

**ADDENDUM 3: RFA Q & A
“Shepherd’s Cove Shelter”**

**Shelter Tour and Pre-Application Information Meeting
Questions & Answers**

SECTION 1: GENERAL INFORMATION

Q: Is the RFA available electronically?

A: Yes. Applicants may download the RFA in PDF form from the following site:
http://www.goprincegeorgescounty.com/Government/AgencyIndex/Social_Services/online_forms.asp

Q: Do you need to be a non-profit organization to run a shelter? Can For-Profits apply?

A: No, you do not need to be a non-profit. For-profit companies may apply. See Section 1, 1.2 for additional clarification.

Q: Do subcontractors have to go through specific screening from DSS?

A: Applicants planning to utilize subcontractors must include documentation of their qualifications and experience in their response to Addendum 1, Part C, c.4. PGCDSS will review the viability of all subcontractors proposed and reserves the right to approve or reject.

ADDENDUM 1

PART A ~ AUTHORIZATION FOR APPLICATION AND SUMMARY INFORMATION

Q: Does \$642,000 go on the top line of the budget in Addendum 1, Part A?

A: Applicants should list the amount of funding they are requesting from the County on the top line of the budget. This amount should not exceed the \$642,000 available through this RFA but may be less at the Applicant’s discretion.

Q: What does PGCDSS project the annual client fees to be?

A: Prior shelter vendors have collected an average of \$6,400 in client fees for reprogramming into direct services each year. Applicants should use the \$6,400 figure when projecting this source of funds in their responses to Addendum 1, Part A, Part F, and Addendum 2.15 which is to be completed and submitted as Attachment 20.

PART B, B.2. ~ OPERATIONS

Q: What is the role of the County in the operation of the shelter? When do they get involved in shelter problems?

A: The County (PGCDSS) operates as a partner with the vendor and maintains open and continuous communication throughout the year. PGCDSS provides technical assistance, training, quality control monitoring, program oversight, grievance hearings, contract management and emergency intervention when needed to ensure successful operation of the shelter. The level of PGCDSS intervention is dependent upon the nature of the “shelter problem”.

Q: Does the County own the building? Who does the maintenance and upkeep? What about the utilities, air conditioner, heating and water systems? Are the dormitories (living spaces) maintenance a part of the contract? What about custodial services and outside maintenance? Can you provide a breakdown of what's covered and indicate what is not along with a projected cost?

A: The County owns the building and is responsible for pest control, utilities, snow removal, grass cutting, pavement, custodial services for common areas (**excluding** dorm rooms, kitchen and laundry room) and major facility repairs and/or improvements such as heating & air conditioning, plumbing and electrical. The vendor is responsible for minor repairs such as painting and resident damages (*\$2,000), trash removal (*\$6,500), laundry facilities (*\$1,500), phones (*\$5,000), additional pest control treatments such as bed bug treatments resulting from vendor negligence (*\$1,000 per treatment) and day-to-day cleanliness and maintenance of the facility. * = estimated annual cost.

Q: How old is the building?

A: The former school was built in 1958 and renovated in 1990 and 1995. In addition, windows were replaced in the entire facility in 2001, the heating units in all rooms and associated piping were replaced in 2005, and the shelter bathrooms were overhauled in 2005 and 2006.

Q: How many pay phones are in the building?

A: Three.

Q: Will information be sent on the layout of the building and usage of each room currently?

A: Yes. The floor plans are attached.

Q: Is there 9 – 5 maintenance? Is there an emergency number to call?

A: The County is accessible Monday through Friday 9 am to 5 pm for issues that fall within their area of responsibility and after hours and on weekends for emergencies only.

Q: Does the maintenance person live on the premises?

A: No. The County does provide an engineer as needed for building maintenance but is not responsible for the day to day operation of the shelter. The existing maintenance person is an employee of the current vendor and does not convey. Applicants should make provisions for this service in their response to this RFA.

Q: Who is responsible for ground maintenance - cutting the grass and planting flowers?

A: The County is responsible for cutting the grass. Property beautification efforts such as planting flowers would be the responsibility of the vendor.

Q: Who is responsible for shoveling the snow if it snows on the weekend?

A: The County however the vendor is expected to do what is reasonable to ensure the safety of persons entering and exiting the building until such time as the County is able to respond.

Q: Who does the cleaning of resident bathrooms and dorms?

A: The vendor is responsible for cleaning the dorms. The County is responsible for cleaning the 2nd floor bathrooms.

Q: Who is responsible for daily upkeep of offices, hallways and the multi-purpose room?

A: The County is responsible for cleaning the common areas; specifically the lobby, non-dormitory rooms including the multi-purpose room and offices, hallways and 2nd floor bathrooms.

Q: How often is the cleaning crew at the shelter?

A: Daily ~ Monday through Friday.

Q: Are there emergency generators at the facility in cases of blackout?

A: No.

Q: If the building becomes uninhabitable who is responsible to find an alternate replacement?

A: The County and the vendor would be jointly responsible for identifying alternate housing for shelter residents in the event of an incident that leaves the building both temporarily and/or permanently uninhabitable. This should be an integral part of the vendor's emergency plan.

Q: Can the value of the services provided by the County be counted as in-kind by the vendor in their application?

A: No.

Q: Explain the security system in full detail.

A: PGCDSS has installed ADT surveillance cameras and an intercom system inside and outside the shelter as well as an alarm system. In addition, there are three (3) monitoring stations throughout the shelter that display live feed from the security cameras and provide remote access in and out of the building via buzzers. Applicants will be expected to include 24/7 security staffing of one or more stations in their proposal.

Q: What is the maximum number of residents? The 100 beds – Is that a set maximum for the shelter? Can more than one child stay in a bed if necessary to accommodate the family?

A: The current space limits regular shelter operations to 100 beds however this does not include infants in cribs, situations where more than one child share a bed, and/or special circumstances requiring additional temporary beds.

Q: Can there be additional beds in an emergency situation that exceeds the 100 limit?

A: Yes. Additional bed space may also be requested by the County as needed during the year.

Q: What is the average ratio of adults versus children?

A: 50/50.

Q: Do you have more than one singles room?

A: No. There is one singles room with 20 beds and the rest are used for families.

Q: Are all the dorms upstairs?

A: At the moment, all dorms are located upstairs and Applicants should respond to the RFA accordingly. Utilization of any new space would be discussed with the selected vendor.

Q: What is the purpose of the current mothers' room?

A: It provides storage and 24/7 access for young mothers to limited supplies of infant food.

Q: Do families (residents) get along?

A: It is the vendor's responsibility to provide an environment that is pleasant and conducive to ensuring the continuous safety and security of all residents. Like any large group of unrelated families and / or individuals living in a congregate environment, however, there are sometimes altercations between residents and Applicants are expected to address such possibilities in their responses to the items in Addendum 1, Part B, b.2.

Q: Do you offer shuttle services or means of transportation?

A: No. Applicants will be expected to describe their transportation plan as part of their proposed services (see Addendum 1, Part B, b.2 of the RFA).

Q: If the children choose to go to their same school, does the Department of Education provide transportation to the school?

A: Transportation is provided free by the Prince George's County Public School system as long as the child's former school is within a 30 mile radius of the shelter. Transportation to schools that exceed the 30 mile limitation is the responsibility of the Applicant and/or parent.

Q: Is the child care center part of the grant?

A: The space will be provided however applicants will be expected to include on-site child care for working parents and after-school enrichment activities for school aged children as part of their proposed services (see Addendum 1, Part B, b.2 of the RFA)

Q: What is the number of children, number of providers and hours of operation for the child care center?

A: The center is currently staffed by the vendor and does not rely on external providers. The number of children served is dependent upon the families residing in the shelter at any one time however the average complement ranges from 6-12 children per day. The current center hours are 8:30 am – 4:30 pm however Applicants are expected to propose their own schedule as part of their response to this RFA and longer hours are preferable.

Q: What are the ages for the after school program?

A: There is no age definition for the after school program however children must be enrolled in school (Kindergarten through High School) in order to qualify.

PART B, B.3. ~ LENGTH OF STAY

Q: What is the length of stay?

A: Residents are permitted to stay for up to 60 days however Applicants may propose circumstances under which exceptions would be requested (see Addendum 1, Part B, b.3 of the RFA).

Q: How much time after living in the shelter can a person (s) come back?

A: It is the intent of the County that the initial shelter stay will result in permanent housing and customer stability however should a customer have a future need for emergency shelter assistance, they may return after one year if space is available.

Q: Are there any other variables that can make a difference in the 12 month restriction such as more than 1 child? Who determines denial?

A: The hotline vendor is responsible for clearing the requests and will not forward a referral for shelter that is less than 12 months from a previous stay. Requests for an exception due to extenuating circumstances are directed to PGCDSS who is responsible for making the final determination.

PART B, B.4. ~ INTAKE AND ASSESSMENT

Q: How are referrals made? Describe the admissions process.

A: PGCDSS has a contract with an outside vendor for operation of our homeless hotline service that has the primary responsibility for screening and referral of all occupants to be served under this RFA. Shelter vendors are responsible for calling in their vacancies to the hotline on a daily basis and accepting all referrals made by the central hotline.

Q: What is the relationship between the shelter and the hotline?

A: See previous response.

Q: Is there an age limit for boys?

A: Yes. Boys ages 11 and under are permitted to stay in the shelter.

Q: If a boy is 12 or over how are they accommodated?

A: The County has other emergency shelter programs that accommodate young men ages 12 and above.

Q: How do we prove their age?

A: Initial data is collected at the point of referral by the Homeless Hotline staff however it is the responsibility of the vendor to verify all family information using sources such as school records and birth certificates.

PART B, B.5. ~ CASE MANAGEMENT

Q: How many case managers are there?

A: Applicant(s) must propose at least three full-time case managers and/or one case manager for every 20 women in the program whichever is higher or provide an alternative that ensures the same level of direct service to the customer (see Addendum 1, Part E, E.1 of the RFA) however Applicants may elect to have more as part of their staffing plan.

Q. Are we required to have a clinical supervisor?

A. A clinical supervisor position is not required however Applicants wishing to have one should include such in their application.

Q: Are the residents working while living at the shelter?

A: Some are working at the time they are placed in the shelter however some are not. The vendor is responsible for assisting non-working families in securing unsubsidized employment (see Addendum 1, Part B, b.8 of the RFA).

Q: What programs will the residents be eligible for that come from the Department of Social Services? Can the residents receive help from programs offered by PGCDSS -- ex: TAP, first month rental assistance, food stamps, medical and dental health?

A: The Department offers numerous programs that assist individuals and families in need. Each has its own set of eligibility criteria and the vendor is responsible for helping to link residents to all programs for which they qualify. A brief summary of Agency programs can be found on the County's website ~ www.goprincegeorgescounty.com/Government/AgencyIndex/Social_Services. The Department will provide additional training as needed to assist the vendor in becoming familiar with our programs.

Q: At the end of 60 days, what is the next stage? Do they have a place to stay? Can the residents qualify for transitional housing?

A: The vendor is responsible for successful exit planning and is expected to assist families in securing stable housing upon departure from the shelter (see Addendum 1, Part B, b.5 and b.8 of the RFA). It is possible for customers exiting Shepherd's Cove to qualify for transitional housing however transitional housing is very limited and only one of many options that should be considered.

Q: Is there any additional information that PGCDSS can provide to assist the residents when they leave Shepherd's Cove?

A: The vendor is responsible for all customer exit activities.

PART B, B.7. ~ MEDICAL SCREENING AND HEALTH SERVICES

Q: Is the shelter partnered with health providers?

A: Yes. Some physical health services are provided on-site once a week for two hours through a partnership with Greater Baden Health Services and this partnership would convey to any vendor awarded a contract under this RFA. Substance abuse services are provided directly by the current vendor and do not convey. Applicants are expected to describe their plan for substance abuse (and enhanced physical health services if any) as part of their response to this RFA (see Addendum 1, Part B, b.7 and b.8 of the RFA).

PART B, B.8 ~ OTHER SUPPORT SERVICES

Q: Does the current vendor have mental health counselors?

A: No. Mental health services are currently being provided by the vendor off-site through a partnership with a local organization. These services do not convey to the new vendor and Applicants are expected to describe their plan for mental health services as part of their proposed services (see Addendum 1, Part B, b.8 of the RFA).

Q: When the residents are at the shelter, will they receive spending money and who will provide the funds?

A: The County does not provide shelter residents with spending money however Applicants may propose to provide spending money or other forms of client assistance and should include the cost of this service in their budget.

PART D ~ DATA COLLECTION, REPORTING AND MONITORING / HMIS

Q: What is HMIS?

A: HMIS is an acronym for the automated "Homeless Management Information System". Refer to Addendum 1, Part D.3 for additional information.

PART E ~ APPLICANT'S STAFFING PLAN AND THAT OF ANY JOINT OR SUB-CONTRACTED AGENCY

Q: The RFA specifies a minimum case manager to resident ratio. Does the County also have a minimum standard for total direct staff to client ratio for the shelter? If so, how many have to be on duty at all times? Will you provide a list of essential workers/title needed on a 24 hours basis?

A: No. Given the range, variability and experience of prospective Applicants that may respond to this RFA, PGCDSS acknowledges that different approaches may be used and therefore will not prescribe the staffing pattern. Applicants should clearly describe what they believe is an adequate staffing plan given the size of the shelter, operational timeframe, customer type and services offered for the model being proposed.

Q: Does the County have a preference for organizations who hire staff paid by the hour versus utilization of consultants or subcontractors? For example, health care and counseling services can be very expensive and it may be more advantageous to have consultants rather than direct employees provide these services.

A: No. The County does not have a preference as long as the final complement is determined to be in the best interest of our customers. Applicants should clearly document their plan for utilization of consultants and direct employees in their response to Addendum 1, Part E, e.1 through e.3 and Part F.

Q: What do we have to do or what is the procedure to have key personnel approved by DSS?

A: PGCDSS' primary interests are the security and safety of residents, the efficiency of shelter operations and the supportive services delivered to our women and children. Therefore, staff identified as "KEY PERSONNEL" in the proposal, along with their corresponding job descriptions and resumes, will be evaluated by PGCDSS at the time of application review. Any questions regarding viability of proposed staff will be addressed with the individual Applicant during negotiation if appropriate. Once a contract has been awarded, replacement of any "KEY PERSONNEL" must receive prior approval by PGCDSS. PGCDSS will require documentation of the proposed individual(s) qualifications, must interview the top three candidates, and confirm agreement with the final selection in writing prior to an offer being made to any individual by the vendor.

Q: Can you give an example of "poor management"?

A: Examples include, but are not limited to, failure to report emergencies (medical, security, facility, or other); failure to ensure adequate and qualified staffing; poor customer survey results; lack of timely case reviews; and failure to submit accurate and timely reports (electronic and paper).

Q: Will the County do background and credit checks for key personnel?

A: No. The vendor will be required to conduct background checks on all personnel assigned to this project. Credit checks are not necessary but may be done at the discretion of the vendor.

PART F ~ APPLICANT'S BUDGET AND FUNDING SOURCES

Q: Do we have to use the DSS format for the budget?

A: No, however, all data elements required must be included on whatever form the Applicant chooses to submit in its' place.

Q: Can you confirm that indirect costs should represent no more than 10% of budget?

A: The indirect line item cannot exceed 10% of the public funds available (see Addendum 1, Part F).

Q: The idea of on-site versus off-site gets tricky. What if all staff is physically located on site? Can they be charged as a direct expenditure?

A: Staff location is not a determining factor in differentiating between direct and in-direct status. Direct costs are defined as those associated with the day-to-day operation of the program. Examples of direct costs would include staff such as case managers and the shelter director. Non-direct costs are defined as those associated with accounting for use and management of the funds. Examples of non-direct costs would include staff such as upper management of the organization and finance officer. See Addendum 1, Part F for additional clarification regarding direct vs. indirect.

Q: Would clinical supervisors be direct or indirect?

A: If they directly supervise the shelter case managers, provide clinical review of case records and other activities that have a direct impact on shelter services to customers, this position could be budgeted under "direct". Applicants should provide justification for all positions and their location within the budget.

Q: Would you make them direct because they have a vested interest?

A: The Department hopes that all staff working on this project would have a vested interest in its success regardless of their designation as direct or indirect. Staff should be identified as direct when their activities have immediate influence over shelter operations and indirect when their influence is secondary.

Q: Would Accountants be considered direct or indirect?

A: Accountants can be direct or indirect dependent upon the nature of their responsibilities.

Q: If you have a new project what type of documentation is used to show cash match?

A: Applicants will be expected to provide documentation of cash match such as a grant award letter with their response to this RFA when the grant is already in place or the Applicant has a history of receiving the grant in previous years. If the source of the match is new, Applicants will not be expected to provide documentation from the grantor but should include a detailed narration outlining the proposed sources and amounts. Refer to Section 1, 1.5 for additional clarification.

Q: If I were to have a clinical supervisor, but that person is not a direct employee, would they be considered a contractor?

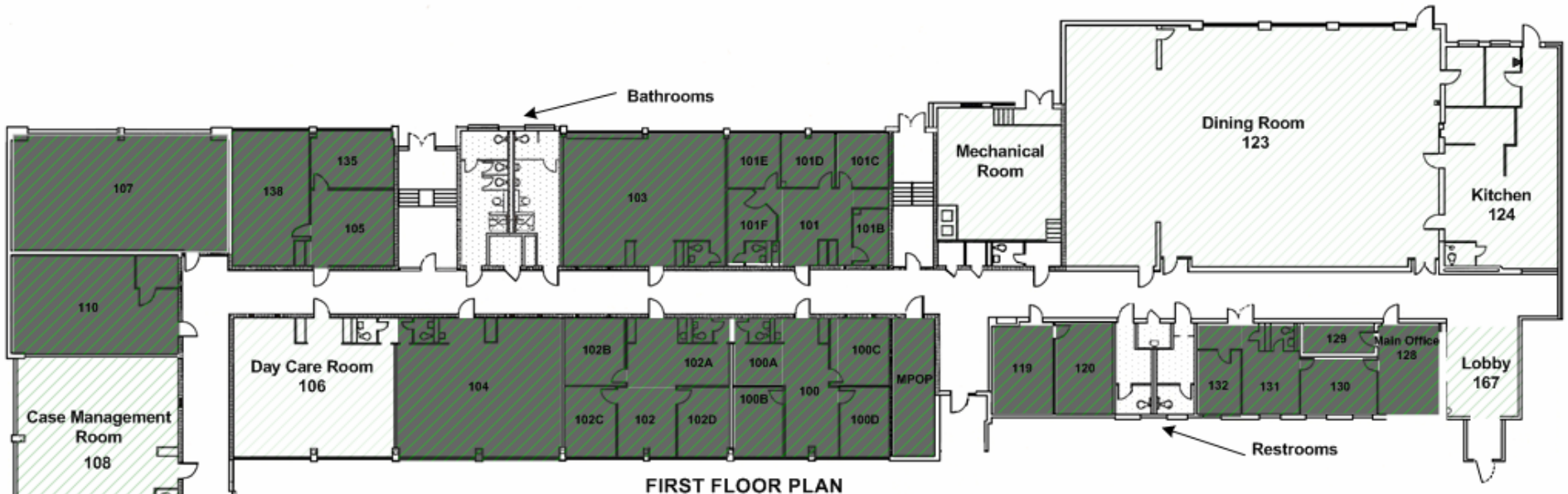
A: They would be considered a consultant or a sub-contractor and would be budgeted as a separate line item from the employees. They may appear as direct or indirect in the budget depending upon the nature of their responsibilities.

ATTACHMENTS:

1. Facility Floor Plan
2. List of Attendees (RFA Tour and Pre-Application Information Meeting January 3, 2008)



Shepherd's Cove Homeless Shelter
1400 Doewood Lane, Capitol Heights, MD. 20731-0356

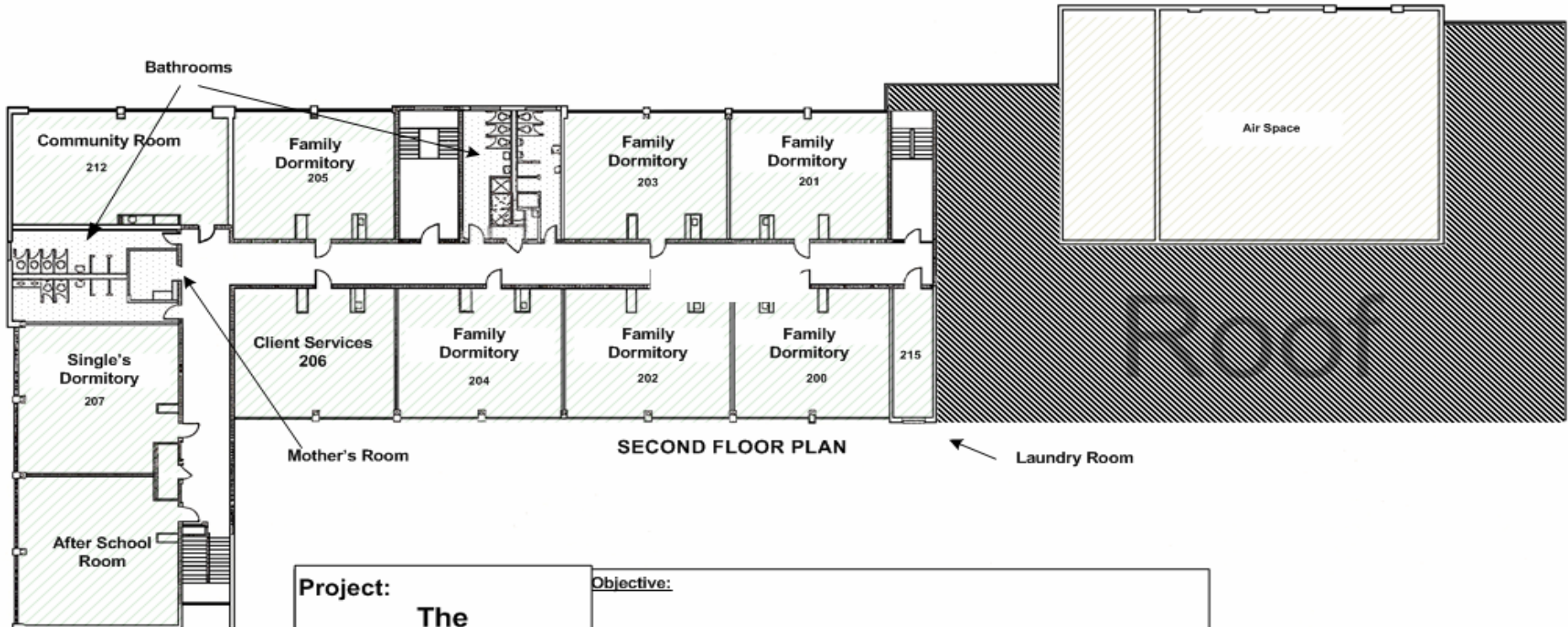


FIRST FLOOR PLAN

Project: <h2 style="text-align: center;">The Shepherd's Cove</h2>	Objective: Justification:			
Project Coordinator:	Drops	Cable Vendor	PBX Vendor	DIDs
MIS Supervisor:	SCALE: 1/32" = 1'-0"	ANALOG LINES	SHEET	1 OF 2



Shepherd's Cove Homeless Shelter
1400 Doewood Lane, Capitol Heights, MD. 20731-0356



Project: The Shepherd's Cove	Objective:			
	Justification:			
Project Coordinator:	Drops	Cable Vendor	PBX Vendor	DIDs
MIS Supervisor:	SCALE : 1/32" = 1'-0"	ANALOG LINES	SHEET	2 OF 2

ADDENDUM 3: RFA Q & A ~ “Shepherd’s Cove Shelter”**Shelter Tour and Pre-Application Information Meeting Participant Sign-In Sheet**

<i>VENDOR</i>	<i>CONTACT PERSON</i>	<i>ADDRESS</i>	<i>PHONE</i>	<i>FAX</i>	<i>EMAIL</i>
Moving Hands LLC	Cynthia Smith	P.O. Box 205 Temple Hills, MD 20757	301.627.3592	301.627.3592	movinghands_llc@hotmail.com
JHP Inc.	Contessa Riggs	1526 Pennsylvania Avenue SE Washington, DC 20003	202.544.9096	202.544.6600	criggs@jobshavepriority.org
JHP Inc.	Lacy Fountain	1526 Pennsylvania Avenue SE Washington, DC 20003	202.352.2979	202.302.5872	lfountain@jobshavepriority.org
Sterman Counseling & Assessment	Ilana Sterman	1050 17th Street NW Washington, DC 20036	202.302.2048	202.302.5872	ilanas@aol.com
UCAP	Gwen Ferguson	1400 Doewood Lane Capitol Heights, MD 20743	301.322.5700	301.322.3381	gferguson@ucappgc.org
UCAP	Richelle Jackson	1400 Doewood Lane Capitol Heights, MD 20743	301.386.4444	301.322.3381	rjackson@ucappgc.org
The Serenity House	Otis Cox	1400 Mercantile Lane #236 Largo, MD 20774	202.425.3411	301.772.6716	refinance4U2002@yahoo.com
Ministries of Hope	Cammie Reed	8460 Ardwick-Ardmore Road Landover, MD 20785	202.262.0070		cammiereed@aol.com
SEED	Lisa Butler-McDougal	6201 Riverdale Road Ste. 200 Riverdale, MD 20737	301.458.9805		lbmcdougal@seedinc.org
SEED	Tammie Harrison	6201 Riverdale Road Ste. 200 Riverdale, MD 20737	301.458-9805		