

**Department of Human Services (DHS)  
Homeless Services Division (HSD)  
FY2020 Emergency Solutions Grant (ESG)  
Emergency Shelter Operator(s) for Biddle Housing Opportunities Center (BHOC)  
Request for Proposals (RFP)  
Questions and Answers**

- 1. How many persons have utilized BHOC services during the past year?**
  - a. This is data that is kept in the HMIS database, and not pertinent to this RFP. What can be shared is that the daily occupancy for Biddle Emergency Shelter is 101 persons (as stated on page 5 of the RFP), and operations are for 365 days per year.
  
- 2. What were their outcomes, such as how many housed, etc.?**
  - a. This is data that is kept in the HMIS database, and not data pertinent to this RFP.
  
- 3. Is Affinia, or another agency, scheduled to complete Wellness Checks on a regular basis?**
  - a. A process is being set up for coordination between Biddle and Affinia. Telehealth tablets are on site for telehealth appointments with Affinia, and more coordination will be forthcoming.
  
- 4. Will Homefull share their budget, policies and procedures, etc. with incoming agency so there is consistency?**
  - a. There will be a transition plan established once an organization/agency is selected. Much of this information can be requested and likely shared, but this is also not pertinent to the RFP process.
  
- 5. How many police calls and 911 calls have there been in the past year?**
  - a. DHS does not have that information. You are welcomed to reach out to Homefull for that information, but they are under no obligation to share this under this RFP process.
  
- 6. Have there been any shootings, stabbing, overdoses in the past year?**
  - a. DHS does not have that information. You are welcomed to reach out to Homefull for that information, but they are under no obligation to share this under this RFP process.
  
- 7. What is the Covid-19 capacity?**
  - a. Under COVID-19, Biddle lowered their occupancy to 60 persons daily.
  
- 8. What is the Covid-19 policy or will that be shared with incoming agency?**
  - a. DHS does not have that information. You are welcomed to reach out to Homefull for that information, but they are under no obligation to share this under this RFP process.
  
- 9. What is capacity for Winter Overflow?**
  - a. DHS will discuss Winter Overflow Operations with the new sub-recipient and that capacity will be established based upon the pandemic situation at that time.

**10. How many meals are being served during the pandemic?**

- a. Currently Homefull is offering 3 meals per day Monday - Friday, and on Saturday and Sunday they offer 2 meals; a brunch and dinner.

**11. What are the pandemic hours of operation? and normal hours of operation?**

- a. Hours of operation are 24 hours per day, 7 days per week, year-round, and that is under both normal and pandemic operations.

**12. What expenses are going to be covered by the City?**

- a. As stated on page 5 of the RFP, please see Exhibit C.

**13. Can those expenses be covered under the match portion?**

- a. The City offers great support to this project as outlined in Exhibit C, the additional General Use Tax funds and Affordable Housing Commission Funds, which indeed are considered part or full match, but to be competitive under this RFP, agencies should consider what they can offer to the project which may also be considered as match for the overall project.

**14. What is the current Homefull budget?**

- a. Attached is the most recent Homefull project budget.

**15. Will the due date of June 17th remain the same?**

- a. Due to several factors, including DHS holding the Bidder's Informational Session just this week, DHS has decided to extend the due date for the FY2020 ESG-Emergency Shelter Operator(s) for Biddle Housing Opportunities Center (BHOC) to **4:00pm Friday, June 26, 2020.**
- b. Amy Bickford ([bickforda@stlouis-mo.gov](mailto:bickforda@stlouis-mo.gov)) will continue to answer questions submitted in writing through **12:00pm (Noon) this Friday, June 19, 2020.**

**16. You named three funding sources (ESG funds, General Use Tax funds, and Affordable Housing Trust Fund) that comprise the BHOC budget. I know ESG requires match, so do the other two funding sources comprise the match or is there a significant amount the provider would have to contribute as match?**

- a. In the past, the City has considered those other two funds match and/or the in kind services the City donates to the project which are listed in Exhibit C in the RFP. The City handles a lot of operational things for this project that are listed on page 17 which are incorporated as match too.

**17. Are there 100 beds?**

- a. Occupancy is written for 101 beds. Right now, Homefull has reduced their occupancy for social distancing because of the coronavirus to 60 beds.
- b. In the past, during the winter months, Homefull operated an additional 50 cots to allow for winter sheltering operations, so their occupancy went up to 151 beds during the winter months. DHS does not know what that will look like this winter because of coronavirus, so DHS is unable to say if that will remain the same. It will be understood that winter operation expansion of some sort would be included within the contract. DHS always has communications with whoever is the shelter provider at the start of the winter planning months to figure out what that will look like and work with the shelter operator to make sure everyone is on the same page.

**18. When is a decision going to be made?**

- a. The new contract starts October 1st but DHS does want to work quickly to make sure we have time to transition the new organization and allow Homefull to be available to assist with that and make that as smooth a transition as possible.
- b. Once proposals are received, those will be reviewed in the DHS office the Continuum of Care (CoC) who is advised to give a recommendation. Then a Professional Services Agreement (PSA) Committee will have to be scheduled where the proposals are further reviewed and a vote takes place of the PSA Committee. Once that vote is secured, DHS will send out award notifications and then move forward as quickly as DHS can on the contracting piece. The intent is for the contract to start October 1st but hopes the new organization would work with Homefull for 1-2 months ahead of time to make sure there is a smooth transition.

**19. Is BHOC already staffed?**

- a. A few of Homefull's key upper management staff (head case manager and head shelter director) will be moving back to Dayton, OH where Homefull's main offices are and repositioned into other projects. The remainder of the staff may be open to staying with the new shelter provider. That is another part of the transition piece; to allow the new organization to determine how many staff are staying, how many are going, and reassure staff that their positions are secure if they want to stay. That is definitely part of the transition and new entity should not have to hire a lot of staff but definitely may need to hire some.

**20. How many total staff are covered within Homefull's agency budget?**

- a. Homefull covers a FT Director, Assistant Director, 2 Case Managers, 2 Kitchen Staff, 2 Engagement Specialists per shift (3 8-hour shifts per day) and some part-time pool workers to cover holidays, weekends, etc.

**21. How many staff are hoping to stay on board with the new agency?**

- a. Homefull does not know how many staff intend to stay and individual staff decisions may be based on who the new provider is and if that provider would want to reach out to see if there is interest from existing staff on staying with the new provider.

**22. Does Homefull provide some sort of hospital to home or hospital to shelter respite program? If so can Homefull explain it, and how many people at a time can be supported by it?**

- a. No, there is no program such as this.

**23. Will Homefull be willing to share policies and procedures that have been drafted thus far, with the new agency?**

- a. Yes, Homefull will share their policies and procedures.