



**Summary of Questions and Answers
 Single Room Occupancy Program (RFP #DBI2016-21SRO)**

	Question	Response
1.	Mandatory Process Objective #4 states that "Collaborative staff is reachable from Monday through Friday, including weekend and evening hours." Can you clarify specifically what this calls for? Organizations currently doing this work are available during normal business hours Mon-Fri and hold many community workshops and meetings in the evenings. Generally, weekend hours have not been required. Is this a new expectation in this RFP?	No, this language also appeared in the last RFP. We don't anticipate that this will be needed any more than in prior years.
2.	Mandatory Process Objective #9 requires that "Collaborative staff will provide feedback from clients and families." To whom must the client and families feedback be provided and how?	"Feedback" in this RFP, includes client satisfaction surveys, and information from workshops/meetings gathered by the collaborative staff. This feedback is then described in the quarterly reports submitted to DBI.
3.	We need further clarification regarding Mandatory Process Objective #10 as it states, "Community support and requests for services from other community agencies."	This language is also carried over from the prior RFP. This means providing referrals to other community agencies for services that fall outside the purview of the Collaborative staff. We would also like to see staff of the Collaborative continue to work together with staff from other Collaboratives.
4.	With regard to the Desired Outcome Objectives, there seems to be an inconsistency between the target percentage for the first 3 objectives and the fourth. Is this intentional?	The number of children living in Single Room Occupancy residential hotels is much smaller, as a demographic, than the rest of the SRO hotel population in San Francisco. Therefore, the target is different for the SRO Families program.
5.	Proposal Evaluation Criteria, Section 1, Criteria C, states that the "Proposal provides for written monthly invoices and quarterly reports of client contacts." We'd appreciate a better understanding of what you will be looking for in response to this criterion. Is it simply a matter of committing to providing both in a manner that is timely and meets department standards?	Yes.