

Shelter Operations RFP Provider Questions

1. Confirm capacity of the Program sites bed counts?

- New York Avenue: **245**
- Harriet Tubman: **180**
- Adams Place Men's Shelter: **150**
- 801 East: **360**
 - A Wing: **192 beds**
 - Work bed program: **96 beds**
 - Senior/Frail Wing: **48 beds**
 - Respite wing: **24 beds**

2. Is the Respite Wing at 801 RFP solicitation for the shelter operations of the 24 beds or the medical operations of the 24 beds? The total amount is listed as \$990k: **Yes, this is for the shelter operations of the Respite Wing, however, Providers will need to be able to speak to offering Medical Case Management Services, if awarded the Operations contract at this shelter, as we do not know how DHS will proceed with rendering services.**

3. Staff Positions? The RFP are updated with the **Position descriptions that match what is outlined in our DHS contract.**

- The “A.3.5. Program Assistant” role contains **FRSP** job descriptions. Please send us the Shelter monitor/program assistant language so we can understand what is required for this role at the shelter sites: **RFP updated with agreed upon position description with DHS. Program Assistant (PA): Program Assistants shall have a minimum of a high school diploma or equivalent. Note that the educational experience may be waived if the candidate for employment can document having experienced homelessness. The subcontractor shall ensure the duties assigned to each Program Assistant match their qualifications, skills and competence to perform the assigned task. Program Assistants are responsible for observing and reporting at each Low Barrier Shelter (LBS) & Transitional Housing sites.**

General Responsibilities Include but are not limited to:

- a. **The Contractor shall provide 24-hour onsite monitoring services to support the safety and well-being of Low Barrier Shelter residents, staff, and of the building.**
- b. **The Contractor shall ensure that Program Assistants, while performing their shelter monitor duties, regularly conduct visual observations of the available CCTV monitors located at the front desk, workstations, or shelter guest check-in area. The Contractor shall ensure a staff member Fbe at the front desk/guest check in area at all times.**

- c. **Program Assistants shall promptly alert site management, and security personnel to any active or imminent risks they observe during their shifts and shall document such observations in accordance with contract requirements and program procedures.**
- d. **The Contractor shall ensure to greet participants and guest as they enter the building. During the intake and/ or bed check-in process the provider shall ensure no more than two bags are allowed per client and shall ensure clients adhere to the program rules and District regulations.**
- e. **The Contractor shall ensure that the Program Assistants assist in receiving meals from food vendors(s) and submitting food service inventory reports for the applicable shifts.**
- f. **The Contractor shall ensure that, during hourly shift monitoring, Program Assistants (PAs), visually observe the immediate exterior areas of the building that are visible from the client entrances. PAs shall report, escalate, and document any safety or maintenance concerns to site management, facility, and security personnel immediately, as applicable.**
- g. **Program Assistants shall provide de-escalation services as needed and report accurate pertinent information to appropriate Case Managers and supervisory senior staff. Program Assistants shall assist in the planning and organization of recreational activities and events.**
- h. **The Contractor shall ensure Program Assistants shall rove occupied floors to monitor and observe the building and all individuals for compliance with the program and the facility's posted rules and regulations.**
- i. **The Contractor shall provide and ensure Program Assistants carry two-way communication devices during their entire Tour of Duty to provide real-time updates and emergency response as necessary.**
- j. **The Contractor shall ensure that Program Assistants adhere to the following guidelines to maintain professionalism and focus:**
 - 1. **Program Assistants must wear attire that clearly identifies them as staff members to clients and guests of the shelter.**
 - 2. **Under no circumstances should Program Assistants possess personal radios, reading materials, smartphones, games, or any other distractions during their shifts.**
 - 3. **Program Assistants are required to remain awake and alert at all times while on duty, ensuring they can provide assistance and support effectively.**
- **The "A.3.4. Admin Support/Data Analyst" only contains details on the Data Analyst qualifications and duties and no duties related to "Admin Support". As requested in section A.5.1, A.5.2, A.5.3 and A.5.4of the RFP; The Administrative staff at shelter are the staff who enter all facility work orders and liaise with TCP, DHS and DGS repair and maintenance staff, for our sites they also order all shelter**

inventory and shelter supplies, they track staff trainings, handle UIR tracking and all other paperwork organization on site. Please provide the duties, education and/or experience requirements for this “Admin Support” staff: **RFP updated with DHS contract position qualifications/requirements.**

ADMIN SUPPORT/ DATA ANALYST: must have a minimum of an associate’s degree or two years of related professional experience. Demonstrate the ability to communicate and collaborate effectively with individuals and teams at all levels, internally and externally.

General responsibilities include but not limited to:

- a. **Maintain supplies/inventory by checking stock to determine inventory level, anticipating needed supplies, and placing and expediting orders for supplies.**
- b. **Ensure equipment operation by completing preventive maintenance requirements, calling for repairs, maintaining inventories, and evaluating new equipment and techniques.**
- c. **Work closely with the program manager to ensure staff training requirements are documented/tracked.**
- d. **Aid the program manager with required monthly program reports.**
- e. **Coordinate and schedule meetings, interviews, and groups, and maintain the calendar of appointments/events.**
- f. **Organize and deploy equipment such as laptop and desktop computers, mobile devices, monitors, and printers.**
- g. **Be proficient in Microsoft Word, Microsoft Excel, Microsoft PowerPoint, and a variety of data systems.**
- h. **Have experience with Smartsheets project management software to help with project planning and delivery**
- i. **Collaborate with team members to collect and analyze data into one or more databases, documents, or spreadsheets.**
- j. **Perform data collection design, aggregation, cleaning, and analysis.**
- k. **Perform other related duties as assigned.**

4. Page 8 and 9 of this RFP refer to **FRSP** deliverables. Please provide us the correct LBS related information instead. - ***References removed from RFP as it does not apply.*** – remove the language
5. Past Performance Questionnaires: There is no date/deadline given for these in the RFP on page 17/18. Please provide a deadline for these to be submitted directly to TCP at rfp@community-partnership.org. The RFP only

states “XXXXXXdate”. A copy of the past performance questionnaire may be found at Attachment 4: **This section has been updated, and you can find the attached Past Performance questionnaire under the attachments section at the end of the RFP. TCP will not be doing any performance checks, outside of it’s own internal knowledge of any performance issues. The Past Performance questionnaire must come from other funding sources that you utilize outside of TCP. Bidders may submit the Past Performance Questionnaires along with their proposals or the Agency/Representative completing the Questionnaire on your behalf can submit it directly to TCP via email rfp@community-partnership.org. It must be received by Friday, September 4, 2026, by 2pm to be considered a part of your proposal.**

6. Section C.4. **Recordkeeping, Program Data Collection, Training and Reporting Requirements** states that “The awardee must develop and maintain a *Security Services Assignment Record* specific to each facility where it will deliver services...” Is a Security Services Assignment Record only applicable to security providers on site at the low barrier shelters? Why is this in this language in this particular RFP if this is no for security guard services: **Removed security service reference and updated language in section.**
7. **Attachments:** 1. Budget Forms 2. Capacity by Program Site 3. Contract Deliverables 4. Past Performance Questionnaire: The Budget Forms, referring to TCP Forms 327/328 Initial Budget and Budget Narrative can be access via the TCP website. They have also been added to the Attachments section of the RFP. The Capacity by Program Site will be removed, as it is already listed in the site breakdown within the RFP. **The Past Performance questionnaire will be added to the attachments section at the end of the RFP, and should be completed by other funding sources you currently utilize. Only the following Deliverables are required and should be submitted with your proposal: Business License, Clean Hands/Certificate of Good Standing, Proof of Insurance Certificate, and the Employee Handbook.**
8. On page 1 of the RFP, it states that the "Emery Men's Shelter" capacity is 142. The current capacity is 130. Is the stated capacity (142) correct? If so, this could compromise the ability to house the proposed number of men in the severe weather area of the shelter: **Confirmed capacity for this site is 130. The RFP will be updated.**
9. Is it possible for operational shelter roles — such as Maintenance Worker, Superintendent of Facilities, Director of Operations and Director of Programs — to be budgeted for and reflected in proposals responding to this RFP? – **Unfortunately, we cannot add any additional positions for the RFP. DHS has outlined the required positions for LBS operations that can be charged to the contract. Any position outside what DHS has deemed required but be funded through other sources you have available.**
10. Please confirm dates: when is submission due date (there are numerous TBDs on p. 15 of rfp)? When is decision date? When is contract start date: **Proposals are due by Friday, September 4, 2026 by 2pm. Decisions on award winners will not be announced at a later time in October. The management contract period will not start until January 1, 2027.**
11. What is the plan for providing case management at the low barrier shelters, since it’s explicitly not part of the RFP: **We have no updated information for Case Management for LBS and PSH. TCP has not been provided with any information or tentative timeline of how this will take place, however Bidders should be prepared to provide Case Management support once more information is shared.**

12. What is the update for renewal of Sole Source contracts: **TCP will not be procuring for Sole Source contracts at this time. These are being renewed contingent upon funding availability of the District of Columbia.**
13. Will it be possible to submit one application packet if we are applying for multiple programs or will each program carry its own application packet: **Yes, you can combine all the sites/programs you are bidding for into one proposal, however, you must separate the budgets for each site you are bidding.**
14. There is no list of definitions we wanted to get clarification on the following terms:
- On Page 18, in addition to the Scope of Work, the RFP mentions a Work Plan but does not define it. Can you please provide a definition of what a Work Plan entails: **We removed the Work Plan; however it is used interchangeably with Scope of Work. Your Scope of Work should include the following: Program overview and details, referral and follow up case management procedures specifically for housing focused case management (transitional/bridge), Staffing Plan, and Quality Control plan.**
 - In Section E, there is a requirement for a Trauma Informed Care Plan which is not mentioned elsewhere. Will a definition with explanation be included in the updated FRP: **Trauma-informed care is a person-centered approach that recognizes the effects of trauma and creates safe, supportive environments that promote healing and prevent further harm. We would need to have a plan that would describe how you would provide operational support to the program with this service model in mind.**
 - In Section E.3, in the bonus points section, there is a mention of certified SBE's, just to clarify can we have a definition on what SBE means: **Small Business Enterprise certification**
15. Indirect Costs - For organizations that do not have a federally negotiated indirect cost rate agreement (NICRA), may administrative or indirect costs be budgeted above the 10% de minimis rate under this solicitation? If so, what is the maximum allowable rate, and what supporting documentation would be required: **No, the rate is 10% no adjusting unless they have the NICRA and it needs to be sent as an attachment along with the proposal.**
16. Environmental Liability/Awardees Pollution Liability Insurance - Does the Environmental/Pollution Liability insurance requirement apply to this solicitation, or only when construction or remediation work is performed? This is excluded from insurance requirements: **At this time, janitorial services will be the only service that will be required to have this level of insurance coverage.**
17. Can you clarify what the budget amounts listed for each site represent? Specifically, which portion is allocated for operating expenses, and which portion is designated for direct services/case management: **The RFP will be updated to separate the Operational and Services budgets.**
18. What specific sections/information should be included in the 25-page narrative limit? Are the scope of work, work plan, and staffing plan separate attachments, or are they included in the narrative: **Everything that needs to be submitted is between section C and F. These documents are a part of your overall proposal. This includes the TCP Form 327/328 Initial Budget and Budget Narrative.**

19. Do we need to include the labor standard clauses in the narrative (or another attachment)? **No, this is already included in the RFP and will be included in the contract agreement if awarded. TCP will add a SCA Compliance Acknowledgment form that must be signed and submitted with your proposal submission to ensure Bidders understand they must be and remain SCA compliant while contracted with TCP.**
20. The RFP states "*The Awardee shall ensure the sub-awardee employs at a minimum two bilingual staff at each program.*" What are the requirements re: bilingual staff if there is not a subaward: **This is preferred but not required. It is recommended to have at least one bilingual staff if possible. This language will be updated in the RFP.**
21. There are a few different staffing plan/staff list sections in the RFP — How many of these lists do we need? Are we allowed to include all of the required information into one list? Does this need to be included in the narrative or as a separate attachment: **The Staffing Plan and Staffing List are different. For the proposal, you only need to submit a Staffing Plan to show TCP how you plan to oversee services at the site you are bidding for. The Staffing List will be required monthly if awarded a contract. Requirements of the Staffing Plan will be outlined in the RFP and should include Program overview and details, referral and follow up case management procedures specifically for housing focused case management (transitional/bridge), Staffing Plan, and Quality Control plan.**
22. "*The Awardee shall submit to the Contract Officer and Contract Administrator, using TCP Form 905, a listing of all personnel charged to this Contract along with the signed contract agreement.*" — Does this mean the TCP Form 905 is only required along with the signed contract if awarded? Or do we need to submit a preliminary 905 and then a finalized one if awarded: **This is a contract requirement if awarded a contract, you don't have to worry about this when submitting your initial proposal. This will be removed from the RFP.**
23. Are Job Descriptions, Staff Clearances, and Organizational Chart only required to be sent with the final contract if awarded? Instructions for these say "awardees" must have these items: **Yes, correct, not with your bidding proposal.**
24. Is the [Provider Scope of Work template](#) what we should use for this application? Do you want this included in the narrative: **No, this should be included in your bidding proposal. Requirements will be outlined within the RFP.**
25. Is there a template we should use for the work plan: **There is no template. Work Plan will be removed from the RFP. Bidders should only submit a Staffing Plan.**
26. "Contract Deliverables" are listed under attachments on p. 51 – Are these required with the application, or along with the signed contract if awarded? Which [deliverable documents](#) need to be included: **Only the following Deliverables are required and should be submitted with your proposal: Business License, Clean Hands/Certificate of Good Standing, Proof of Insurance Certificate, and the Employee Handbook.**
27. What are you looking for applicants to include in the "Capacity by Program Site" attachment: **Program Capacity is already included in the RFP. This will be removed.**

28. The Bridge Housing Shelter Operations RFP only has the word Operations in the website title but is called Bridge Housing Shelter Operations and Case Management Services in the attachment. Can you clarify whether this RFP is for Operations only or Operations and Case Management? If it is operations only, will there be a separate RFP for Bridge Housing Case Management? If it is for Bridge Housing Operations and Case Management and the intention of these RFPs is to have a budget that is the current status quo funding levels, please check the budget totals to make sure they match the totals of Operations and Case Management: **RFP will be updated to include the budget for Operations and Case Management Services.**
29. For any insurance waivers we will be submitting (eg Environmental), what is the process and should we submit these waivers before or after the time of RFP application, or included in the application: **For the purpose of submitting your proposal, Bidders will only need to show proof of Insurance. If awarded a contract, Bidders will then submit a formal waiver request to Candyce Coates.**
30. Section A.4.12 of the RFP states that background checks, references, and TB test are required for all volunteers – we assume that means volunteers who are performing regular staff-position like duties vs. occasional volunteers helping with a project – can you confirm that this is the case: **Yes, that is correct about volunteers, however, this will be removed for the purposes of this solicitation. This will only be required if awarded a contract.**
31. E Street maximum capacity is listed in the RFP as 185. The current E Street contract is 190. We would like to confirm the correct capacity to be reflected in our application: **TCP confirmed the current capacity is 185. If anything changes after the contract is awarded, TCP will make the necessary changes through the modification process.**
32. What/ who is meant by the terms ‘Awardee’ and ‘Sub Awardee’? they are used throughout the RFP, but never defined – **The Awardee is the contractor who is awarded the site. Subawardees or subcontractors are those who have been procured by the Awardee for services not covered by TCP.**
33. P. 11 starts description of TCP and DGS responsibilities for building repair/maintenance – can it be confirmed that this does not apply to Erna’s House location, which is maintained by private owner: **TCP is aware that this will not apply for Erna’s House. We must keep it in the RFP as is but will add a clause stating who is responsible for building maintenance and repairs. It will also be added to the contract agreement itself when issued.**
34. P. 13 paragraphs on Conflict of Interest, refers to “consultants and subconsultants who assisted TCP in preparation of this RFP” – can you provide a list of those names so that we can confirm/explain potential conflicts of interest that may exist for us? **There is not a list of names to provide. In reading this section, since our General Counsel reviews the RFP for legal sufficiency, they would not be apart of the scoring and bidding process. That will be a completely different panel of TCP Staff who have not been apart of the procurement process. Additionally, TCP cannot provide any details about services provided by another Provider. If bidding for a site that is managed by a different Provider, we will not share with**

you what programing is already in place. TCP will look to see what programming and services you will bring to the site within your proposal.

35. P. 16, Prior Experience – “Bidders must provide references and supporting data on successful outcomes...”
what does TCP consider to be references and supporting data? **TCP will be looking for programs and services that you have done before or currently utilizing not only just within TCP sites, but other services you render as well. The more details provided the better. This would be best outlined within the Past Performance Questionnaire, that should be completed by your other funding sources.**
36. Past Performance questionnaire – what if we don’t have 3 funding agencies? Since questionnaires must be submitted directly to TCP, will TCP provide confirmation that they have been received? And also that the questionnaires then are not submitted by bidder in their proposal package: **The Past Performance questionnaire should be submitted along with your proposal. TCP will confirm receipt of all proposals once the deadline has passed. – submit what you can no more than 3 references. Bidders may submit the Past Performance Questionnaires along with their proposals or the Agency/Representative completing the Questionnaire on your behalf can submit it directly to TCP via email rfp@community-partnership.org. It must be received by Friday, September 4, 2026, by 2pm to be considered apart of your proposal.**
37. P. 17, Budget and budget narrative—“Ensure the budget includes line items for ALL of the minimum required services described in the RFP.” This description of services does ***not*** seem to be in the RFP. (TCP referenced Section A in the meeting; Section A has lots of details about staff and staffing requirements, but doesn’t say anything about required ***services***): **This section will be updated in the RFP, but this section is speaking to the TCP Form 327/328 Initial Budget and Budget Narrative that must be submitted along with your proposal. Case Management services will be added to the Transitional Housing and Bridge Housing RFP.**
38. P. 32, Evaluation Criteria—there are 5 specific criteria listed; the first 4 have been discussed and described in the RFP. The 5th criteria, Trauma Informed Care Plan, is not mentioned nor the requirements/expectations described (not looking for a definition of Trauma Informed) anywhere in the RFP. How will TCP decide 15 points for this: **The definition of Trauma Informed Care is added to the RFP. TCP will be looking at what programs/services Bidders can provide to assist Clients impacted by Trauma informed circumstances.**
39. As recommended in the RFP meeting, while reviewing the job description title alignment with the SCA Directory, we noticed that Guard I was aligned with Program Assistant, Shift Supervisor with General Clerk III, and Administrator Support/Data Analyst with General Clerk I. We were hoping to better understand the methodology of how these alignments were determined and whether they were approved by DOL: **TCP has reviewed the duties of these positions and how they aligned with the DOL descriptions of duties**
40. In reviewing the RFP for La Casa PSH, the program assistant position lists duties differ than those of the position historically the program's current services. Is this a change or an error? **Yes, this has been updated by DHS, and the RFP will be updated with current DHS requirements for this position.**

41. Please clarify the following statement on page 8 of the RFPs for both la Casa and the Aston: *“Employees hired before July 1, 2024, with good performance standings shall be exempted from Program/Project Manager and Case Manager Supervisor Qualifications, to include the educational background requirements. Employees hired after July 1, 2024, shall meet the Qualifications outlined: This is a legal statement in the Services agreement stating which positions are exempt from SCA requirements. This is also outlined within the Required Positions section of the RFP and the contract agreement.*
42. Is the Shift Supervisor a single role or is the expectation is to have a Shift Supervisor for every single shift: **The Shift Supervisor is required for each shift that is worked.**
43. Should the Budget Narrative be provided as a separate attachment, or must it be incorporated into the proposal narrative (and thus count against the 25-page limit): **Yes, the Initial Budget and Budget Narrative can be added as an attachment, not with your 25 page proposal.**

Site Tour Questions

801 East

- Can we provide Staff ratios for Operations, not just case management: **TCP has no staffing ratio requirement and should be gauged as needed by the Provider.**
- Timeline of when DHS will procure for Case Management: **No information has been shared with TCP of a timeline. Bidders should be prepared to also provide Case Management Services for sites they are bidding for.**
- How will Operations and Services operate together with Case Management be handled by DHS: **No additional information is this at this time.**
- Update on A Wing elevator: **Still working with DGS but no update on progress**
- Is there a separate procurement for the Day Center: **no update or change. Will operate as it has been.**
- Does front security gate check clients: **no, only vehicles are checked at the gate. Clients are checked within the facility by security**
- Can we provide security officer count for each shift: **Day shift 8 officers, evenings 8 officers, and overnight 7 officers**
- Does all staff have to be SCA compliant: **Yes if the position is covered by SCA**
- With the work bed program? What is the timeframe to remove from the program if unemployed? Is there a timeframe they have to find employment: **No requirement for left of stay if unemployed. Providers can set this standard with TCP approval if awarded the site.**
- What are some of the biggest challenges with this site? **Reporting in a timely manner, programming availability and client engagement.**

- What is the preventative measures for facility issues? **TCP handles level 1 issues and responsibilities will be outlined within the contract.**

The Rolark

- Does security or program staff have CCTV responsibilities? **No CCTV responsibilities**
- Current program staff capacity? Is there a specific ratio for staffing? **TCP has no staffing ratio requirement and should be gauged as needed by the Provider.**
- Are stoves within the rooms operational? **No, they are offline**
- What is the office lounge utilized for? **Reasonable accommodations and shared space programs**

Harriet Tubman

- Can you provide the security officer staffing capacity? **2 per shift**
- What is the protocol for emergency beds? **Only in extreme emergency situations, the second floor cafeteria will have beds added.**
- How many personal items can Clients keep? **2 bag limit not exceeding 30 pounds**
- Is lunch provided? **No, only breakfast and dinner. Snacks sometimes provided with overage**
- Is there a work bed program? **Not currently but talks about creating a space on the second floor. Nothing implemented as of yet.**

Adams Place

- How are Clients checked in? **Clients must have wristbands to maintain bed. Client has up to 7 days to claim possessions if exiting the program.**

New York Ave

- Does Clients do their own laundry? **No, laundry done by the program staff**
- Who provides the lockers? **DGS**
- Have there been any bed bug issues? **Yes, but they have been manageable. Sites utilize hot boxes at check in to eliminate the spread.**
- Are their cameras operational within the dorms? **Yes**

The Aston

- What is room capacity for clients? **2 clients per room except for ADA rooms only have 1 occupant**
- Who handles preventative maintenance? **MJM and DGS through work order process**
- What is the eligibility for Clients to enter? **Matched to PSH resources**
- Will there be a surge contract for this site? **Maybe available based on DHS funding availability**
- Will there be specifics about Case Management in the RFP? **Yes, but only for the shelters that TCP is procuring for: Transitional and Bridge Housing.**
- What is the staffing work schedule? **24 hours but not sure about Case Management.**
- Is Case Management provided at this site? **Yes, TCP will procure for Case Management for this site.**

E Street

- Is there Case Management for this site? Can we provide the Case Management ratio? **Yes, Case Management will be provided with a ratio of 4 Case Managers.**

Erna's House

- What is the capacity for this site? **30 Clients**
- Does Program Staff communicate repairs? **Yes**
- Who is responsible for furniture responsibilities? DHS or the Owner? **DHS responsibilities first**
- What other services are at this site? **Only Security services. Food and Janitorial not provided.**

New Endeavors

- Is Janitorial and Food Services a Provider responsibility or Client? **Provider responsibility**
- What is the capacity for this program? **24 for seniors over 55**
- If meals provided by program staff, do they have to be mindful of food requirement? **Yes, aligned with TCP requirements**

La Casa

- With Janitorial services being subcontracted, do they have to adhere to TCP requirements? **Yes**
- Trash removal...do clients take it to the rubbish room themselves or does the subcontractor collect it from the rooms? – **TCP will provide this information when the contract is awarded.**