

DATE: July 21, 2025 at 6:20 P.M.

RFP HOLDERS OF: Temporary Emergency Housing Facility Operator(s) for the
Temporary Emergency Housing Facility – CIP 71112

SUBJECT: Addendum No. 1

The purpose of this addendum is to clarify questions received and further clarify the Request for Proposals, Temporary Emergency Housing Facility Operator(s).

Question	Answer
1 Our organization has unaudited financials. Are we still eligible to apply, and if so, what documentation may be submitted in place of audited financials?	Yes, please submit a letter from your tax preparer. This includes an independent auditor's report.
2 Regarding contracting with Health Plan of San Joaquin, Independent Living Systems (ILS), and Health Net: what is the expected timeline from award to executing contracts for all required Community Supports (CS) and Enhanced Care Management (ECM) services? We currently hold contracts with Health Net and ILS for all required services. Adding San Joaquin County to those contracts should not take longer than three months. While we do not yet have a contract with Health Plan of San Joaquin, we have strong relationships and would initiate contracting immediately if awarded.	The proposed model is the City will contract with the Managed Care Plans. Our goal with this RFP is to identify a sub-contractor "operator", to deliver services directly to residents in the City of Tracy at the Arbor Avenue Shelter site. Please see page 4 of the RFP document under CalAIM Community Supports and page 32, Exhibit A - Scope of Services Introduction.
3 Our leadership team has more than 20 years of collective experience operating Recuperative Care and Housing Navigation services. We have successfully operated Recuperative Care for over a year, but our direct experience is not consecutive. Does this meet the eligibility criteria requiring a minimum of one year of relevant experience?	Please refer to page 6 in the RFP document to clarify language regarding 3 years of experience. This section references, "at least 3 years" specific to recuperative care and housing navigation under the Shelter Operations section.
4 Can you clarify the requirement to possess all necessary permits, licenses, and professional credentials to deliver services under this RFP? For example, would a commercial kitchen license be required if meals are provided, and would individual ServSafe certifications need to be submitted before contract execution?	The City will ensure appropriate licenses and kitchen certifications are obtained from County agencies. All individuals tasked with working in the kitchen will need to hold a ServSafe certification and will need to provide copies of this prior to contract execution. Please see page 5 in the RFP document under Shelter Operations and page 33, Exhibit A- Scope of Services under Scope of Services Requirements # 12.
5 What is the expected staffing capacity for awarded providers? Is there flexibility to hire staff once the contract has been awarded?	The City is asking the sub-contractor "operator" to provide a staffing plan and qualifications. Please see page 16 in the RFP document, Attachment A–Application and page 33-34, Exhibit A- Scope of Services under Scope of Services Requirements #13-16, #23-25 and #27 to clarify information regarding additional needs of the proposed sub-contractor "operator." A budget must be identified and negotiated prior to contract execution.

Question	Answer
6 Beyond commercial kitchen licensing, are there any other specific licenses, registrations, or certifications required to provide the services outlined in the RFP?	The City is asking sub-contractor “operator” to provide staffing plan and qualifications. Please see page 16 in the RFP document, Attachment A–Application and page 33-34, Exhibit A- Scope of Services under Scope of Services Requirements #13-16, #23-25 and #27 will clarify information regarding additional needs of the proposed sub-contractor “operator.” A budget must be identified and negotiated prior to contract execution.
7 We are based out of the area and cannot drop off the application in person. If in-person submission is the only option, our team can make arrangements to travel during the week the RFP is due. Please confirm if in-person submission is required.	An option to mail in has been identified on the addendum and to the RFP document. Please see page 11 in the RFP document under Proposal Submission Format and Submittal and under Submittal/Delivery Information.
8 Facility Maintenance: * Can you clarify the division of maintenance responsibilities between the City and the selected service provider, particularly regarding structural repairs, plumbing, electrical systems, and commercial kitchen equipment?	It is the Qualified Operator(s) responsibility to notify the City of any repairs that go above the normal wear and tear and repairs must be approved by the City. Phase III-Modular Units are under lease and City must be included in all communications to the vendor, Mobile Modulares, for all work orders and repairs. Please see page 34 of the RFP document under Repairs, Maintenance, Additions and Reconstruction.
9 Existing Infrastructure: * Does the facility currently have an installed camera surveillance system, or will the provider be expected to purchase and install new security equipment?	The City has their own security cameras on site and the shelter facility will be a part of the City’s larger security infrastructure. However, the sub-contractor “operator is responsible for hiring a security team. Please see page 35 of the RFP document under Security.
10 Laundry Facilities: * Are there existing on-site laundry facilities available for client and facility use, or is the service provider expected to secure external laundry services?	The City currently sub contracts for this service through the current operator. There are structures ordered for a laundry facility on site in the current construction plan which is set to complete in 2025. Please see page 32, Exhibit A - Scope of Services Introduction.
11 Match Requirements: *The budget template includes space for match funding. Could you clarify if a match is required or strongly recommended for this proposal?	An agency match is not required per RFP guidelines. Please see page 20-21 in the RFP document, Attachment B-Sample Budget under Personnel Costs and Operating Costs.
12 Budget Constraints and Flexibility: *Can you elaborate on any budget caps or constraints regarding administrative expenses, indirect costs, and operating expenses?	Please see page 16-17 in the RFP document under Budget; please complete a line-item budget outlining all proposed program costs, including personnel and operational expenses (see Attachment B for an example).
13 Meal Service Specifications: * Are there specific nutritional standards or meal provision guidelines required by the City or County regulations for this project?	Please see page 33, Exhibit A- Scope of Services under Scope of Services Requirements # 12.
14 Data and HMIS Requirements: * What specific data elements or outcome metrics will the City require providers to track and report, beyond standard HMIS data entry?	Please see page 18 in the RFP document under Performance Measurement and page 37 under Reports for clarification on expectations for outcome metrics.

Question	Answer
<p>15 Collaboration with County Services: * Could you clarify the expected scope and structure of coordination with San Joaquin County services, particularly with Behavioral Health and other medical service providers?</p>	<p>Please see page 5-6 in the RFP document under Shelter Operations. These contracts are still being negotiated.</p>
<p>16 Client Referral and Intake: * Can you detail the process for receiving client referrals—is it exclusively through the County Coordinated Entry System, or are direct referrals from hospitals or other entities expected? * The RFP asks applicants to speak to bed reservation systems- is this type of system required?</p>	<p>The City has their own referral process that aligns with our Strategic Plan to End and Prevent Homelessness in the City of Tracy. Referrals come from Tracy partners. This includes the local hospital, local unhoused resource providers and our City Police Department’s outreach team. Please visit our website for more detailed information around the shelter referral process. https://www.cityoftracy.org/opengov/homeless-services/getting-help</p>
<p>17 Training Protocols: *Are there any mandatory training requirements (such as de-escalation or trauma-informed care) for shelter security and direct-service staff? *The RFP mentions "Managed Care Plan required training" and says that the information is documented and made available upon request. Can you share a copy?</p>	<p>Please see page 36-37 of the RFP document for required trainings for shelter operations and page 38-39 under Agreement Provisions Between City of Tracy and Subcontracted Qualified operator(s) for additional Scope of Services from Department of Health Care Services referencing their Policy Guide for additional “operator” qualifications in #8.</p>
<p>18 Will the public be notified of who is awarded the Operator contract? *And where will this information be posted?</p>	<p>Please see page 7 of the RFP document under Updated Key Dates-tentative timeline for award of contract. Our City of Tracy Homelessness Advisory Meetings and City Council Meetings are all posted on the City’s website with advanced notice and postings of agendas for upcoming meetings.</p>
<p>19 Is the RFP only seeking an Operator for recuperative care or does this include shelter operations too?</p>	<p>Please see page 4 in the RFP document under Introduction for clarification on the City of Tracy’s model to identify a sub-contractor “operator” to deliver services to our unhoused residents.</p>
<p>20 Is the shelter for men, women or both? *If both, are there separate buildings to separate the genders or what is the layout?</p>	<p>It is a low barrier concept designed to meet the needs of the unhoused residents in the City of Tracy. Our layout is meant to be flexible with community needs. There are options to make changes in the layout.</p>
<p>21 Can proposals be submitted by mail, or must they be delivered in person?</p>	<p>An option to mail in has been identified on the addendum and to the RFP document. Please see page 11 in the RFP document under Proposal Submission Format and Submittal and under Submittal/Delivery Information.</p>
<p>22 How would the partnership be transferred over between providers?</p>	<p>This will be a soft transition between providers with flexibility needed from all involved to ensure the least amount of disruption to the residents and their current level of services.</p>
<p>23 What is the transition plan between current program model and future program model?</p>	<p>We are working through the contracts for additional programs and will integrate them as contracts are executed.</p>
<p>24 What type of medical respite programs will be offered? Occupational therapy? Physical therapy?</p>	<p>The Medical Respite program only pertains to Cal Aim billable services.</p>

Question	Answer
25 What is the intake process at the shelter? *How are clients referred?	The City has their own referral process that aligns with our Strategic Plan to End and Prevent Homelessness in the City of Tracy. Referrals come from Tracy partners. This includes the local hospital, local unhoused resource providers and our City Police Department's outreach team. Please visit our website for more detailed information around the shelter referral process. https://www.cityoftracy.org/opengov/homeless-services/getting-help
26 How is prescription management overseen at the shelter for clients?	Please see page 33-34, Exhibit A- Scope of Services under Scope of Services Requirements #10. There will be additional requirements around medication for Medical Respite.
27 What are the demographics that make up the population at the shelter?	Please see page 3 in the RFP document under Background and our website for more detailed information around demographics. https://www.cityoftracy.org/opengov/strategic-plan-to-prevent-and-end-homelessness
28 What type of challenges/barriers do the clients at the shelter encounter most?	Our largest shelter sub population is our elderly and disabled who need additional supports. Mental health, substance use and affordable housing are some of the additional challenges.
29 What was Tracy's most recent Point in Time Count?	Please see page 3 in the RFP document under Background and our website for more detailed information around demographics. https://www.cityoftracy.org/opengov/homeless-services/tracy-s-response-to-homelessness
30 What services are needed the most to help the unhoused community in Tracy?	Our largest shelter sub population is our elderly and disabled who need additional supports. Mental health, substance use and affordable housing are some of the additional challenges.
31 Will the City be providing guidance to the Operator in the development of the scope, background, policies and procedures for the Management and Operations Plan?	Please see page 36 in the RFP document, under Operating Plan.
32 Is there an anticipated operational budget for this RFP? Can the city provide any ballpark on anticipated cost that the budget should reflect?	Please see page 16-17 in the RFP document under Budget. Please complete a line-item budget outlining all proposed program costs, including personnel and operational expenses. (Please see attachment B for an example).
33 What does the funding structure look like from the city for the operator?	Please see page 16-17 in the RFP document under Budget; please complete a line-item budget outlining all proposed program costs, including personnel and operational expenses (see Attachment B for an example). Funding for shelter operations is allocated from the general fund and available grants.

Question	Answer
34 The RFP speaks to minimizing the operational footprint by having SJCBS operate the 39 non-congregate beds. Can there be further clarification provided for this? Would there be a co-operator overseeing that section of the property? Or would the rewarded operator maintain the operations, but SJCBS would manage the placement of clients in the beds?	Please see page 5-6 in the RFP document under Shelter Operations. The selected sub-contractor “operator” will work with the City and SJCBS to oversee and manage the facility. The selected sub-contractor “operator” will oversee the kitchen and laundry that will support the SJCBS units. SJCBS will be responsible for working with their clients and will have staff available to coordinate their case management and housing supports.

Below are clarifications to the RFP, City of Tracy Temporary Emergency Housing Facility Operator(s):

Page	Section	Update (red)
8	II. Introduction	<p><u>City Contact</u></p> <p>For questions regarding this Request for Proposal, please contact Virginia Carney, Homeless Services Manager, via e-mail at: virginia.carney@cityoftracy.org or by telephone at (209) 831-6119. The Qualified Operator shall be responsible for the prompt delivery of the request. The City shall not be responsible for any explanation or interpretations of the Request for Proposals other than by written addendum, which will be posted on the City’s website. No oral interpretations of any provision in the Request for Proposals shall be binding upon the City. All questions should be submitted to the Parks, Recreation and Community Services Department by 5:00pm on Friday July 18th, 2025.</p>
11	V. Proposal Process	<p><u>Proposal Submission Format and Submittal</u></p> <p>Applicants must submit material in the following format. See Section VI below, Submittal Requirements, for specific material to be included in proposal application:</p> <ul style="list-style-type: none"> • Hard Copies: Two (2) copies of <u>complete</u> proposal; and • Electronic Copies: All proposal material must also be submitted electronically. A functioning USB or disc drive is acceptable. • <u>Proposals can be submitted by mail and/or hand delivered and must be received by 5:00 P.M. on Tuesday, August 12th, 2025. It is the responsibility of the Qualified Operator(s) to ensure that proposals submitted by mail are postmarked before and/or by the designated due date and time.</u>
11	V. Proposal Process	<p><u>Submittal/Delivery Information</u></p> <p>The City will accept submittals through August 12, 2025 at 5:00 P.M. All proposals will be time stamped upon submission. The City will then review all submittals and schedule interviews with the most Qualified Operator(s). City reserves the right to have or not have interviews if it finds a clear Qualified Operator within the proposals.</p> <p>The City is not responsible for proposal packets delivered late. It is the responsibility of the Qualified operator(s) to ensure the proposal is submitted by the designated due date and time. Any proposals received by the Parks, Recreation and Community Services Department after the designated due date and time shall be returned unopened. <u>Proposals can be submitted by mail and/or hand delivered to:</u></p> <p>City of Tracy Parks, Recreation and Community Services Department ATTE: Virginia Carney, Homeless Services Manager 333 Civic Center Plaza 1st Floor Tracy, CA 95376</p>

Page	Section	Update (red)
33	Exhibit A-Scope of Services	12. Provide three meals daily to all shelter guests in a commercial kitchen setting. Ensure appropriate licenses and certifications are obtained from County agencies or subcontracted qualified operators to operate kitchen facilities and/or to handle food preparation and/or meal delivery. All individuals tasked with working in the kitchen will need to hold a ServSafe certification and will need to provide copies of this prior to contract execution.

Below is an updated Table of Contents in the RFP:

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Thank you for your consideration,



Virginia Carney
Homeless Services Manager