

**RFP 2023-002 Basic Needs Issue Area
Official Questions and Answers**

All questions should be directed to the RFP Authorized Contact Person: Kiara Price at APHCompetitions@austintexas.gov or in the PartnerGrants database by no later than Thursday, March 23, 2023 by 3PM CST.

Last Updated March 8, 2023:

Question No.	Questions	Answers
1	For continuation applicants, will we be receiving existing exhibits from our grant manager to update, or will we need to start with fresh forms?	If an agency has a current contract that will be competed through this RFP, the agency will need to apply through the RFP process. The proposal submitted will be used to develop and negotiate the new contract if chosen for award.
2	On page 4 of the Exhibit C - Scope of Work, I don't see the amount of funding available for Service Category 5: Transportation like it is for the other service categories. Is there a specific allocation for that service category?	Transportation falls in the "other program categories" section of the Scope of Work. The amount can be found in the Other Basic Needs Services section: "At least \$394,196 in other programs that meet the criteria of Basic Needs Services. Offers may apply for an annual minimum total of \$70,000. APH anticipates awarding up to 6 agreements in this service category."
3	Should there be separate proposals for each specific program category although it is all under one organization?	Applicants need to submit unique proposals for unique programs. Different program categories require different proposals. If applicants have a program that crosses into more than 1 program category (for example: a program that provides transportation and food access under the same program - same staff, etc.), a single proposal can be submitted.
4	The grant award amounts by service category are phrased as "at least x dollars annually." May an applicant request more than what is estimated per service category?	Applicants can submit a request for as much as they choose for each program. The scope of work outlines funds available for the different issue areas. It is unlikely, unless specified otherwise, that only one agency will be awarded in each category. Please review the funding section of the scope of work for more information about minimum award amounts.
5	If a program provides services in more than one category, what service category which one should we apply for?	If there is a primary service category listed, agency should list that. If unclear, applicants can submit more than one category in the RFP Proposal, but it needs to be one clear program. APH will divide awarded proposals into service categories during the award process. However, if there are two specific, unique programs, it is not recommend to make them one application.
6	How does collaboration work? Do we submit as one organization, or how would that work?	There is a section in the application to indicate collaboration. One agency will need to be the designated fiscal agent, but there is an opportunity to share narrative detail about collaboration between agencies.

**RFP 2023-002 Basic Needs Issue Area
Official Questions and Answers**

7	The intended beneficiary of the Basic Needs RFP is anyone who earns less than 200% of FPL, and housing programs and shelters aren't part of the scope -- but I'm wondering if there is any delineation of housed/unhoused/supportively housed within that intended beneficiary class?	<p>The intention of the Basic Needs funding is to ensure individuals and families have access to the resources needed for household stability and progress towards or maintenance of self-sufficiency. APH has separate sources of funding that support housing and shelter programs, which are not a part of this RFP.</p> <p>Per Section VII. Priority Populations of Exhibit C – Scope of Work, primary focus of this funding should be on residents of Austin/Travis County living at or below 200% of the Federal Poverty Level. No additional housing status criteria are included for the sake of this RFP. Full eligibility criteria can be reviewed in Exhibit D – APH Client Eligibility Requirements.</p>
8	Are you recording this session to share later?	<p>The session will not be recorded, but all materials will be made available on the competition website by March 8, 2023.</p> <p>https://www.austintexas.gov/article/2023-002-basic-needs-issue-area-rfp</p>
9	What is mobile food access?	<p>Mobile Food Access is described in Exhibit C – Scope of Work on page 6 as “providing free food distribution and/or low- or no-cost food retail using a non-permanent mobile distribution model in underserved areas and/or to communities that predominantly include residents who are low income.”</p>
10	Can you provide more details on the Business Continuity/Emergency Preparedness requirements? Is there required participation in any City emergency planning meetings or activities? In the event of a disaster, how would the city communicate with grantees about providing emergency services?	<p>APH is interested in understanding how the program being applied for and/or any program at the agency would be able to support should an emergency response be activated.</p> <p>Per the APH Social Services Agreement Boilerplate:</p> <p>8.6 Business Continuity. Grantee warrants that it has adopted a business continuity plan that describes how Grantee will continue to provide services in the event of an emergency or other unforeseen event, and agrees to maintain the plan on file for review by the City. Grantee shall provide a copy of the plan to the City's Contract Manager upon request at any time during the term of this Agreement, and the requested information regarding the Business Continuity Plan shall appear in the annual AAP documentation.</p> <p>8.6.1 Grantee agrees to participate in the City's Emergency Preparedness and Response Plan and other disaster planning processes. Grantee</p>

**RFP 2023-002 Basic Needs Issue Area
Official Questions and Answers**

		<p>participation includes assisting the City to provide disaster response and recovery assistance to individuals and families impacted by manmade or natural disasters.</p> <p>Please refer to Exhibit E – APH Social Services Agreement Boilerplate and Exhibits for information about required policies.</p>
11	<p>If we have one program that can provide services in multiple categories do we need to submit one or multiple proposals?</p>	<p>Applicants need to submit unique proposals for unique programs. Different program categories require different proposals. If you have a program that crosses into more than 1 program category (for example: a program that provides transportation and food access under the same program - same staff, etc.), applicants can submit a single proposal.</p>
12	<p>Is the max amount we can request for the Household Stability category \$207,034, OR is that the total amount available for all three agreements? (referring to page 12 on Attachment C, Scope of Work)</p>	<p>See Answer to #4: Applicants can submit a request for as much as they choose for each program. The scope of work outlines funds available for the different issue areas. It is unlikely, unless specified otherwise, that only one agency will be awarded in each category. Please review the funding section of the scope of work for more information about minimum award amounts.</p>
13	<p>Does Guardianship fall under legal services program?</p>	<p>Please see page 7 in the Scope of Work that identifies services that fall within this Program Category (Legal Services). Note that the City indicates, “The City is intentionally leaving program strategies open beyond the criteria listed in this section, allowing Offerors to propose solutions to meet community needs effectively.</p>
14	<p>Does an approved threshold review form need to be submitted before an LOI can be uploaded?</p>	<p>An Annual Agency Threshold Application must be submitted prior to submitting an Intent to Apply Form to any RFP. It may or may not be approved by that time, but must be in submitted status at minimum. The Annual Agency Threshold does need to be approved in order for an Intent to Apply to be approved and for an Offeror to gain access to the final application, so please allow sufficient time for both approvals.</p>
15	<p>Does this grant cover case management services (FTE) provided through referral from Guardianship to other services?</p>	<p>Yes, if case management services fall within the program scope of work.</p>
16	<p>Under reporting guidelines it states reporting identity. Does that mean name?</p>	<p>Awardees are required to maintain records to verify client eligibility according to Exhibit D – APH Client Eligibility Criteria. While agencies need to maintain</p>

**RFP 2023-002 Basic Needs Issue Area
Official Questions and Answers**

		secure client records with all necessary information, quarterly and annual reporting should only include de-identified data without client identifying information included.
17	Are electronic signatures allowable on all the documents to be submitted? If not, which documents must be "inked", and scanned?	Electronic signatures are allowable if they are truly electronic via salesforce, DocuSign, or Adobe e-sign (this one is free) with a true signature and not typed.
18	The grant lists number 5 as "transportation" as one of the categories throughout the grant, however, in the portion with the breakdown of award amounts for awards and timeline, it lists number 5 category as "other basic needs services." Which is it? Or are basic needs and transportation category the same?	See #2: Transportation falls in the "other program categories" section of the Scope of Work. The amount can be found here: Other Basic Needs Services: At least \$394,196 in other programs that meet the criteria of Basic Needs Services. Offers may apply for an annual minimum total of \$70,000. APH anticipates awarding up to 6 agreements in this service category.
19	Did you say that it takes up to a week for the Annual Threshold to be processed?	Yes, but it may take more or less time depending on whether clarification or correction is needed or depending from the agency.
20	Is the CLAS and the LAP the same?	No, CLAS refers to Culturally and Linguistically Appropriate Services, a system of standards intended to advance health equity and eliminate health care disparities. LAP refers to a Language Access Plan. LAP focuses more specifically on steps for ensuring materials and services are provided in linguistically appropriate ways for the service population. Please see Section VI. Principles of Service Delivery in Exhibit C – Scope of Work for details.
21	If we were under legal services, guardianship clients are incapacitated so would there be a self-sufficiency requirement for them (#1 under category 4)?	If clients are able to maintain housing or public-benefits, the program qualifies.
22	Some financial management support services charge a nominal client service fee which in no way cover all the costs of the program. Would those services be automatically be ineligible due to this?	Please provide more specific information on this scenario to APHCompetitions@austintexas.gov .
23	Are clients in state institutions eligible (such as prisons)?	Yes, as long as they are within Austin/Travis Co. Submit any specific questions to APHCompetitions.

**RFP 2023-002 Basic Needs Issue Area
Official Questions and Answers**

24	The RFP is clear that there is separate funding for homeless services. What homeless RFPs, particularly for shelter services, will be coming out?	There will be a shelter RFP that may be coming out soon, the date is to be announced. Check the APH Competitions website for upcoming competitions.
25	Is purchasing things like HEB gift cards for clients an allowable activity under "food access?"	Yes, please reference the Budget and Narrative Exhibit, specifically the Instructions tab.
26	Can we submit multiple proposals in the same service category but with different projects, i.e. two food access projects?	We would prefer that agencies submit one proposal per service category as long as the programs described are connected. If programs are truly distinct, an agency may submit multiple proposals.
27	Will all the questions and answers discussed today also be posted to the website?	Yes, all presentation materials, including Q&A will be published on the competition website here: 2023-002 Basic Needs Issue Area RFP AustinTexas.gov
28	Is there a minimum annual grant amount or a maximum annual grant amount?	See Exhibit C – Scope of Work, Section IV. Funding and Timeline for the funding parameters for each program area. Different service categories may have different minimum amounts. See #4 for information about maximum amounts.
29	We have some funding that will last through the end of the year. Can we make adjustments to the budget in the first year to accommodate the change in funding?	APH works with agencies with a variety of funding sources and is willing to work with agencies individually upon award to negotiate appropriate spending expectations. For the Purpose of the RFP, all budgets should include a full 12-months of average expected program spending.
32	If we have two different service types in one proposal, should we submit multiple budgets?	Submit one budget per proposal. Distinct programs or services should be included in distinct proposals, but services included in the same proposal as part of the same overarching program may be submitted in one proposal. Please consider how disparate the programs and services are when determining how many proposals to submit.
33	Can we apply for tenants' rights without applying to legal services? Does there have to be a legal services component to qualify for tenants' rights funding?	Offerors may apply for any subset of services under each service category, or additional services that meet the criteria of Exhibit C - Scope of Work. Some funding in Service Category 4: Legal Services and Tenants' Rights is specific to a collaboration with Austin Code Department. Please review Exhibit C carefully for full details.
34	Is there a cap on administrative costs?	No. Each proposal evaluation involves a cost analysis process, and the justification for the proposed budget will help evaluators determine if the administrative costs and cost per client are reasonable for the proposed program. Offerors should be sure to answer

**RFP 2023-002 Basic Needs Issue Area
Official Questions and Answers**

		all parts of all questions to provide the appropriate information.
35	Where can we find additional details about the collaboration with Austin Code?	Please see Exhibit C: Scope of Work for information about the collaboration with Austin Code Department to implement the Tenant’s Advocacy program.
36	In the transportation item, is capital a permissible cost, such as for the purchase of vehicles?	In general, APH tries to fund social services directly, but a certain amount of capital purchases may be allowed. Capital purchases are generally limited to items under \$5,000. Please see Exhibit E – Social Services Contract Boilerplate with Standard Exhibits for more information about purchasing policies.
37	If our program fits into three different service categories, does it work to our advantage or disadvantage to submit multiple applications?	APH staff can’t determine which proposals are at an advantage or disadvantage. Offerors should do their best to submit different proposals for programs that are distinct from one another, and one proposal for services that fall under one overarching program.
38	What kinds of things would APH be looking for in the emergency response question?	Please see the response to Question 10. APH is interested in understanding how the program being applied for and/or any program at the agency would be able to support should an emergency response be activated. Please see Sections 8.6 and 8.6.1 of Exhibit E: Standard Boilerplate.
39	We are supposed to upload performance reports related to past experience providing the services we are proposing. Our organization hasn’t received long-term grant support from one source and may have evidence from various funders and in various formats. Is there flexibility on what kinds of reports we could submit?	Various types of performance reports are acceptable, including quarterly reports, annual reports, etc. Please upload documents that demonstrate related experience providing similar services and fully respond to the narrative in Form 2 – RFP Proposal to provide evaluators with enough context to draw connections between documents submitted and the experience needed to support your proposal.
40	We haven’t had anything monitored by a funder yet. Is that a problem for the threshold?	No, that will not be a problem in a Threshold Application. Under this circumstance, please respond “No” to the question concerning monitoring reports in the Threshold Application and include a brief explanation stating that you don’t have any reports from funders.
41	Is there a goal for annual clients served or a cost-per-client goal/cap?	No, there is no goal or cap for number of clients served annually or cost per client. Offerors will be able to provide a cost per client and a justification for that cost per client in Form 2 – RFP Proposal.
42	Is the cost per client inclusive the overhead/administrative costs and services?	Yes, the cost per client is automatically calculated based on the annual goal of clients served entered into

**RFP 2023-002 Basic Needs Issue Area
Official Questions and Answers**

		the budget and the total annual budget and is inclusive of all proposed program costs.
43	Will you accept applications for less than the total amount in a program area?	Yes, but there may be minimum amounts in each category. Please see Exhibit C – Scope of Work, Section IV. Funding and Timeline for details in each category.
44	Will full or partial salaries for culturally appropriate case managers be considered allowable under this RFP? (Looking at the household stability category.)	Please see Budget and Funding Summary spreadsheet, Instructions tab for more information. Full salaries are allowable if staff are working full-time on the program. Generally, staff funding and time is determined by the agency through a cost allocation method and not determined by APH.
45	Do we need to submit an Intent to Apply and RFP for all three programs or just one RFP, outlining our SOW in all three programs?	Please see the response to question 3. Unique Intent to Apply submissions and RFP Proposals will be required for unique program categories.
46	As you know, our current APH contract for our Meals on Wheels Program, is in the amount of \$482,700. Being that the new Food Access award amount total is just over \$618,000, should we expect to not be awarded the same amount (IF we are awarded)? Would it be recommended that we apply for less? Just trying to gauge how to proceed. We certainly need all the funds we have been awarded in past years, but do not want to jeopardize our application if we apply for too high of an amount	Applicants can submit a request for as much as they choose for each program. The scope of work outlines funds available for the different issue areas. It is unlikely, unless specified otherwise, that only one agency is awarded in each category. Please review the funding section of the scope of work for more information about minimum award amounts.