RFQS 006-COVID-19 RISE 2.0 2020-NPS
Official Questions and Answers

All questions should be directed to the RFGA Authorized Contact Person:
APHCompetitions@austintexas.gov **or in the Partnergrants database by no later than July 21 at noon p.m.**

Technical questions regarding submitting the application in Partnergrants can be asked until the due date July 22, 2020 at noon CST.

Questions	Answers
1) There was a question about the requirement that clients provide a government ID. Does it have to be a U.S. Gov't ID, or are IDs from other governments okay too?	Government Identification from clients can be U.S. Identification or Identification from other governments.
2) The contract is listed as a deliverable contract. Will we be expected to provide a GL with expenses for each reimbursement claim, as we do with RISE 1.0 now?	The details of how the claims will be administered will be determined during the contract negotiation process. However, it is anticipated that an initial deliverable may be over 50% of the funding in order to provide funding upfront. This is not guaranteed, but will be negotiated in the contract development process.
3) What period is the budget for? (repeating my question from earlier so you have them all in one list)	Please refer to the Scope of Work Funding and timeline section 2.3.
4) ~~Which staff do we need to include resumes for? In question 3D the wording was unclear if we needed to include them just for executive staff, or for all staff listed in the earlier parts of the question.~~	~~Please include staff resumes and job descriptions for key or leadership staff involved in operating the program.~~ This answer has been updated below – Question 17
5) For the Part A award, can you speak to what portion APH will designate that agencies use for services vs. admin costs? Is it the standard 10% admin cap?	The language for this, Section 2.1, has been updated to clarify the intent of Part A. It now states: " No financial assistance is included in this project type. Funds can only be used for salaries and operations to run the phone bank that will coordinate with the online portal." There are no services versus administrative costs. It is all for salaries and operations to run the phone bank.
6) For Part A agencies, we'd like to confirm that we do not have to build the portal, the agency running Part B would do that.	Please refer to the Scope of Work 2.1 "Applicants may apply for **either** project type"
7) Question 7 asks for documentation including a screen shot of the online portal, lottery rubric, and a sample report with the required program metrics. Are these required for Part A applications as well? Are you saying	All applicants must respond to Question 7. Each bullet indicates which Part (Part A or Part B) should submit samples. Question 7 – Sample Documents (10 points)

Updated: 7/16/2020 5:00 PM

that agencies applying for A (phone bank) do not have to answer question 7?	Attach sample documents corresponding to the following Items in Section F-Scope of Work: • Part B: Sample screenshot of website portal in all languages available. • Part A and B: Sample policies and procedures demonstrating client eligibility criteria (section 6) • Part B: Sample lottery rubric and formula implementation for screening applicants. • Part A: Sample of client pre-screening form (section 4.2.2) • Part A and B: Sample of report with Required Program Metrics (section 6)
8) For the applicant we only track demographic information from the person submitting the application. We do not ask for demographic information per household member, just from one. Does that disqualify us from applying to the lottery system grant?	Applicants for B- Online Portal must collect demographics from every person in a household. For Applicants for A – Phone Bank - Some of these details will be determined through negotiation of the contract. However, at this point the answer would be two-part. 1. The phone bank agency will do a pre-screening with and must be able to ask all of the questions listed in E-Scope of Work 4.B.2ii. 2. Detailed demographics on every member of the household will not be required until clients are chosen from the lottery. The agency awarded for A. Phone Bank, will be required to assist clients to fill out the application to the online portal after they are chosen in the lottery. The agency must have the ability to satisfy obtain the required documents (4.A.6) and Required Program Metrics 6.3. An applicant would not be disqualified if all of the demographic elements are not currently tracked, but this may impact the evaluation and final award.
9) The RFP advertises two grants, 1 for $10,000,000 for a lottery and 1 for $500,000 for telephone assistance. However, once we get into the online application it says that grants will be awarded for $500,000 to up to $1,000,000. Can you please clarify how many grants you are awarding and for how much each? Seems like some documents say that there is one grant available for a	We apologize for the confusion. The Scope of Work Funding and Timeline Section 2 has been updated (7/15) to state that: 2.1 Applicants may apply for **either** project type: A) Centralized Phone Bank and Application Assistance: Up to $500,000 for phone bank and assistance with uploading documentation for clients chosen to receive assistance from the lottery. No financial assistance is included in this project type. Funds can only be used for salaries and operations to run the phone bank that will coordinate with the online portal. **OR**

lottery system and that is for $10,000,000 from which $1,000,000 can be used for administration purposes but other documents say there are $500,000 for administrative cost and not $1,000,000. Which one is the correct one?	B) Online Portal, Lottery, and Financial Assistance Distribution: Up to $665,000 administration of the online portal and lottery to distribute a minimum of $8,835,000 in direct financial assistance for a total contract of $9,500,000. If an agency is able to propose a budget with less than the 7% in administration, more funds will be available for direct financial assistance up to the full amount available for the online portal, or $9,500,000. 2.2 Austin Public Health anticipates awarding two Agreements, one for $500,000 and the other for $9,500,000 in the categories above.

7/16 Questions	
10. What is the weblink for the Q&A?	https://www.austintexas.gov/article/rfqs-006-covid-19-rise-20-solicitation,
11. What forms of ID are accepted, especially from new immigrants, many of whom are homeless, who do not have any government ID?	The details for this will be decided during negotiation process. However, all applicants should explain how they will address documentation requirements in response to the Scope of Work 4.A. and 4.B.
12. Please tell us about accessibility for people who utilize languages other than English and Spanish. Tygrinia and Lyngala, for example, are not available on Google Translate.	The details for this will be decided during negotiation process. However, all applicants should explain how they will address language access in response to the Scope of Work 4.A. and 4.B.
13. How do people without computer access submit documents?	The details for this will be decided during negotiation process. However, all applicants should explain how they will address community members without computer access in response to the Scope of Work 4.A. and 4.B.
14. What assistance will be provided during the process for people who speak languages other than English and Spanish?	The details for this will be decided during negotiation process. However, all applicants should explain how they will address language access in response to the Scope of Work 4.A. and 4.B.
15. For people who win the lottery, how will that information be communicated to people who use languages other than English or Spanish?	The details for this will be decided during negotiation process. However, all applicants should explain how they will address language access in response to the Scope of Work 4.A. and 4.B.
16. What are the options for people who do not have access to a computer, tablet or smartphone?	The details for this will be decided during negotiation process. However, all applicants should explain how they will address community members without

	computer access in response to the Scope of Work 4.A. and 4.B.
17. Can you please confirm which staff need to submit resumes? We have been told only program leadership/executive, but here in the training you've mentioned all program staff? Can we do bios instead of resumes?	Resumes OR Job Descriptions should be submitted for anyone working on the program. If there are a number of people with the same job title, you may submit Job Descriptions instead of resumes. Resumes should be submitted for anyone working on the program. Job descriptions are acceptable for some positions such as phone bank staff, volunteers, temp staff, etc. Staff bios may be used but they must address all of the requested information in Question 3. Personnel.
18. Is the budget a reimbursable budget? i.e ought it be based only on the actual coverage of costs? for example, the cost of activating and scaling up existing staff and call center operations (for a short and intense period of time) with personal information controls and covid health controls is a professional value added service that is likely best billed for as a bundle- can the contract be deliverable based as opposed to reimbursement based (re: phone bank)? Speaking of short and intense scale up periods-- thank y'all for your quick and adaptively resilient work on getting this out!	No, the awarded Agreement will be set up as a deliverables-based agreement. The deliverable dates and amounts will be determined at the time of contract negotiation. The first deliverable will have a large amount of funds attached to it so agencies will not have to provide funding up front.
For example, there will be operational staff, infrastructure costs. For those costs, will the awardee need to track each of those costs to report at some point? This could be an operational challenge. Or once the contract is awarded, should the awardee be more focused on the service provision.	The City requires documentation of how funds are spent. Agencies should be prepared to undergo an audit, and be able to provide a general ledger to show tax payer dollars were spent.
For the final payment to be received, would an audit need to happen?	This will be decided during negotiation process.
19. What are the client financial caps for DCA?	**In the Scope of Work 4.B.3.** Online Portal, Lottery, and Financial Assistance Distribution must have the following components: Ability to disperse $2000 in financial assistance through ACH transfers, pre-paid debit and credit cards to households.

Updated: 7/16/2020 5:00 PM

20. Is the city doing the outreach to clients?	City officials will let the community know when phone bank and portal are open for client applications.
21. For families who already received RISE, are they eligible to participate in this lottery? Or is this only for people who have not received RISE funds before?	This will be determined when the contract is being negotiated with the successful applicants.
22. For the phone bank, will those clients participate in the lottery?	Yes. The two programs will work together and have to coordinate. All information for all clients entering the lottery will be entered into the online portal, by clients or by phone bank staff who assist clients.
23. What qualifies organizations to apply for this grant?	Refer to Scope of Work Section 3. Applicant Minimum Qualifications
24. What is the intent for having 2 high funding contracts for separate organizations?	Having a separate phone bank allows the agency administering the online portal to focus on the administration of the portal and creates more efficiency. The agency awarded with the phone bank will have to work with the agency administering the online portal to assist clients in a way that the administrator of the online portal will not be able to and will be responsible for working with clients who have technology barriers to upload eligibility and other documents.
25. How can work happen smoothly between these 2 vendors? Is there any structure that the City has anticipated that incentivizes or enables cooperation between these 2 vendors?	Since both agencies will be required to work with each other, coordination between agencies will be the responsibility of each awarded agencies. However, APH will work with the agencies to make sure that the work is done efficiently and smoothly.

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