

REQUEST FOR PROPOSAL
SINGLE ROOM OCCUPANCY HOUSING GRANT PROGRAM
Sourcing Event ID 0000011434

CODE ENFORCEMENT OUTREACH GRANT PROGRAM
Sourcing Event ID 0000011435

FAMILY AND CHILDREN SINGLE ROOM OCCUPANCY GRANT PROGRAM
Sourcing Event ID 0000011436

Questions and Answers
March 2, 2026

Note: As the submitted questions did not specify a particular solicitation, the same set of questions and corresponding responses will apply to all three solicitations.

Question 1:

In the absence of staff capacity to speak Spanish, Tagalog, and/or Vietnamese for the Service Area including the Tenderloin, can we contract with a third-party vendor for translation services as needed to satisfy the requirement? Or, if we can leverage language translation capacity from other non-DBI funded programs within in our organization, does that satisfy the requirement?

Response:

While it is preferred that Proposers have staff who satisfy the language requirements, contracting with third-party vendors who provide language/translation services is acceptable.

Question 2:

The RFP requests a two-year budget but allows for annual CODB increase and the potential for funding of up to 5 years. Should we submit five separate one-year budgets to reflect the CODB increase, as well as other annual cost increases (insurance, rent, etc.)?

Response:

Proposers are required to submit a detailed proposed budget covering a two-year period. The budget must follow the provided template. Please add additional columns to clearly reflect each year. The proposer has discretion to determine which costs and line items to include or exclude in the budget.

Question 3:

Can we include in our budget incentives for community members to attend events? (food, raffle prizes, etc.)

Response:

Refer to Attachment A, Definition of Eligible Expenses.

Question 4:

Can landlord trainings be considered for Code Enforcement *Community Programs* or *SRO Housing Code Education*?

Response:

Yes. Landlord trainings can be counted towards Code Enforcement Community Programs and SRO Housing Code Education goals.

Question 5:

Every outcome requires a survey to gauge participant experience or program efficacy-- will surveys, survey questions, or a required format/rating scale be provided to grantees? Are there any parameters as to what qualifies as a survey or can we build it into our existing intake/procedures?

Response:

No. Proposers are responsible for developing their own surveys and may establish their own procedures for surveying clientele. Refer to RFP's Measurable Outcomes section for additional survey requirements.

Question 6:

Can the 80 required substandard housing complaints be counted as part of the required counseling of 500 tenants?

Response:

Yes.

Question 7:

Where meetings are required quarterly (i.e. Code Enforcement Community Programs, SRO Housing Code Education, SRO Emergency Preparedness and Response, and SRO Improved Tenant Safety and Fire Prevention Awareness), can these initiatives be offered more frequently so long as we meet the required outreach numbers? We are very limited on spaces that can hold large groups so meeting the required outreach numbers with only four meetings per year may not be possible.

Response:

Yes. Proposers may offer as many initiatives as is necessary (or more) to meet the required outreach numbers.

Question 8:

Related, the SRO Improved Tenant Safety and Fire Prevention Awareness output indicates these initiatives must happen quarterly and "in SRO buildings." Do these initiatives have to be hosted inside SRO buildings? As space is often very limited in SRO buildings, can these initiatives happen more frequently and/or outside of SRO buildings where there may be more space?

Response:

While it is preferred that they do, Proposer's initiatives do not need to take place inside SRO buildings. However, Proposers must be able to verify where people live to ensure they are serving the intended communities. There is no limit on the number of initiatives that Proposers may offer.

Question 9:

For SRO Emergency Preparedness and Response and SRO Improved Tenant Safety and Fire Prevention Awareness, can we partner with a third-party vendor to host these initiatives? For Fire Prevention, do we have to partner with the SF Fire Department?

Response:

Proposers must partner with the SF Fire Department when hosting SRO Emergency Preparedness & Response and SRO Improved Tenant Safety & Fire Prevention Awareness initiatives.

Question 10:

For MQ3-5 questions that request documentation, can we submit attachments with sample excerpts (instead of the full reports or contracts) to limit the file size?

Response:

Proposers may provide truncated or samplings of documents to demonstrate their conformity with MQs 3-5 so long as there is adequate information to assess Proposer's experience.

At a minimum, summary samplings should include for each referenced project:

- *Client name (organization)*
- *Scope of work performed*
- *Timeframe (start and completion dates, month/year)*
- *Team role and responsibilities*
- *Deliverables / outputs produced*

Work Samples or Deliverables may include:

- *Redacted reports*
- *Executive summaries*

For client verification include:

- *Client contact information (name, title, email, phone)*

Question 11:

Budget: For year 2 to include cost of doing business, what should we project as the cpi % increase?

Response:

The Controller's Office has projected a 3% placeholder for the 2027-28 budget year. The same Cost of Doing Business (COBD) projection rate may be used. The City reserves the right to adjust this percentage once the Controller's Office issues the official cost-of-living rate.

Question 12:

Budget: Do we need to provide a budget justification narrative separate from the budget template in Attachment B?

Response:

Proposers must submit a two-year proposed budget using Attachment B: Budget Template. A budget justification narrative is not required; however, it may be included if helpful to provide clarity regarding how funds are allocated and used in proposed budget.

However, Proposers must include a contingency narrative describing how proposed services would be affected in the event of reduced funding, including partial awards. The contingency narrative should clearly explain anticipated service reductions, prioritization strategies, and any corresponding impact on deliverables or outcome. Also refer to Section VIII. Price proposal, item 2b.

Question 13:

Does a subgrantee need to submit a detailed budget using the template in Attachment B?

Response:

No. However, subgrantees are encouraged to submit a detailed budget using the template. Subgrantees are subject to the requirements in Attachment A, Definition of Eligible Expenses.

Question 14:

Can the Agreement with the Subgrantee be in the form of a Memorandum of Understanding among all Subgrantees with roles and responsibilities?

Response:

Yes

Question 15:

Are there any page limits for any of the narrative sections?

Response:

No

Question 16:

Are there any minimum font size? Is 11 point Ok?

Response:

All proposals may be submitted in a sans-serif font (such as Arial, Calibri, or Verdana) using an 11-point font size.

Question 17:

Font type: In the Single Room Occupancy Grant Program on page 10 and the Code Enforcement Outreach Program on page 10, the font required is a sans-serif font (e.g. Arial, Calibri or Verdana). But in the Family and Children SRO program on page 10, the font required is serif font (e.g.-Times New Roman).

Response:

All proposals may be submitted in a sans-serif font (such as Arial, Calibri, or Verdana) using an 11-point font size.

Question 18:

Can you confirm that the different proposals have different font requirements.

Response:

All proposals may be submitted in a sans-serif font (such as Arial, Calibri, or Verdana) using an 11-point font size.

Question 19:

Do we need to submit Attachment D (Interest in Other City Contracts) with the proposal? Do all our subgrantees need to submit Attachment D. Do the subgrantees need to indicate that they are subgrantee of any City Contracts under another organization?

Response:

All proposers submitting a proposal are required to complete and submit Attachment D, Interest in Other City Contracts, as part of their complete proposal. Subgrantees are encouraged to disclose any such interest in other city contracts.

Question 20:

Under Measurable Outcomes, Tenant Counseling output has: “Provide individual and/or group counseling services”

- What constitutes a group in counseling services?
- Can you give some examples of acceptable “group counseling”?

Response:

Group counseling services means providing services to a group of people, rather than a 1-on-1 counseling session. A group is considered 2 or more individuals. Examples of group counseling include community meetings, workshops, building resident meetings, tenant conventions, etc. In these examples, services are being provided to the group, as a whole.

Question 21:

In the Family and Children SRO Grant Program, under D. Cultural and Language competency: “Proposal must demonstrate staff competency in English, Spanish, Cantonese, Mandarin, Toishanese, Vietnamese and Tagalog.”

- Do we need to meet all of the language requirements to be eligible?
- If necessary, can we provide any of these languages in ways other than via available staff, such as the use of online language assistance tools, contracting translators on an as needed basis, etc.?

Response:

Proposers must meet all language requirements to be eligible. Additionally, while having bilingual or bicultural staff to provide language assistance is preferred, Proposers may provide services using language assistance tools or third-party translators.

Question 22:

Under Tenant Counseling output (SRO), “Provide individual and/or group counseling services to 500 residents annually (for the SRO grant program) and 250 for the (Children & Family in SRO), “

- Can we count duplicated residents if it involves a different tenant issue or counseling service to be addressed?
- Are these limited to residents living in SROs?
- Can we include former SRO residents who used to be in the SRO program, but have relocated, but still need assistance?
- Can we include other low-income residents/families in overcrowding housing or doubled up families?

Response:

Proposers may count duplicated residents if it involves a different tenant issue or counseling need. While, this program is targeted at SRO residents, former SRO residents that have an established relationship with Proposer may be counted towards Tenant Counseling output goal. Similarly, Proposers may count low-income residents/families, housed in effectual (if not technically so) SRO buildings, towards their Tenant Counseling output goal. For example, a housing unit occupied with unrelated tenants who share common facilities (bathroom and kitchen) presents similar habitability issues as an SRO and may be counted.

Question 23:

Regarding “Follow up surveys”, will DBI provide us with the survey questionnaires or have specific questions that we need to ask in the surveys?

Response:

Same Response as question #5.

Question 24:

If the organizing component is needed;

Response:

We are unable to answer this question as it is not clear what “organizing component” is referring to.

Question 25:

By “complaints,” is that specific to formal complaints via DBI or may they be raised through other means?

Response:

Complaints may be raised through the DBI complaint process or other means.