

**Department of Homelessness and Supportive Housing (HSH) Request for Information (RFI) for
RFI #HSH2025-152 (RFI #152) Shelter Expansion
Contact: Rachel Garcia | HSHProcurements@sfgov.org**

Summary

The City and County of San Francisco (City) Department of Homelessness and Supportive Housing (HSH) is gathering information from interested agencies with demonstrated experience in providing shelter services to households experiencing homelessness to support HSH in shelter expansion. HSH invites responses from agencies with capacity and interest in collaborating closely and quickly to implement expanded shelter operations and support services at City-identified sites.

Schedule¹

RFI Issued	April 7, 2025
Initial Deadline to Submit Responses	April 16, 2025, by 5 pm
Rolling Deadline to Submit Responses	April 30, 2025 by 5 pm May 14, 2025 by 5 pm May 28, 2025 by 5 pm
Procurement Lead	Rachel Garcia hshprocurements@sfgov.org

HSH will accept responses on an ongoing basis and will review responses every two weeks until expansion is complete. **Interested agencies are encouraged to respond by the initial deadline above.**

Limitation on Communications

From the date this Solicitation is issued until the date the competitive process of this Solicitation is completed (either by cancelation or award), interested agencies and their subcontractors, vendors, representatives and/or other parties under Proposer's control, shall communicate solely with the Procurement Lead whose name appears in this Solicitation. Any attempt to communicate with any party other than the Contact whose name appears in this Solicitation, including any City official, representative or employee, is strictly prohibited. Failure to comply with this communications protocol may, at the sole discretion of the City, result in the disqualification of the interested agency from the process. This protocol does not apply to communications with the City regarding business that is unrelated to this Solicitation.

Attachments

RFI #152 Response Template

¹ Dates are subject to change. Check the HSH website for latest schedule at <https://www.sf.gov/reports--july-2024--hsh-procurement-opportunities>

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I. INTRODUCTION

A. Background

Mayor Daniel Lurie introduced a Fentanyl State of Emergency Ordinance², approved by the Board of Supervisors in February 2025, to expedite the City's response to initiatives to address homelessness, mental health needs, and drug overdoses and substance use disorders. On March 17, 2025, the Mayor released an Executive Directive, [Breaking the Cycle: Mayor Lurie's Vision for Tackling San Francisco's Homelessness and Behavioral Health Crisis](#), that lays a road map for addressing the dual crisis of behavioral health and homelessness in San Francisco. The directive includes the goal of expanding interim housing capacity in the next six months to help move people off the streets by adding 1,500 beds, including emergency shelter, hotel vouchers, transitional housing, stabilization centers, recovery and sober housing, and residential treatment. In preparation for this rapid expansion, the Department of Homelessness and Supportive Housing (HSH) is collecting information from interested agencies with experience and capacity to provide shelter operation and/or support services.

B. Purpose of this Request for Information

HSH will use this Request for Information (RFI) to gather information from interested agencies to collaborate with to provide shelter operation and support services at sites throughout San Francisco to meet the goal of 1,500 bed expansion, including but not limited to City-owned and City- lease sites. Interested agencies are encouraged to submit a response to this RFI.

HSH is seeking to partner with nonprofit, community-based organizations with a demonstrated track record of implementing crucial services in a timely manner and expertise working with people experiencing homelessness. In their response, interested agencies are requested to provide information on their experience and capacity to provide shelter operation and support services. HSH may consider prior performance of interested agencies when reviewing information for further negotiations. HSH plans to utilize the Administrative Code Chapter 21B authority to waive competitive procurement requirements for selecting grantees and contractors and is issuing this RFI to ensure transparency and streamline its decision-making process.

II. MINIMUM QUALIFICATIONS

Interested community-based, nonprofit organizations must provide documentation that clearly demonstrates each Minimum Qualification listed below has been met. Minimum Qualification determination will be solely based on the information submitted by the interested supplier in their response to this RFI. Each response will be reviewed for initial determination on whether supplier meets the Minimum Qualifications below.

1. Demonstrate at least two (2) years of experience operating a shelter or similar service;
2. Demonstrate at least two (2) years of experience working with people experiencing homelessness; and
3. Possess a current City Supplier ID.

III. SERVICES TO BE PROVIDED

The services provided will include emergency shelter operations and support services for adults, Transitional Age Youth (TAY), older adults, and families experiencing homelessness and do not have a fixed, regular, or adequate nighttime residence including sheltering in a vehicle. The target population may have varying degrees of acuity with multiple needs including unhoused adults with behavioral health and dependency needs, adults in recovery, older adults ages 55 and older that may need In-Home Support Services (IHSS), and/or individuals escaping domestic violence.

² https://codelibrary.amlegal.com/codes/san_francisco/latest/sf_admin/0-0-0-13640

Services will be offered through congregate, semi-congregate, cabins, and/or recovery³ shelter models. Shelter operations may involve referrals and reservations in accordance with City policy and facility hours of operation, and entry and exit monitoring. Site operations may also include security services, facility maintenance, and coordination of services, storage, food, and/or providers. Support services will include intakes and assessments, individual service plan development, case management, referrals, service coordination, exit planning, and assistance with document readiness and benefits navigation. All services will follow harm reduction, and housing first approaches aligned with the Shelter Standards of Care Legislation to ensure guest safety. The average length of stay will be 90 days. Meals at sites will be provided through an HSH contracted meal provider.

To best support guests, sites may offer wrap around services in collaboration with other City Departments. Fentanyl response services may be embedded on site and the Department of Public Health may provide enhanced behavioral health services.

Services will be provided at City-identified sites, including City-owned and leased sites throughout San Francisco. For planning purposes, HSH estimates funding up to an average cost of \$138 per night for cabins and recovery shelter beds, \$113 per night for congregate shelter beds, and \$140 per night for semi-congregate shelter beds.

IV. TERMS AND CONDITIONS FOR RECEIPT OF SUBMITTALS

A. Response Format

Responses must be created using a word processing software (e.g., Microsoft Word or Excel) and types in a serif font (e.g., Calibri or Times New Roman). The document must have page margins of at least .5" on all sides. Information must be provided at a level of detail that enables effective review and comparison between responses. Failure to follow formatting, submission, or content requirements, as well as page limit restrictions (if any), may negatively impact the evaluation of your response.

B. Time and Place for Submission of Responses

Responses are due electronically in the format detailed below and must be received by the submission deadline. Late submissions will not be considered.

Interested agencies shall submit their response in **one** PDF. The email subject must include the RFI number (RFI #152) and the organization's name as such: RFI #152 - Organization Name.

Each original response received will be screened to ensure that all content required by this Solicitation is included. Late response submissions, supplemental documents, or revisions will not be considered and failure to adhere to the above requirements may result in the complete rejection of your response.

C. Solicitation Addenda

The City may modify this Solicitation, prior to the Due Date, by issuing an Addendum to the Solicitation, which will be posted on HSH's Procurement Opportunities webpage: <https://www.sf.gov/reports/july-2024/hsh-procurement-opportunities>. **Interested parties shall be responsible for ensuring that its response reflects any and all Addenda issued by the City prior to the Due Date regardless of when the response is submitted.** Therefore, the City recommends that the interested parties consult the website frequently, including shortly before the response submission deadline, to determine if the has downloaded

³ Congregate shelter serves multiple households in a common space with more than five beds. Semi-congregate shelters serve multiple households in a single unit with two to five beds. Cabins include individual cabin units with communal restrooms, showers and other amenities and services. The recovery model is available for individuals who may or may not have completed treatment and are committed to their recovery and sobriety.

all Solicitation Addenda. It is the responsibility of interested parties to check for any Addenda and updates, which may be posted to the subject Solicitation.

THE SUBMITTAL OF A RESPONSE TO THIS SOLICITATION DOES NOT GUARANTEE A CONTRACT AWARD.

D. Public Disclosure

All documents under this solicitation process are subject to public disclosure per the California Public Records Act (California Government Code Section §6250 et. Seq) and the San Francisco Sunshine Ordinance (San Francisco Administrative Code Chapter 67). Agreements, responses, and all other records of communication between the City and Proposers shall be open to inspection immediately after an agreement has been awarded. Nothing in this Administrative Code provision requires the disclosure of a private person's or organization's net worth or other proprietary financial data submitted for qualification for an agreement or other benefit until and unless that person or organization is awarded the agreement or benefit.

If the City receives a Public Records Request ("Request") pertaining to this solicitation, City will use its best efforts to notify the affected parties of the Request and to provide a description of the material that the City deems responsive and the due date for disclosure ("Response Date"). If the Proposer asserts that some or all of the material requested contains or reveals valuable trade secret or other information belonging to the Proposer that is exempt from disclosure and directs the City in writing to withhold such material from production ("Withholding Directive"), then the City will comply with the Withholding Directive on the condition that the Proposer seeks judicial relief on or before the Response Date. Should Proposer fail to seek judicial relief on or before the Response Date, the City shall proceed with the disclosure of responsive documents.