

**City of West Hollywood  
2016 Social Services RFP**

**Responses to Questions from Prospective Bidders**

**Bidders Conference Q&A**

Q: One of the terms used on pg. 5 is “frail”. Could you define “frail”?

A: The term frail can reference mobility, physical and/or mental health. An example could be a senior who has dementia and/or who is isolated.

Q: Are we expected to submit separate proposals for separate services? For example: a proposal that addresses homelessness and a separate one for mental health?

A: No.

Q: When filing, would you like us to submit the proposal stapled, with a paper clip or in a binder?

A: Stapled

Q: Pg. 6 Urgent Funds: Would you like us to include urgent funding with the total funding or separate?

A: Urgent funds should be included as a line item in your overall budget.

Q: The Human Services Commission meeting to ask questions of applicants is June 28<sup>th</sup>?

A: Yes, Tuesday, June 28<sup>th</sup>.

Q: What time are the Tuesday meetings?

A: June 28<sup>th</sup>- 1:00 – 6:00 pm we will notify you what time block your agency is assigned on June 28<sup>th</sup>. July 12 & 19- 6:00pm

Q: What is the City’s process for requesting copies of proposals previously submitted who are current grantees, to have a clear understanding.

A: If you would like a copy of a previous proposal, an official public records request needs to be submitted with the City Clerk.

Q: What is the turnaround time?

A: The City Clerk will be able to tell you.

Q: Where can we submit a request?

A: City Clerk’s office: [rmartinez@weho.org](mailto:rmartinez@weho.org)

Q: What would be the likelihood of the City wanting to negotiate a funding request?

A: Very likely.

Q: How can it be substantiated, how can we prove participants are from West Hollywood?

A: Members of West Hollywood include people, who live, work, own property, are homeless in the City and spending the majority of their time, or attend a school in West Hollywood. We want to see you serve people that fall under these criteria. A West Hollywood Affiliation memo is included in your packet.

Q: Is there any advantage in having an agency in West Hollywood?

A: There is no disadvantage in not having an agency in West Hollywood. The most important thing is that you can provide service to West Hollywood residents.

Q: Approximately, how many un-sheltered people are in West Hollywood?

A: We just participated in the LAHSA Annual Homeless count, keeping in mind the count is point in time, last year's count was 43 individuals and this year it increased to 87 individuals.

Q: Do you provide housing vouchers? Do you follow the Housing first model?

A: The City has access to 30 Shelter + Care vouchers (23 of which are currently in use) and yes.

Q: For the purpose of the application/grant proposal. Should the proposal reflect three years or one year of a program?

A: 1 year. Your proposal should reflect your goals including the number of community members served for one year.

Q: The section addressing "Materials", (page 14) is it only for new agencies or for all agencies?

A: All

### **Side-bar questions**

Q: 3 year budget include cost of living?

A: If council approves, then yes. The proposal should only reflect a budget for one year of the proposed program.

Q: Since the questions on page 17 are only for new agencies, are new agency proposal narratives limited to 8 pages or is it 9?

A: 9 pages for new agencies.

Q: Single sided proposal?

A: Yes

Q: If we include table or charts, can we use different size font, 10 or 12?

A: Font size remains the same, 12 point font.

Q: If we have promotional materials can we attach?

A: Preferably not.

Q: Tables and charts, do you want quantitative data in tables, chart or narrative?

A: In the narrative section. Everything needs to be included within the 8 page limit.

Q: Funding, goals should include only the people affiliated with West Hollywood?

A: Yes.

Q: Do you request cash match?

A: No.

Q: What about fees for service?

A: The City does not “traditionally” enter into fee for service contracts. With that said, we still want to see a budget even if the services are provided through a fee for service model. We want to know what expenses are being covered by West Hollywood funds.

### **Questions from New Agencies:**

Q: (Friendly house) We are in the process of getting licensed and when we do our budget will change. Should the proposal be written based on last year’s budget or upcoming budget?

A: Upcoming budget.

Q: We currently have 10 beds, two of which will be open for West Hollywood. Should the budget cover the 10 beds or the 2 beds that will be specifically set aside for West Hollywood?

A: The budget should detail the West Hollywood portion of the budget in context with the budget for the overall program (see the Budget Justification section of the RFP).

Q: (Westside Center for Independent Living) Due to the high cost of rent, is there a preference in putting in proposal, what would be the best thing to do, sharing space with other agencies, rent space with City or talk to landlord regard to renting a space?

A: Talk to landlord. The City does not have available to space. We want to know your agency has a solid plan throughout the year, that your agency is stable and covered. We do encourage partnering with other agencies.

Q: (Friendly house) Is there a certain amount of residents that should receive service at one time respect to the 2 beds?

A: No, we want to see an annual bed night goal.

Q: (Step Up on 2<sup>nd</sup>) We are providing similar services to other agencies currently contracted with the City. How does that look for the new agency that is applying and offering similar services?

A: Do not let that discourage you.

Q: Is the goal to end homelessness?

A: The reality is to address and decrease homelessness.

Q: It is a collaborative process, can we come meet with City staff to talk about the needs of the community, we would like to work closely to have an idea of what we should focus on, can we meet during the proposal period?

A: We will schedule site visits with all new applicants. We will maintain an even plain field; we do not plan to meet with agencies. Therefore, the answer is no.

Q: (Planned Parenthood) If an individual would like to receive service somewhere else, how can we document that? And how can we document and approve if people are West Hollywood residents?

A: Agencies can identify residents by asking them for their zip code and then applying the zip code calculation listed on the Affiliation memo included in the packet, or by address of home or work. You will need to determine how best to identify residents and include it in your proposal. The individuals you are serving need to meet the criteria of West Hollywood resident.

Q: (Hey Everyone Lets Play; HELP) Is an application that is proposing a community engagement model of service appropriate for the social services request for proposal (RFP)?

A: Yes.

### **Questions posed prior to the Bidders Conference**

Q: Will there be an updated community needs assessment for this funding cycle?

A: There will not be a general community needs assessment conducted prior to this funding process. Priorities and target populations are called out in the RFP document. The 2013 Community Study can be accessed from the Social Services page on the City's website, [www.weho.org](http://www.weho.org).

### **Questions posed subsequent to the Bidders conference: 5/9/16-5/13/16 Q & A**

Q: Saban Community Clinic called to get clarification on New, Unduplicated clients.

A: New, Unduplicated means they are unique individuals receiving service for the first time in the quarter. Clients can be counted once in the contract year and everyone is counted as new again in Q1 even if they received service in the prior contract year.

Q: We are in the process of preparing our line item budget to include with our response to WEHO Social Services RFP. One question we had is what is the total amount available for SUD treatment services or what is the max amount that we can reflect in our line item budget for purpose of providing SUD treatment services?

A: Over the past six Social Services contract years the City has allocated the following amounts to SUD Treatment services (In-Patient Medical-Detox, Residential and Transitional/Sober Living). These amounts do not include funding that has been allocated to Outpatient treatment and Harm Reduction programming. These amounts reflect initial allocations and have covered multiple contracts (with the exception of the 2011-12 and 2012-13 years). I am providing this as a reference for your proposal. You will need to determine the amount of your request keeping in mind the number of community members proposed to be served and the level/type of service provided.

2010-11	\$104,782
2011-12	\$67,505
2012-13	\$67,505
2013-14	\$204,903
2014-15	\$211,452
2015-16	\$215,681

**5/17/16-5/20/16**

Q: The City received a question asking if an applicant could submit a proposal if they had not attended the “Mandatory” Bidders conference.

A: The RFP document has been revised to include the following information in answer to the question.

**Updated May 17, 2016:** Attendance at the bidders’ conference is termed “mandatory” above. However, the city is clarifying that attendance was highly suggested, not required. Proposers should be aware that to submit an effective, fundable proposal, the city expects compliance with all of the RFP requirements. The RFP is available in written form and was presented at the bidders’ conference. All proposals must be submitted prior to the stated deadline. Agencies which were unable to attend the bidders’ conference may contact the Social Services Division directly to obtain a copy of the RFP or may access it online at [www.weho.org](http://www.weho.org). All agencies will have access to the bidders’ conference *Response to Inquiries* document to use as guidance for their proposals, on the City’s website at <http://www.weho.org/city-hall/city-clerk/public-notices/rfp-rfq-bid-notices> City staff does not meet individually with potential applicants but will schedule site visits with new applicants who successfully submit a proposal.

Q: At the Bidder’s meeting it was mentioned that new applicants could request a copy of a proposal from the last Social Services funding cycle, from, I believe, the City Clerk’s office. I was hoping to see copies of two specific proposals that were submitted to the City of West Hollywood, but I am not sure how to reference them.

A: Proposals from the previous RFP cycle are available through the City Clerk’s Office. Send your request to [rmartinez@weho.org](mailto:rmartinez@weho.org). Be specific regarding the agency/program (larger agencies submit multiple proposals) and that you are requesting a copy of the proposal they submitted for the 2013-2016 Social Services RFP.

