

**CITY OF AUSTIN HEALTH AND HUMAN SERVICES DEPARTMENT
SOCIAL SERVICES & CAPACITY BUILDING RFA
SOLICITATION NUMBER: CB2016LW
QUESTIONS & ANSWERS**

1. **Question:** Are nonprofits that provide services for music programs in low-income schools eligible to apply?

Answer: The City of Austin is seeking applicants who are not currently receiving social service funding directly through the City Health and Human Services Department. All of the remaining requirements for applicant eligibility are listed on page 4 of Section 0500-Application, Scope of Work, and Instructions, which includes the following:

- a. Applicants shall be a nonprofit or government agency that can legally contract with the City
 1. City policy does not permit entering into a contract with an entity that owes taxes to the City.
 2. The Applicant and its principals may not be currently suspended or debarred from doing business with the Federal Government, as indicated by the United States General Services Administration list of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- b. Applicants shall be able to meet the City's insurance requirements for social service contractors. See the insurance requirements in Section 0400 of the RFA.
- c. The Applicant's Board of Directors shall:
 1. Have specific terms delineated by a beginning and ending date
 2. Meet in person a minimum of two times per fiscal year
- d. Within the last five years, the Applicant shall have a minimum of two years successful experience working with the proposed target populations and/or providing the proposed service(s) to clients.

Potential programs should also align with at least one of the principle objectives and goals listed on pages 6-7 of Section 0500-Application, Scope of Work, and Instructions.

2. **Question:** Are organizations that do not hold a direct contract with the City of Austin, but are currently subcontractors on City contracts through social service collaboratives eligible to apply for funding?

Answer: The City of Austin is seeking applications from qualified social service providers that do not receive funding directly from the City of Austin Health and Human Services Department. Subcontractors of current collaboratives are not receiving funding directly from the City, and are eligible and encouraged to apply for this solicitation.

3. **Question:** If the 20% match requirement will be met through earned income, does it have to be earned through the program included in the application or can the funding come from another agency program?

Answer: As stated in Section 0500-Application, Scope of Work, and Instructions, Applicants are required to provide a minimum 20% Cash Match for the amount of requested funds from the City, which can be satisfied through other funding grants, donations, or loans. The match

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funding does not have to originate from the proposed program, but the match funding is required to be used for the proposed program.

Applicants will detail other funding sources in Section 0650-Program Budget and Narrative, which will be reviewed by the City to verify whether the 20% match requirement has been fulfilled as part of the application. Please note that evaluation preference will be given for agencies matching above twenty percent, as indicated by question 3.5 in Section 0500-Application, Scope of Work, and Instructions.

4. **Question:** Is there a requirement of expansion and/or an expectation of serving an increased number of clients, or is funding available for existing clients within a program?

Answer: Part III of Section 0500 – Application, Scope of Work, and Instructions requires Applicants to provide a summary description of the budget justification for the program strategy/strategies. All expenses should be identifiable, reasonable, and necessary.

Applicants cannot request funding for existing programs and client capacity in cases where funding currently exists and would be shifted to other expenses and/or programs if a contract were to be awarded through this solicitation.

Funding may be requested for existing clients and programs in the case where grant funding from other sources is going to be discontinued and clients could only continue to have access to services if funding was awarded from the City of Austin.

5. **Question:** Where is information available regarding organizations currently under contract to provide similar services?

Answer: All current contracts with the City of Austin are available on a searchable online database on the Austin Finance Online website: https://www.austintexas.gov/financeonline/contract_catalog/index.cfm. Applicants may request a list of contracts for specific services through the written question and answer process through this solicitation. Any written questions must be submitted to Laura.Williamson2@austintexas.gov no later than 5:00pm on June 23, 2016.

6. **Question:** Will the sign in sheet from the June 8, 2016 pre-solicitation meeting be provided?

Answer: Yes. The sign-in sheets and the presentation from the pre-solicitation meeting have been posted under the “Pre-Proposal Presentation” heading on the solicitation page: <http://www.austintexas.gov/article/social-services-capacity-building-solicitation>.

7. **Question:** Are for profits eligible to apply for this solicitation?

Answer: For-profit enterprises are not eligible to apply for this solicitation. Eligible Applicants must be either a nonprofit or government agency that can legally contract with the City.

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The full list of requirements for Applicant eligibility is included on page 4 of Section 0500-Application, Scope of Work, and Instructions, which includes the following:

- a. Applicants shall be a nonprofit or government agency that can legally contract with the City
 1. City policy does not permit entering into a contract with an entity that owes taxes to the City.
 2. The Applicant and its principals may not be currently suspended or debarred from doing business with the Federal Government, as indicated by the United States General Services Administration list of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
 - b. Applicants shall be able to meet the City's insurance requirements for social service contractors. See the insurance requirements in Section 0400 of the RFA.
 - c. The Applicant's Board of Directors shall:
 - a. Have specific terms delineated by a beginning and ending date
 - b. Meet in person a minimum of two times per fiscal year
 - d. Within the last five years, the Applicant shall have a minimum of two years successful experience working with the proposed target populations and/or providing the proposed service(s) to clients.
8. **Question:** How is area of residency determined?

Answer: Section 0620 - Client Eligibility Requirements, provides residency requirements and links to sources to verify residency which includes the following:

- City-funded clients must be a resident of the City of Austin (Full Purpose Jurisdiction) and/or Travis County
 - Residence must be documented by proof of address that includes client name (e.g. City utility bill, lease, letter from landlord, etc.)
 - Residency eligibility must be verified by one or more of the following sources:
 - Austin GIS Jurisdictions Web Map (<http://www.austintexas.gov/gis/JurisdictionsWebMap/>)
 - Travis County Appraisal District website (<http://www.traviscad.org>)
 - U.S. Postal Service website (verification of County only) (www.usps.com)
9. **Question:** Are there specific target or service areas that the Health and Human Services Department intends to serve with this funding?

Answer: There are not specific target or service areas designated for the funding available through this solicitation. The City is intentionally leaving program strategies and target population options open to allow Applicants to propose solutions to meet community needs in an effective and successful manner for the target population(s) identified.

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Applicants will be scored on their ability to demonstrate need for services within the community. Question 1.6 in Section 0500-Application, Scope of Work, and Instructions asks for justification to demonstrate the need for the strategy/strategies being proposed and/or the unmet need for the proposed target population(s). That justification may include but not be limited to:

- a. Community reports
- b. Target Population demographic/Census data
- c. Target Population unmet need(s)
- d. Applicant's trends in Target Population unmet need(s)
- e. Waiting list information (if applicable)
- f. Data from community databases, such as Homeless Management Information System, showing Target Population unmet need(s) (if applicable)

Applicants are encouraged to utilize existing community plans and reports (listed on page 5 of Section 0500-Application, Scope of Work, and Instructions) while developing program strategies. These documents identify significant needs in our community, gaps in services, and/or best practices for strategies that foster and support self-sufficiency and meet basic needs for individuals and families.

Applicants are required to incorporate one or more of the Principle Objectives and Goals listed on pages 6-8 of Section 0500-Application, Scope of Work, and Instructions in their program strategy/strategies and describe how that goal aligns with the proposed program in Application question 1.4.

10. **Question:** Please expand on the client eligibility requirement of having a family income of 200% or less of the Federal Poverty Income Guidelines (FPIG). What if an agency doesn't currently track that?

Answer: Section 0620 – Client Eligibility Requirements provides details for rules related to client eligibility including the types of documentation required.

Family income must be 200% or less of current Federal Poverty Income Guidelines (FPIG) to be eligible for City-funded services; agency must update its FPIG categories when Federal figures change. Income inclusions and exclusions are based on Texas Administrative Code §5.19 and are as follows:

(1) Included Income:

- (A) Temporary Assistance for Needy Families (TANF);
- (B) Money, wages and salaries before any deductions;
- (C) Net receipts from non-farm or farm self-employment (receipts from a person's own business or from an owned or rented farm after deductions for business or farm expenses);
- (D) Regular payments from social security, including Social Security Disability Insurance (SSDI) and Supplemental Security Income (SSI);

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- (E) Railroad retirement;
- (F) Unemployment compensation;
- (G) Strike benefits from union funds;
- (H) Worker's compensation;
- (I) Training stipends;
- (J) Alimony;
- (K) Military family allotments;
- (L) Private pensions;
- (M) Government employee pensions (including military retirement pay);
- (N) Regular insurance or annuity payments; and
- (O) Dividends, interest, net rental income, net royalties, periodic receipts from estates or trusts; and net gambling or lottery winnings.

(2) Excluded Income:

- (A) Capital gains; any assets drawn down as withdrawals from a bank;
- (B) The sale of property, a house, or a car;
- (C) One-time payments from a welfare agency to a family or person who is in temporary financial difficulty;
- (D) Tax refunds, gifts, loans, and lump-sum inheritances;
- (E) One-time insurance payments or compensation for injury;
- (F) Non-cash benefits, such as the employer-paid or union-paid portion of health insurance or other employee fringe benefits;
- (G) Food or housing received in lieu of wages;

Agencies are expected to maintain client files with documentation confirming client eligibility. All requirements for documentation are outlined in Section 0620 – Client Eligibility Requirements.

Agencies are required to track eligibility during the life of the contract for clients served through City of Austin funding, but there is no requirement for eligibility tracking for clients served through other funding or for services provided prior to the start date of the contract.

11. **Question:** For outcomes 5A and 5B (listed page 3 of section 0640) are there specific definitions of life skill(s) and knowledge sought for this RFA? For the same outcomes, are there specific requirements regarding how improved life skill(s) and knowledge need to be demonstrated?

Answer: Section 0500 – Application, Scope of Work, and Instructions provides the standard outcome language required by City of Austin on pages 13-14. If/when a contract is awarded, specific definitions and requirements will be negotiated prior to the contract start.

12. **Question:** Could new fundraising software qualify as capacity building? Please provide examples of capacity building activities the Health and Human Services Department would like to see in proposals.

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Answer: The capacity building services will be provided to agencies awarded contracts through this solicitation. There is no expectation that the agencies are already engaged in capacity building activities. As part of Section 0500 – Application, Scope of Work, and Instructions, Applicants will perform a self-assessment by filling out questions on pages 16-19 in targeted areas of agency performance.

The City is looking for Applicants with a balance of established strengths and areas of opportunity for improvement that could be addressed through capacity building services such as consulting, structured courses, and mentorship opportunities. Applicants that are awarded contracts through this solicitation will be required to participate in capacity building services provided by the City. New fundraising software could be included to demonstrate strength as part of the response to question 2.5 with asks for a ranking of current fundraising practices.

13. **Question:** Would documentation of free and reduced lunch suffice for satisfying the documentation to verify income requirements?

Answer: Any families that qualify for free or reduced lunch will meet the income requirements, but further documentation is needed. Please see Section 0620 – Client Eligibility Requirements for all documentation required.

14. **Question:** Is there a specific threshold required for the percent of students that qualify for free and reduced lunch at individual school campuses to qualify for provision of services funded by the City of Austin?

Answer: The City of Austin does not have a specific threshold required for the percent of students that qualify for free and reduced lunch for services to be provided at specific campuses. However, Question 1.6 in Section 0500 – Application, Scope of Work, and Instructions requires Applicants to demonstrate the need for the strategy/strategies being proposed and/or the unmet need for the proposed target population(s).

Some previous school-based programs funded by the City of Austin have delivered programming to campuses identified as Title 1 schools as well as campuses where the applicable school district has identified the student population as receiving 67% or greater free or reduced lunch.

15. **Question:** What is the length of the initial contract term and any additional contract renewals?

Answer: \$350,000 in total funding is available for an initial 13-month program period of September 1, 2016 through September 30, 2017, with up to four 12-month renewal options for a total grant period not to exceed 61 months (contingent on Council approval during future budget processes).

16. **Question:** Are in-kind contributions allowable for the 20% match requirement? Can dollars generated through client fees, earned income such as tenant rent, or through insurance co-pays

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& insurance reimbursement (including Medicaid and Medicare) be used to satisfy the 20% match requirement?

Answer: Applicants are required to provide a minimum 20% Cash Match for the amount of requested funds from the City, which can be satisfied through other funding grants, donations, or loans. In-kind contributions will not satisfy the 20% match requirement.

Dollars generated through client fees, earned income such as tenant rent, or through insurance co-pays & insurance reimbursement (including Medicaid and Medicare) are all acceptable sources to meet the 20% match requirement. All other funding sources should be described in the response to Section 0650 – Program Budget and Narrative.

17. **Question:** Does the 20% cash match have to be new funding or can it be drawn from existing dollars? Are other government funds allowed to be use for the match, including funds from the City of Austin?

Answer: Section 0500 – Application, Scope of Work, and Instructions states that Applicants are required to provide a minimum 20% Cash Match for the amount of requested funds from the City, which can be satisfied through other funding grants, donations, or loans. Existing dollars, other government funds, and City funding are all allowed to satisfy the match requirement.

Please note that only Applicants who are not funded directly through the City of Austin Health and Human Services Department are eligible to apply. Funding from other City of Austin departments and/or funding through subcontracts of social service collaboratives are both allowable sources of funding.

18. **Question:** When client safety is a concern related to the ability to gather documentation to verify residency, identity, and/or financial information, is there a way to meet the client eligibility requirements without requiring clients to do anything that would threaten their housing, health, and/or safety?

Answer: All standard requirements for client eligibility and documentation are available in Section 0620 – Client Eligibility Requirements. Please note that the level of documentation required for income depends on the level of services being provided. For example, client files for programs which do not provide financial assistance to or on behalf of clients may include a self-declaration of income form.

Question 1.24 in Section 0500 – Application, Scope of Work, and Instructions asks for a description of how the Client Eligibility Requirements will be documented for the target population(s) identified in the application. If applicable, please describe in question 1.24 of the Application any safety concerns associated with collecting information and any potential alternate ways to collect client eligibility.

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The City of Austin seeks to provide services for vulnerable populations that address community needs and promote self-sufficiency. Applicants should not view safety barriers to gathering client information as precluding them from applying for this solicitation. The City of Austin will evaluate responses on a case by case basis, and in situations where documentation cannot be obtained for safety reasons (ex: domestic violence clients or youth that are seeking LGBT services and cannot safely request information from their parents), the City will negotiate reasonable terms for compliance for agencies awarded funding through this solicitation.

19. **Question:** Are agencies that receive funding from the City of Austin through a department other than Health and Human Services eligible to apply?

Answer: Yes. The only restriction for this solicitation regarding City of Austin funding sources is that Applicants are not currently receiving social service funding directly through the City Health and Human Services Department. Funding from other City departments or through subcontracts of social service collaboratives are eligible and encouraged to apply.

20. **Question:** Should the section in the application that asks for other funders be for the specific program or for the entire agency?

Answer: Section 0650 – Program Budget and Narrative is required for the Application to be considered complete and provides space to list all other funding sources. The responses on this form should be limited to the proposed program rather than agency-wide.

21. **Question:** Should capacity building be used for the full agency or the program specifically?

Answer: Capacity building services will be provided to agencies to help build organizational infrastructure. These services will be tailored to each agency's needs and will include options to work directly with organizational development consultants, attend formal classes, and participate in mentoring opportunities to help improve effectiveness, expand availability of services for the community, and/or and enable agencies to successfully fulfill their mission(s).

The capacity building services could be program specific, agency wide, or a combination of both. Agencies will perform a self-assessment as part of Section 0500 – Application, Scope of Work, and Instructions by filling out questions on pages 16-19 in targeted areas of agency performance. Determination of specific services provided to agencies as part of their contracts will be determined after the contracts are awarded and an initial consultation is conducted to help determine the highest area of need for each agency.

22. **Question:** Will capacity building services be provided for agencies that have additional clients outside of the target population and/or if the proposed program includes clients served by other funding sources?

Answer: Applicants that are awarded contracts through this solicitation will participate in capacity building services provided by the City. Services may be specifically related to the

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proposed program or for the entire agency, regardless of whether all clients served by the program/agency are funded by the City of Austin. The capacity building services provided to each agency will be dependent on the highest area of need. Please see the response to question 21 in this document for further information.

23. **Question:** How do we account for and value trained volunteer time?

Answer: Volunteer time should not be included in the response on Section 0645 – Staff Positions and Time because this form relates to the overall budget request.

There are two questions in Section 0500 Application, Scope of Work, and Instructions where Applicants could speak directly to use of volunteers:

- Question 1.4 on page 8 asks for Applicants to, “Describe the program strategy/strategies used by the proposed program. Please also identify at least one of the principle objectives and goals referenced above and describe how the selected goal(s) aligns with the proposed program.” This is an appropriate space to describe how volunteer efforts help to fulfill the program mission.
- Question 2.8 is specific to volunteers and asks for Applicants to “rank current performance of volunteer management and recruitment on a scale of 1-5 (1 being a weakness, 5 being a strength), provide an explanation of the ranking, and if applicable, explain how capacity building services could help with improvement.”

24. **Question:** What are the reporting requirements? Please include details about the frequency and format.

Answer: All reporting is conducted through an online contract management database that providers are able to access at no cost. The following is a general summary of the reporting requirements for social services contracts:

- Monthly Payment Request and Monthly Expenditure Report with back-up financial documentation
- Quarterly Program Performance and Quarterly Zip Code and Demographic Report
- Annual Progress Report
- Annual Administrative and Fiscal Review submission
- Other reporting as necessary

Section 4.9 of the base social services contract boilerplate includes the following reporting guidelines and requirements:

4.9.1 Grantee must submit a fully and accurately completed "Payment Request" and "Monthly Expenditure Report" to the City's Agreement Manager using the forms shown at <http://www.ckodm.com/austin/> by the deadline outlined in section 4.2. Grantee must provide complete and accurate supporting documentation. Upon receipt and approval by the City of each complete and accurate Payment Request and Monthly

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Expenditure Report, the City shall process payment to the Grantee of an amount equal to the City's payment obligations, subject to deduction for any unallowable costs.

4.9.2 Grantee shall submit a quarterly performance report using the format and method specified by the City no later than fifteen (15) calendar days following each calendar quarter. If the fifteenth (15th) calendar day falls on a weekend or holiday, as outlined in Section 8.24, the deadline to submit the quarterly performance report is extended to no later than 5:00 p.m. Central Time of the first (1st) weekday immediately following the weekend or holiday. Grantee shall provide complete and accurate supporting documentation upon request by City. Payment Requests will not be approved if any accurate and complete performance report, including any required documentation, is past due. Performance reports on a frequency other than quarterly may be required by the City based upon business needs.

4.9.3 An annual Agreement Progress Report, using the forms shown at <http://www.ckodm.com/austin/>, shall be completed by the Grantee and submitted to the City within sixty (60) calendar days following the end of each Program Period identified in section 4.1.2.

4.9.4 An Agreement Closeout Summary report using the forms shown at <http://www.ckodm.com/austin/> shall be completed by the Grantee and submitted to the City within sixty (60) calendar days following the expiration or termination of this Agreement. Any encumbrances of funds incurred prior to the date of termination of this Agreement shall be subject to verification by the City. Upon termination of this Agreement, any unused funds, unobligated funds, rebates, credits, or interest earned on funds received under this Agreement shall be returned to the City.

4.9.5 Grantee shall provide the City with a copy of the completed Administrative and Fiscal Review (AFR) using the forms shown at <http://www.ckodm.com/austin/>, and required AFR Attachments, including a copy of the Grantee's completed Internal Revenue Service Form 990 or 990EZ (Return of Organization Exempt from Income Tax) if applicable, for each calendar year no later than May 31st of each year. If Grantee filed a Form 990 or Form 990EZ extension request, Grantee shall provide the City with a copy of that application of extension of time to file (IRS Form 2758) within thirty (30) days of filing said form(s), and a copy of the final IRS Form 990 document(s) immediately upon completion.

4.9.6 Grantee shall provide other reports required by the City to document the effective and appropriate delivery of services as outlined under this Agreement as required by the City.

25. **Question:** If an organization applies for all of the funding available, would a lesser amount be awarded?

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Answer: As stated in Section 0500 – Application, Scope of Work, and Instructions, \$350,000 in total funding is available and it is anticipated that grants will be awarded to between four to seven agencies. If an agency applies for the total amount of funding available, it is likely that a lesser amount would be awarded if the agency scores are adequate to recommend funding for the program over the other applications.

26. **Question:** Is overhead an allowable expense?

Answer: Yes. Applicants must use Section 0650 – Program Budget and Narrative to provide the required budget information. Please note that question 3.1 in Section 0500 – Application, Scope of Work, and Instructions asks for Applicants to provide a summary description of the budget justification for the program strategy/strategies, and that all expenses should be identifiable, reasonable, and necessary.

Only overhead specific to the proposed program should be included in the request. For example, if the proposed program accounts for 20% of the agency's total overhead costs, that should be the maximum amount of overhead costs requested in the proposal. In addition, all expenses must be true and actual expenses to be considered for reimbursement from the City. Agencies are not allowed to charge a flat Indirect Expense Rate.

27. **Question:** Who will be responsible for reviewing and selecting recipients?

Answer: An Evaluation Committee will be formed to review the Applications and make a recommendation of contract awards. The Committee Members could include staff from the Health and Human Services Department, other City of Austin Departments, and/or outside subject matter experts. The names of members of the Evaluation Committee are not released, but Applicants can request to review their scoring sheets after the competitive process has been conducted. Final approval of contract awards will be subject to Austin City Council approval.

28. **Question:** If a nonprofit has a social enterprise, can the income from that enterprise count toward the 20% match requirement?

Answer: Yes. Section 0500 – Application, Scope of Work, and Instructions states that Applicants are required to provide a minimum 20% Cash Match for the amount of requested funds from the City, which can be satisfied through other funding grants, donations, or loans.

Income from a social enterprise would qualify and should be indicated in the response to Section 0650 – Program Budget and Narrative which asks for all other funding sources to be provided.

29. **Question:** Can the 20% match requirement be fulfilled through monthly operational income over the life of the contract?

Answer: Yes. The 20% match requirement can be fulfilled over the course of the contract.

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30. **Question:** Do all program clients have to meet the income and residency eligibility requirements, or only the clients served by City of Austin dollars?

Answer: Please see Section 0620 – Client Eligibility Requirements for a full list of rules and reporting expectations for client eligibility. These requirements only apply to clients served by City of Austin dollars, not all program clients.

31. **Question:** What documentation is required to verify client eligibility requirements?

Answer: Please read through all of Section 0620 – Client Eligibility Requirements for all eligibility and documentation requirements.

Client must provide proof of identity in order to receive City-funded services, documented by:

- A government –issued identification; or
- A signed Self-Declaration of Identity supported by client residency documentation

City-funded clients must be a resident of the City of Austin (Full Purpose Jurisdiction) and/or Travis County. Residence must be documented by proof of address that includes client name (e.g. City utility bill, lease, letter from landlord, etc.) and should be verified by one or more of the following sources:

- Austin GIS Jurisdictions Web Map (<http://www.austintexas.gov/gis/JurisdictionsWebMap/>)
- Travis County Appraisal District website (<http://www.traviscad.org>)
- U.S. Postal Service website (verification of County only) (www.usps.com)

Family income must be 200% or less of current Federal Poverty Income Guidelines (FPIG) to be eligible for City-funded services; agency must update its FPIG categories when Federal figures change. See Section 0620 – Client Eligibility Requirements or response to question 10 in this document for included and excluded income. Income documentation requirements depend on the type of services which include the following:

- Programs providing financial assistance to or on behalf of clients (including but not limited to rent, utilities, arrears, child care, tuition, occupational training): the client file must include primary eligibility sources; declaration of eligibility for another program (e.g., TANF, Free/Reduced/School Lunch Program) is not adequate documentation of eligibility
- Programs which do not provide financial assistance to or on behalf of clients: the client file must include primary eligibility sources or a self-declaration of income form

32. **Question:** What are some of the qualifying forms or policies that can serve as a proof for implementing or enforcing each policy described in the Bonus Evaluation Points section? Does an employee handbook or a short description of the initiative like the Employee Wellness Initiative suffice?

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Answer: A maximum of 10 points will be awarded for Applicants who create a healthy service environment for their clients, visitors, and staff. Part IV of Section 0500 – Application, Scope of Work, and Instructions includes a description of the four categories of policies included for this section. Please note that maximum points can be awarded in this section for having implemented or agreeing to implement these policies prior to September 1, 2016.

Agencies that have already implemented policies should attach approved & signed Healthy Service Environment policy/policies. An employee handbook would qualify in cases where the policy is clearly detailed and aligns with the policy description for each applicable section within the application (see pages 21-22 of Section 0500 – Application, Scope of Work, and Instructions). Formal descriptions of existing initiatives that include a signature from the person in your organization authorized to negotiate Contract terms and render binding decisions on Contract matters is also acceptable.

Technical assistance is available from the City of Austin Health and Human Services Department Chronic Disease Prevention and Control Program to assist Applicants in planning and implementing a Tobacco-free Campus policy, Mother-Friendly Workplace policy and Employee Wellness Initiative. They can be contacted at 512-972-6760.

33. **Question:** Please explain the non-resident bidder provision? If 501(c)(3) is located in Texas but the Federal EIN number has an address in another state, would the agency be considered a resident or non-resident? In this case, the principal place of business is in Austin, but there is a secondary location in other state where the EIN is registered.

Answer: Section 0835 – Non-Resident Bidder Provisions is related to Vernon’s Texas Statutes and Codes Annotated Government Code 2252.002 (State Code); the full text is available here: <http://www.statutes.legis.state.tx.us/Docs/GV/htm/GV.2252.htm>.

State Code defines a “non-resident bidder” as a person who is not a resident, and defines a “resident bidder” as a person whose principal place of business is in this state, including a contractor whose ultimate parent company or majority owner has its principal place of business in this state.

We are currently getting an opinion from the City of Austin Law Department about whether a nonprofit would be a resident or nonresident in the scenario above and will post a more detailed response to this question at a later date.

06/21/2016 update:

A principal place of business is considered where the books and records are kept, or where a majority of the business is conducted. If the vendor’s Franchise Tax Account is registered with the Texas Comptroller of Public Accounts (<http://comptroller.texas.gov/taxinfo/coasintr.html>), they may use the address listed under the account status as their state of residency.

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34. **Question:** Is there a requirement to include proof of insurance as an attachment to the application?

Answer: Page 2 of Section 0500 – Application , Scope of Work, and Instructions includes a checklist for all of the required attachments and the optional attachment show below:

Required attachments checklist:

- Current Board of Directors bylaws
- Copy of the most recently filed 990 or 990 EZ, or Extension to File documentation (no older than FY 2014)
- The following completed sections:
 - Section 0500 – Request for Application (RFA) Offer Sheet
 - Section 0640 – Program Performance Measures and Goals
 - Section 0645 – Program Staff Positions and Time
 - Section 0650 – Program Budget and Narrative

Optional attachment for Section IV – Bonus Points checklist:

- Approved & signed Healthy Service Environment policy/policies (*reference question 4.1*)

There is no requirement to include an attachment with proof of insurance as part of this application. Applicants that are awarded funding through this solicitation will enter into contract negotiations and a copy of insurance certificates will be obtained at that time.

35. **Question:** The application requires to “bidders” and “applicants,” is that a reference to the nonprofit applying to provide services?

Answer: Yes.

36. **Question:** There doesn't appear to be a clear goal that aligns with a workforce development program that provides job coaching for women seeking higher education. Specifically, there isn't anything that speaks to post-secondary education (ex: community colleges or universities) as a qualifying high quality secondary education in the Principle Objectives and Goals on pages 6-9 of the application. Is this an acceptable goal of a proposed program?

Answer: The City is intentionally leaving program strategies and target population options open to allow Applicants to propose solutions to meet community needs in an effective and successful manner for the target population(s) identified.

Question 1.4 on Section 0500 – Application, Scope of Work, and Instructions asks for Applicants to select at least one goal that aligns with the proposed program. Applicants may find the goal

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closest to their program goal(s) and provide context about how their program will meet a community need.

For example, in this case the Workforce Development Goal listed on page 7 of the application would be relatively close to this proposed service. The goal for this section is:

“Individuals are connected to jobs with good wages, benefits and career path opportunities to transition out of poverty and promote self-sufficiency. In many cases, for individuals to successfully transition into sustained employment, basic adult education and language acquisition services are required in addition to certifications and skills based instruction. Improve access to high quality adult education, including English as a Second Language, General Education Development, Adult Basic Education, computer literacy, financial literacy and health literacy to obtain literacy skills necessary for self-sufficiency (Literacy Coalition of Central Texas). Reduce disparities in education, employment and income (Workforce Solutions Strategic Plan, Overarching Goals)

37. **Question:** We are a nonprofit that currently has a direct and ongoing contract with the City of Austin Health and Human Services Department, but we have not yet received payment from the City as part of the contract for reimbursable expenses. Does this circumstance disqualify AFN for applying for this RFA?

Answer: Yes, any organization that currently holds a direct contract with the Health and Human Services Department is disqualified from receiving funding through this solicitation. Even if a payment has not yet received, both the City and agency have entered into a binding agreement to provide services in exchange for reimbursement from the City of Austin.

38. **Question:** Please clarify the goals of the RFA. Is there something that goes more in depth with the focus of the RFA, i.e. what *types* of programs the funding is looking for?

There are not specific target or service areas designated for the funding available through this solicitation. The City is intentionally leaving program strategies and target population options open to allow Applicants to propose solutions to meet community needs in an effective and successful manner for the target population(s) identified.

Applicants will be scored on their ability to demonstrate need for services within the community. Question 1.6 in Section 0500-Application, Scope of Work, and Instructions asks for justification to demonstrate the need for the strategy/strategies being proposed and/or the unmet need for the proposed target population(s). That justification may include but not be limited to:

- d. Community reports
- e. Target Population demographic/Census data
- f. Target Population unmet need(s)
- g. Applicant's trends in Target Population unmet need(s)
- h. Waiting list information (if applicable)

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- i. Data from community databases, such as Homeless Management Information System, showing Target Population unmet need(s) (if applicable)

Applicants are encouraged to utilize existing community plans and reports (listed on page 5 of Section 0500-Application, Scope of Work, and Instructions) while developing program strategies. These documents identify significant needs in our community, gaps in services, and/or best practices for strategies that foster and support self-sufficiency and meet basic needs for individuals and families.

Applicants are required to incorporate one or more of the Principle Objectives and Goals listed on pages 6-8 of Section 0500-Application, Scope of Work, and Instructions in their program strategy/strategies and describe how that goal aligns with the proposed program in Application question 1.4.

39. **Question:** The solicitation states that City will be providing some capacity building services. Will we be using those services or should we add money into our budget for capacity building?

Answer: Capacity building services will be provided to agencies awarded to contracts by the City, there is no expectation that agencies will have to invest funding into capacity building services. Please see responses to questions 12, 21 and 22 in this document for more information about the capacity building services that will be provided.

40. **Question:** Section 0640 - Program Performance Measures and Goals requires that an outcome measure be selected from the City's standard outcome measures listed. If the program falls under the "Youth" category in the sense that the program's objective is that children, youth and young adults are physically healthy, would the performance measure selected be restricted to only the 4A or 4B measure, or could the organization propose using a measure from a different issue area such as 3B?

Answer: Applicants should select the performance measure that most closely aligns with the proposed program. There are no formal restrictions as to which outcome categories Applicants can propose.

Question 1.25 in Section 0500 – Application, Scope of Work, and Instructions provides Applicants an opportunity to describe how the selected measure(s) relates to the Applicant's mission and services.

41. **Question:** Please clarify the term of the contracts for this solicitation. In the Pre-Proposal Meeting and in the Application, the Term of the Contract is defined as an "Initial 13-month contract with option for four additional 12-month extensions (61 months)." In Section 0400 Supplemental Purchasing Provisions, the Term of Contract states that "The Contract shall be in effect for an initial term of 36 months and may be extended thereafter for up to 3 additional 12-month periods, subject to the approval of the Contractor...." for a total of 72 months.

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Answer: As stated in the Pre-Proposal Meeting and in Section 0500-Application, Scope of Work, and Instructions, there is \$350,000 in total funding is available for an initial program period beginning September 1, 2016 through September 30, 2017, with up to four 12-month renewal options for a total grant period not to exceed 61 months (contingent on Council approval during future budget processes).

Section 0400 – Supplemental Purchasing Provisions has been corrected to reflect that timeline and uploaded on the solicitation page which is available here: <http://www.austintexas.gov/article/social-services-capacity-building-solicitation>. In the case where alterations are made to any RFA documents available in the RFA Download Files section of that page, the new upload date will be listed in the far right column of the table and any changes to the documents will be noted in red.

42. **Question:** In reference to Program Budget Section 0650 – if requesting mileage reimbursement/staff travel for within Travis County, is that requested amount included under “General Operating Expenses?”

Answer: Yes, but any expenses must be specifically written into Section 0650 – Program Budget and Narrative. The expenses listed in that form must be inclusive; the City will not be able to reimburse any expenses that are not included in that form.

43. **Question:** Are agencies able to select more than 1 category/program?

Answer: Yes, agencies have two options when there are multiple programs and/or categories included in the proposed services. One application can be submitted that includes all applicable services, or multiple applications can be submitted by a single agency for different programs.

44. **Question:** Per the insurance requirements, are independent contractors considered subcontractors?

Answer: Section 0400 – Supplemental Purchasing Provisions describes the insurance requirements for contractors and subcontractors. A subcontractor is categorized as another agency or service that provides direct client services and increases the output of the contract, meaning that they increase the number of unduplicated clients served by the contract overall.

45. **Question:** Are services allowed to be provided at charter schools?

Answer: Services may be provided at charter schools. Applicants will still need to comply with Section 0620 – Client Eligibility Requirements and demonstrate the need for services for the target population in their response to question 1.6 in Section 0500 – Application, Scope of Work, and Instructions.

46. **Question:** When serving youth in schools where 51%+ students are on free/reduced lunch, is that threshold for the school adequate documentation for client eligibility? When working

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strictly with youth and not their parents, with referrals coming from school counselors, does that impact the client eligibility requirements?

Answer: There is an expectation that Applicants will meet requirements outlined in Section 0620 – Client Eligibility Requirements in most cases. The level of documentation required for income depends on the level of services being provided, which is detailed in Section 0620. For example, client files for programs which do not provide financial assistance to or on behalf of clients may include a self-declaration of income form.

There are exceptions to the Client Eligibility Guidelines when clients are homeless or seeking services for domestic violence. There have also been previous City contracts that allow services to be provided for all students at schools where 67% or more of the student population qualifies for free/reduced lunch without any additional required client eligibility documentation.

Question 1.24 in Section 0500 – Application, Scope of Work, and Instructions asks for a description of how the Client Eligibility Requirements will be documented for the target population(s) identified in the application. If a proposed program is serving youth at a school where 67% or more of the students qualify for free/reduced lunch, and the proposed program is intended to serve all students on the campus(es), please indicate that in the response to question 1.24 in Section 0500.

47. **Question:** How often are reimbursements paid to contractors?

Answer: Monthly Payment Requests and Monthly Expenditure Reports with back-up financial documentation are required on the 15th of each month. If a contractor does not have any expenses that month, they are still required to submit the appropriate paperwork and indicate zero expenses.

Section 4.2 of the base social services contract boilerplate includes the following guidelines and requirements for requests of payment:

Section 4.2 of the 4.2 Requests for Payment.

Payment to the Grantee shall be due thirty (30) calendar days following receipt by the City of Grantee's fully and accurately completed "Payment Request" and "Monthly Expenditure Report", using forms at <http://www.ckodm.com/austin/>. The payment request and expenditure report must be submitted to the City no later than 5:00 p.m. Central Time fifteen (15) calendar days following the end of the month covered by the request and expenditure report. **If the fifteenth (15th) calendar day falls on a weekend or holiday, as outlined in Section 8.24, the deadline to submit the payment request and expenditure report is extended to no later than 5:00 p.m. Central Time of the first (1st) weekday immediately following the weekend or holiday.** Grantee must provide the City with supporting documentation for each monthly Payment Request which includes, but not limited to, a report of City Agreement expenditures generated from the Grantee's financial management system. Examples of appropriate supporting documentation **MAY** include, but are not limited to:

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- General Ledger Detail report from the Grantee's financial management system
- Profit & Loss Detail report from the Grantee's financial management system
- Check ledger from the Grantee's financial management system
- Payroll reports and summaries, including salary allocation reports and signed timesheets
- Receipts and invoices
- Copies of checks and bank statements showing transactions as cleared

The City retains right of final approval of any supporting documentation submitted before a Payment Request is approved for processing. Failure to provide supporting documentation acceptable to the City may result in delay or rejection of the Payment Request. The City reserves the right to modify the required supporting documentation, as needed.

- 4.2.1 Unless otherwise expressly authorized in the Agreement, the Grantee shall pass through all Subagreement and other authorized expenses at actual cost without markup.
- 4.2.2 Federal excise taxes, State taxes, or City sales taxes must not be included in the invoiced amount. The City will furnish a tax exemption certificate upon request.

Section 4.3 of the base social services contract boilerplate includes the following guidelines and requirements for payment:

4.3 Payment.

- 4.3.1 All requests for payment received by the City will be paid within thirty (30) calendar days of the City's receipt of the deliverables or of the invoice, whichever is later. Requests for payment received without all required information cannot be processed and will be returned to the Grantee.
- 4.3.2 If payment is not timely made, (per this paragraph), interest shall accrue on the unpaid balance at the lesser of the rate specified in Texas Government Code Section 2251.025 or the maximum lawful rate; except, if payment is not timely made for a reason for which the City may withhold payment hereunder, interest shall not accrue until ten (10) calendar days after the grounds for withholding payment have been resolved.
- 4.3.3 The City may withhold or set off the entire payment or part of any payment otherwise due the Grantee to such extent as may be necessary on account of;
 - 4.3.3.1 delivery of unsatisfactory services by the Grantee;
 - 4.3.3.2 third party claims, which are not covered by the insurance which the Grantee is required to provide, are filed or reasonable evidence indicating probable filing of such claims;
 - 4.3.3.3 failure of the Grantee to pay Subgrantees, or for labor, materials or equipment,
 - 4.3.3.4 damage to the property of the City or the City's agents, employees or Grantees, which is not covered by insurance required to be provided by the Grantee;
 - 4.3.3.5 reasonable evidence that the Grantee's obligations will not be completed within the time specified in the Agreement, and that the unpaid balance would not be adequate to cover actual or liquidated damages for the anticipated delay;

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4.3.3.6 failure of the Grantee to submit proper payment requests and expenditure reports with all required attachments and supporting documentation;

4.3.3.7 failure of the Grantee to comply with any material provision of the Agreement; or

4.3.4 Notice is hereby given of Article VIII, Section 1 of the Austin City Charter which prohibits the payment of any money to any person, firm or corporation who is in arrears to the City for taxes, and of §2-8-3 of the Austin City Code concerning the right of the City to offset indebtedness owed the City. Payment will be made by check unless the parties mutually agree to payment by electronic transfer of funds.

48. **Question:** The response to question 4 in the Q&A reads: “Applicants cannot request funding for existing programs and client capacity in cases where funding currently exists and would be shifted to other expenses and/or programs if a contract were to be awarded through this solicitation. Funding may be requested for existing clients and programs in the case where grant funding from other sources is going to be discontinued and clients could only continue to have access to services if funding was awarded from the City of Austin.” If an agency is providing the existing program to additional, new low-income students who without the City funding would never be able to access the program, does this qualify for the funding?

Answer: As stated in Section 0500 – Application, Scope of Work, and Instructions, the City of Austin (City) seeks applications in response to this Request for Applications (RFA) from qualified social service providers (Applicants) who are not currently receiving social service funding directly through the City Health and Human Services Department and who could benefit from capacity building services to *expand existing services* and/or serve new populations, and build organizational infrastructure. Applicants may apply for funding that would expand existing programs within an agency to serve a larger number of clients.

49. **Question:** Section 0635 Defining Evidence Guideline is not one of the required attachments, please explain how this document is part of the application process. If the proposed program’s evidence level is “promising,” the level of evaluation needed is high according to that document. What types of evaluations meet this category of “high”?

Answer: Section 0635 – Defining Evidence Guideline is provided as a reference document to help with answering question 1.7 in Section 0500 – Application, Scope of Work, and Instructions which asks Applicants to determine the category for the service model that applies to the proposed program. The City does not have defined standards for meeting the “high” evaluation recommended for programs that are considered a “promising practice.” Instead, Applicants are asked to describe methods that will be used to continually evaluate performance and adjust the program as needed to ensure effectiveness as part of their response to question 1.7 in Section 0500.

50. **Question:** Are agencies required to carry directors and officers insurance to qualify for funding through this solicitation? Are agencies required to carry all insurances listed in the RFA documents, or is there flexibility in which portions of insurance are covered?

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Answer: Pages 1-3 of Section 0400 – Supplemental Purchasing Provisions provide details for the types and levels of insurance coverage required to be carried by contractors. As noted in this document, it is expected that the Contractor shall have, and shall require all Subcontractors of every tier providing services under the Contract to have, Standard Insurance meeting the General Requirements as set forth in Section 0400 which are sufficient to cover the needs of Contractor and/or Subcontractor pursuant to applicable generally accepted business standards.

Once contract awards have been decided, there is room to negotiate contract terms. In rare and specific cases, the City of Austin’s staff that are over risk management may allow certain waivers of insurance. However, in most cases, contractors are expected to carry each type of insurance at the levels specified in Section 0400. Contractors recommended for funding must agree to comply with insurance requirements prior to contract execution.

51. **Question:** Are nonprofits that provide services in classrooms that focus on arts education, changing youth attitudes, and academic success that may not be traditional social services that focus on health or homeless services eligible for funding through this solicitation?

Answer: Yes. All eligible applicants must meet the criteria listed on page 4 of Section 0500 – Application, Scope of Work, and Instructions which include:

- a. Applicants shall be a nonprofit or government agency that can legally contract with the City
 1. City policy does not permit entering into a contract with an entity that owes taxes to the City.
 2. The Applicant and its principals may not be currently suspended or debarred from doing business with the Federal Government, as indicated by the United States General Services Administration list of Parties Excluded from Federal Procurement and Non-Procurement Programs, the State of Texas, or the City of Austin.
- b. Applicants shall be able to meet the City’s insurance requirements for social service contractors. See the insurance requirements in Section 0400 of the RFA.
- c. The Applicant’s Board of Directors shall:
 1. Have specific terms delineated by a beginning and ending date
 2. Meet in person a minimum of two times per fiscal year
- d. Within the last five years, the Applicant shall have a minimum of two years successful experience working with the proposed target populations and/or providing the proposed service(s) to clients.

Applicants are expected to tie the proposed services to at least one of the Principle Objectives and Goals listed on pages 6-8 in their response to question 1.4 in Section 0500 – Application, Scope of Work, and Instructions. There is also an opportunity for Applicants to provide justification for the needs of the proposed services in their response to question 1.6 in Section 0500, and to specify any social impact and/or return on investment in the response to question 3.4 in Section 0500.

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52. **Question:** One of the potential proposed nonprofits applying for this solicitation is currently a location for the summer internship program run in partnership with the City of Austin and Travis County. The funding from this program goes directly to the youth participants, the organization does not receive any funding directly from the City. The program provides mentorship opportunities, job readiness training, and youth development. Would this program qualify for consideration of funding through this solicitation?

Answer: Yes. Nonprofits that do not hold direct contracts through this City of Austin Health and Human Services Department that also meet all the eligibility criteria listed on page 4 of Section 0500 – Application, Scope of Work, and Instructions are eligible and encouraged to apply. The summer youth internship program run by the City of Austin and Travis County is not administered through the City’s Health and Human Services Department, and organizations participating in this program are not disqualified from applying for funding through this solicitation.

53. **Question:** What are your opening and closing office hours when I can drop off the completed application?

Answer: Applicants may deliver applications between 8:00am-5:00pm Monday through Friday at the address listed on page 2 of Section 0500 – Application, Scope of Work, and Instructions which is 7201 Levander Loop, Building H, Austin, TX 78702. Please note that applications are due at 11:00am CST on Thursday, June 30th. The City will not be able to accept applications past 11:00am on the due date. For an application to be considered complete, all documents listed in the required attachments checklist on page 2 of Section 0500 must be included in both the hard copy submitted as well as the six required electronic copies of the application.

54. **Question:** For the match, we have a donor who has committed \$15,000 toward the proposed programs/services. How should we list them on the Funding Sources sheet? Do we need to provide their names, or will "Private Donor Commitment" suffice?

Answer: The Applicant may indicate “private donor commitment” in Section 0650 – Program Budget and Narrative, and should provide further context of that donation in response to question 3.5 in Section 0500 including any formalized letters or agreements that are in place.

55. **Question:** Is there a maximum request-to-annual-budget ratio that you all would not exceed? For example, we are making a request for approximately \$70k to fund an expansion in clinical and case management services. Our annual budget is approximately \$270k. This would be approximately 25% of our annual operating budget.

Answer: Any expenses requested from the City of Austin should be identifiable, reasonable, and necessary. Applicants will fill out their proposed budget for City funding in Section 0650 – Program Budget and Narrative, and will provide context and justification for those expenses in the response to question 3.1 in Section 0500 – Application, Scope of Work, and Instructions.

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In the case where the percent of costs for fundraising and administrative costs are above 25% of overall revenues for agencies that are awarded funding, the agency will be asked to provide an explanation and a plan for reducing that percentage.

There is not a specific request-to-annual budget limit, but Applicants will be asked to provide context for other funding sources in question 3.2 and describe the average cost per client when factoring in all funding sources for the proposed program in question 3.3 in Section 0500.

56. **Question:** Is there a way to indicate in the application that an organization has a "Plan B" for the Program Budget if the City doesn't want to fund the full request? For example, if an organization is submitting a request for approximately \$70k, but (by reducing capacity in the program) could bring the request down to \$50k, where could that flexibility be indicated?

Answer: Question 3.1 in Section 0500 – Application, Scope of Work, and Instructions provides Applicants the opportunity to provide a summary description of the budget justification for the program strategy/strategies. In the response to this question, Applicants may indicate alternate funding levels that would be acceptable for the proposed services.

57. **Question:** Is there an ideal range of cost-per-client that you all are looking for?

Answer: No. There are not specific target or service areas designated for the funding available through this solicitation. The City is intentionally leaving program strategies and target population options open to allow Applicants to propose solutions to meet community needs in an effective and successful manner for the target population(s) identified.

With the solicitation open for different categories of proposed services, there is an expectation that there may be significant variation in cost per client between applications depending on the types of services proposed. For example, providing housing may cost more per client than group therapy services, but both provide critical services for different clientele and significant value for the community.

Question 3.1 in Section 0500 – Application, Scope of Work, and Instructions asks for budget justification. All expenses requested for reimbursement should be identifiable, reasonable, and necessary. Applicants may also speak to additional value of the program in question 3.4 regarding social impact and return on investment.

58. **Question:** Is there a lower threshold on Outcome Rate for Total Program Performance that should not be passed?

Answer: There is no specific threshold for proposed services, and the appropriate measure will vary depending on the type of service and population served. Applicants will enter proposed goals in Section 0640 – Proposed Performance Measures and Goals. For agencies that are awarded funding through this solicitation, negotiations will include discussion and possible amendments to the proposed goals.

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59. **Question:** Could source of matching revenue include: a) revenue from existing sources that is designated for covering the cost of membership for these members? b) A private donation pledged to support high-needs, low-income members if this program is funded? c) A grant (already in application) to cover services to this population?

Answer: Yes, please see responses to questions 3, 16, 17, and 28 in this document regarding the required 20% cash match. Revenue from existing sources, private pledged donations, and grant funding from any source other than directly from the City of Austin Health and Human Services Department are all eligible sources of funding to satisfy the 20% match requirement.

60. **Question:** If funded, could the funding be used to cover the following: a) membership dues for new high-needs, low-income members (not already covered in 2016 budget)? b) Cover staff (Volunteer Dir., Exec. Dir., and/or Program Coord.) time in serving this subgroup of members? c) Cover other expenses as needed (e.g. urgent need drives when a volunteer is unavailable, supplies for recruiting/training volunteers, hard costs for delivering services)?

Answer: Yes. Any expenses must be specifically written into Section 0650 – Program Budget and Narrative. The expenses listed in that form must be inclusive; the City will not be able to reimburse any expenses that are not included in that form. Any proposed expenses must be identifiable, reasonable, and necessary.

Staff costs are allowed and should be indicated in Section 0645 – Program Staff Positions and Time. Please note that City funding will only cover staff costs and time that are specifically related to City’s portion of the proposed program.

61. **Question:** What is the official name of this grant program that we should refer to in the narrative?

Answer: This solicitation may be referred to as the Social Services and Capacity Building RFA or Solicitation Number CB2016LW. Within the responses to questions in Section 0500 – Application, Scope of Work, and Instructions, Applicants may refer to the funding available through this solicitation in any way that is clear within the context of the written response. For example, “if awarded funding through the City of Austin through this solicitation,” “City of Austin funding,” “Contract through the Health and Human Services Department,” etc.

62. **Question:** Is it OK to include three (with two optional) outcomes with measures?

Answer: Yes. As indicated in Section 0500 – Application, Scope of Work, and Instructions, Applicants are required to choose at least one of the City’s standard outcome measures which are listed on pages 13-14 of Section 0500 and listed in Section 0640 – Program Performance Measures and Goals. Applicants may choose to propose additional performance measures.

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63. **Question:** If our State of Texas address has changed since filing as an active corporation in Texas, can we use our new address in this application?

Answer: Yes.

64. **Question:** Our entire program budget, and matching funds we will raise to reach our budget needs, exceeds 20% match of our request to the City of Austin. Is it OK to provide greater than 20% match?

Answer: Yes. As noted in question 3.5 in Section 0500 – Application, Scope of Work, and Instructions, evaluation preference will be given for agencies matching above 20%. Any match funding should be listed in the last page of Section 0650 – Program Budget and Narratich which asks for “Amount Funded by ALL OTHER Sources.”

65. **Question:** What proof of match is required for financial management of the grant/contract once awarded? That is, will you require grant award letters and individual donation reports that demonstrate our 20% and above match?

Answer: Applicants will list all other sources of funding on the last page of Section 0650 – Program Budget and Narrative. Sources of grants and donations should be specifically listed in that table, and written explanation of how the match will be met can be described in the response to question 3.5 in Section 0500 – Application, Scope of Work, and Instructions. The response could include indication of any grant award letters and/or donation reports that would be applicable to satisfying or exceeding the 20% match requirement.

66. **Question:** Will un-signed documentation, such as an organizational employee handbook, serve as proof of healthy workplace policies?

Answer: A maximum of 10 points will be awarded for Applicants who create a healthy service environment for their clients, visitors, and staff. Part IV of Section 0500 – Application, Scope of Work, and Instructions includes a description of the four categories of policies included for this section. Please note that maximum points can be awarded in this section for having implemented or agreeing to implement these policies prior to September 1, 2016.

Agencies that have already implemented policies should attach approved & signed Healthy Service Environment policy/policies. An employee handbook would qualify in cases where the policy is clearly detailed and aligns with the policy description for each applicable section within the application (see pages 21-22 of Section 0500 – Application, Scope of Work, and Instructions). Formal descriptions of existing initiatives that include a signature from the person in your organization authorized to negotiate Contract terms and render binding decisions on Contract matters is also acceptable.

Technical assistance is available from the City of Austin Health and Human Services Department Chronic Disease Prevention and Control Program to assist Applicants in planning and

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implementing a Tobacco-free Campus policy, Mother-Friendly Workplace policy and Employee Wellness Initiative. They can be contacted at 512-972-6760.

67. **Question:** Please clarify the kinds of activities would be allowable for proposed services. The RFP indicates that funds must be used to serve additional clients—above and beyond who is currently being served. If an agency is needing funds to hire a fulltime intake person who will also bill insurance for services on behalf of clients, is that an allowable expense if it is a critical need, but would not result in **more** clients being served over all? Just clients getting a better depth of service in terms of response time, referrals, and assistance with insurance questions and filing. We have an intake function now and outsource insurance billing, but with insurance the job is so big, we need more capacity to do that. However, keep in mind we may not necessarily see more clients due to that position.

Answer: There are not specific target or service areas designated for the funding available through this solicitation. The City is intentionally leaving program strategies and target population options open to allow Applicants to propose solutions to meet community needs in an effective and successful manner for the target population(s) identified.

In Section 0500 – Application, Scope of Work, and Instructions, Applicants are expected to provide justification to demonstrate the need for the strategy/strategies being proposed and/or the unmet need for the proposed target population in response to question 1.6.

Staff costs are allowed and should be indicated in Section 0645 – Program Staff Positions and Time. Please note that City funding will only cover staff costs and time that are specifically related to City’s portion of the proposed program. Applicants should be able to provide context in their response to question 1.22 in Section 0500 regarding each position listed for City funding and the percentage of each position’s time to be spent on the program.

Applicants cannot request funding for existing programs and client capacity in cases where funding currently exists and would be shifted to other expenses and/or programs if a contract were to be awarded through this solicitation.

As indicated in the response to question 4 in this document, Part III of Section 0500 – Application, Scope of Work, and Instructions requires Applicants to provide a summary description of the budget justification for the program strategy/strategies. All expenses should be identifiable, reasonable, and necessary.

68. **Question:** As a follow-up to the response to question 4 in the Q&A document - does not supplanting funds include unrestricted funds from fundraising or client fees? What if an agency is receiving government funds that are not necessarily going away altogether, but have been reduced, or funds that are so unstable and the future is so uncertain that an agency is planning to exit that contract in 2017 before funds disappear suddenly (In this case we are voluntarily exiting that contract before it goes away)?

**CITY OF AUSTIN HEALTH AND HUMAN SERVICES DEPARTMENT
SOCIAL SERVICES & CAPACITY BUILDING RFA
SOLICITATION NUMBER: CB2016LW
QUESTIONS & ANSWERS**

Answer: As noted in the response to question 4 in this document, Applicants cannot request funding for existing programs and client capacity in cases where funding currently exists and would be shifted to other expenses and/or programs if a contract were to be awarded through this solicitation. If funding sources such as fundraising and fees would need to be shifted if City funding is awarded, Applicants should provide justification for that change in their response to question 3.1 and/or 3.2 in Section 0500 – Application, Scope of Work, and Instructions.

Funding may be requested for existing clients and programs in the case where grant funding from other sources is going to be discontinued and clients could only continue to have access to services if funding was awarded from the City of Austin.

If grant funding is or will be reduced in the near future, and/or if the agency is going to discontinue participation in a grant program, that context can be provided in question 3.2 of Section 0500 – Application, Scope of Work, and Instructions. This question asks for context regarding additional funding sources, which could include context of any recent or expected changes in funding sources and levels.

69. **Question:** Can we delete information in the narrative application that does not pertain to our answers? For instance, can we delete all standards outputs and measures, and simply submit our responses? Or within the narrative, can we delete the list of area studies and resources and include only our answers to the questions?

Answer: When filling out Section 0500 – Application, Scope of Work, and Instructions, Applicants should only edit the document by filling out responses in the text boxes provided. If compiling responses in a separate document as described on page 3 of Section 0500, Applicants may strictly enter the responses to each question rather than carrying over information that does not apply to the program such as community reports and performance measures that will not be used for the proposed program.

To indicate the selected performance measure(s) for the proposed program, the Applicant should fill in the appropriate responses in Section 0640 – Program Performance Measures and Goals and also describe how that particular goal aligns with the proposed program in the response to question 1.25 in Section 0500 – Application, Scope of Work, and Instructions.

70. **Question:** For Section 0645, Program Staff Positions and Time, do we list the total FTE or just the portion that requested funding would cover? For example, we have a 1.0 FTE position but the City's funding would cover only .2 FTE of the position.

Answer: Staff listed for Section 0645 – Program Staff Positions and Time should only indicate the staff being funded for the proposed program through City of Austin dollars through this solicitation. For example, if the amount requested in the application would fund 20% of the use of a position to provide services and the other 80% of their time is funded through other sources and/or used for other programming, the response in Section 0645 should reflect 0.2 FTEs for that position.