is one page for the executive summary and one page for the introduction required?

Introduction and Executive Summary should be together, on one page.

20. Please confirm that per entity (Support Service Provider and Property Management), two letters of support with the required information (name, address, telephone number) from contracted customers meet the requirements for this full section.

In other words, Bidders are not required to submit additional listed references or additional references from 2-3 recent tenants. If a bidder's two letters of reference are from County agencies, will the bidder forfeit points based on the guidance provided Under selection criteria in Section X.B.7

“References” (RFP pg 27, PDF pg 31): b. References are diverse (e.g., peers, families, community agencies, County agencies, etc.)?

If we have misinterpreted the guidance for Section 6. Letters of Support & References, could the County please instead provide a bulleted list of items that are required to meet this section per the RFP (and per entity: Support Service Provider and Property Management).

Support Service Provider and Property Management should each submit Letters of Support

Support Service Provider and Property Management should each submit 2 references.

Support Service Provider and Property Management should each provide the name, address and telephone number of at least 2 but now more than 3 recent tenants.

We encourage diversity in these responses.

21. Under selection criteria in Section V. “DESCRIPTION OF CAMPUS CENTER BUILDING” (RFP pg 16, PDF pg 20), the RFP states: “The front door will be locked from 7 p.m. to 7 a.m. with a security officer stationed in the front lobby during those hours.” Is staffing of the Security Officer the responsibility of the Property Manager or the Support Service Provider?
No, the Security Officer staffing is not the responsibility of the Property Manager of Support Service Provider

22. How will San Mateo County manage rent for indigent individuals (such as undocumented service recipients) who will not qualify for benefits?
Please see answer to question #4.

23. Can the building be equipped with periodic 220-volt outlets in the halls to allow for heat treating rooms for bed bug remediation?
There will be a Bed Bug remediation room on the 1st floor, that falls under Property Management

24. Will there be an access barrier between the two floors housing the PSH and Transitional Housing tenants? Will both floors be freely accessible interchangeably by all residents via stairs or elevator?
Residents for each floor will have Key FOBs that give them access to the lobby/front door and their specific floor.

25. Will the Support Service Provider be responsible for purchasing *soft goods* for welcome home kits, i.e., bed linens, towels, toiletries, basic cleaning supplies, etc.

No, the Support Service Provider will not be responsible for purchasing soft goods for welcome home kits. We would like the Property Management agency to propose in its budget any such items the agency considers necessary and appropriate to provide to tenants.

26. Please list what kitchen items are provided by the County as part of the shared kitchen space (i.e., pots, pans, cooking utensils, dishes, cups, etc.)?

The County will provide stoves, refrigerators, dishwashers and microwave ovens. Property Management is responsible for providing any dishware, pots/pans, cooking and eating utensils, mixers, etc.

27. At unit turnover, will the County provide hard furniture replacements (bed frame, mattress, nightstand, chair, etc.) when necessary?

Property management will be responsible for replacing furniture/equipment, as necessary with prior approval from BHRS

28. Page 74 of the PDF file page 8, Letter N. of ENCLOSURE 2 – STANDARD ADMINISTRATIVE REQUIREMENTS states: “In the event that funds provided under this Agreement are expended prior to the end of the contract period, *“Contractor shall provide ongoing services under the terms of this Agreement through the end of the contract period without further payment from County”*.”

In reference to this item, in the event of unexpected or unforeseen costs, would the county be open to negotiating a contract increase prior to the end of the contract period, if expenses will exceed the contracted maximum amount?

We are expecting that agencies will stay within their proposed budget.

29. Re #9: Would the County entertain proposals submitted solely by a Service Provider (without a Property Management partner) or solely by a Property Management Provider (without a Service Provider partner)? Collaboration between entities over the holidays has proved to be difficult.

NO, our intention is to have two agencies collaborate for these services to submit one proposal.

30. If the Support Service Provider is responsible for developing meal plans, does that mean we need to bring on a nutritionist?
Clients are responsible for their own meal planning
31. Is the Support Service Provider expected to provide its own Rep Payee service or could this be done in coordination with another agency?
BHRS contracts with a rep payee organization to provide rep payee services to BHRS clients, as appropriate. BHRS pays the rep payee fee on behalf of the client.
32. Are you open to the service provider and the property management operator to be the same entity?
No, this is not an option. The Service Provider and Property Management MUST be separate entities.
33. Would the County be open to sponsoring a networking opportunity (perhaps a Zoom event) to Service Providers with Property Management Providers?
No, we expect the agencies to facilitate any networking opportunities.
34. Is the property manager required to staff a Janitor? Does the County provide cleaning supplies or is the PM responsible for this cost?
Yes, Property Management is required to staff Janitor(s) as well as provide cleaning supplies.
35. Does the County require reports on tenant's conduct in general or only problem or potential risks behaviors?
Monthly meetings will be held with the BHRS Program Team to alert and discuss tenant conduct as appropriate.
36. It is clear that the permanent housing program will be unlicensed, but will the transitional program be licensed by Community Care Licensing?
This is transitional housing which does not require licensure.
37. Do the Vehicle (VANS) need to be ADA Compliant ?
No they do not. Ready Wheels may be an option
38. Will service provider and Property Management each need a Van?
Yes, each agency will need their own Van

39. Will either agency be responsible for Tenant Lease/Rental Fees?
There will be a \$1 per month, per year lease charge to the agency (\$12 dollar total per year)
40. "Section 5. Agency Staff Qualifications: Describe staff(s) qualifications; include attachments (these do not count towards the 35 pages), e.g., organizational chart, team chart, resumes, etc." Could the County describe what is meant by "team chart"?
Team chart would be specific to those employees or positions providing these specific services. This would be different/separate from a full organizational chart.
41. If all clients are linked to a treatment provider please clarify the purpose and need for the checkbox of "Ability to provide Controlled Substance Prescription Forms" on Appendix A.
This is additional information the County would like to know about the agency, BUT has no effect, either way, on the evaluation or scoring of the submitted proposal.