



# RFA #003 Domestic Violence Shelter 2021 - NPS Request for Applications (RFA) Pre-Bid Conference Call



March 1, 2021 at 2:00 – 3:00 pm CST

**RFA Authorized Contact Person:**  
Natasha Ponczek Shoemake  
[APHCompetitions@austintexas.gov](mailto:APHCompetitions@austintexas.gov)

# Welcome & Introductions

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- ❑ Introductions and Attendance Information
- ❑ Housekeeping
- ❑ Everyone is muted for the call until the Q&A.
- ❑ Materials for meeting located on the website and in Partnergrants and on the [Competition Website](#).
- ❑ Questions during the presentation can be typed in the Chat OR sent to [APHCompetitions@austintexas.gov](mailto:APHCompetitions@austintexas.gov). Questions emailed may not be answered during the presentation.
- ❑ After the presentation: Comment and questions need to be submitted via email to [APHCompetitions@austintexas.gov](mailto:APHCompetitions@austintexas.gov)
- ❑ We will be recording the presentation and it will be available in the chat after the presentation.
- ❑ Partnergrants technical assistance will follow the presentation for anyone who needs it.



# AGENDA

Welcome and Introductions

Overview and Shelter Information

Scope of Work

RFA Submission Instructions

Application

Important Dates

Question and Answer Process

# RFA Overview

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The City of Austin (City) seeks applications in response to this Request for Applications (RFA) from qualified social service providers (Applicants) to manage the city-owned domestic violence shelter and provide supportive services, housing assistance and direct client assistance. Applicants must be a domestic violence service provider, with at least two years of experience providing:

- Robust and holistic services to survivors of domestic violence,
- Operating a congregate facility (a facility serving more than 5 unrelated persons) to persons who have experienced domestic violence, and
- Demonstrate participation in domestic violence/family violence community planning on the local and/or state level.

## Funding and Timeline

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- ❑ **Available Funding: \$ 2,100,000 million in total available funding for FY2021**
  - \$100,000 in one-time funding for first year minor renovations and operations. The City of Austin will be responsible for the majority of the renovations and preparation for the shelter to open.
  - \$2,000,000 in additional renewal options for ongoing operations.
  
- ❑ **Anticipated Number of Awarded Agreements:** Austin Public Health anticipates awarding one Agreement with a minimum request of \$2,000,000.00 and maximum request up to the full amount of the available funding.
  
- ❑ **Contract Term:** The Agreement will have an effective start date of May 15, 2021, with the requested amount to be spent over a 12-month period. All funding is conditional upon City Council approval of the Budget.

## Shelter Description

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- ❑ Hotel located in the Saint John neighborhood that will be renovated to fit the needs of survivors of domestic violence.
- ❑ There are currently 75 rooms with individual full bathrooms. These rooms will serve as units for families and some may be repurposed for offices and for service providers.
- ❑ Renovations will update the shelter to add common areas.
- ❑ It is anticipated that there will be one large commercial kitchen with several kitchen stations.
- ❑ Each room may also have the capacity to include a microwave, small appliances, and refrigerator to provide options for independent meals, dependent on decisions by the City Fire Marshal.

# Shelter Facility

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- ❑ The location of the shelter will be kept confidential to the degree possible.
- ❑ The shelter operator will be required to comply with the facility standards, including security guidelines, otherwise conferred to contractors of the Health and Human Services Commission Family Violence Program found in Texas Administration Code governing Family Violence Shelters, Title 1, Part 15, Chapter 379, Subchapter B, [Division 5: Facility, Safety, and Health Requirements](#).
- ❑ The awardee will work with Austin Public Health and the Texas Department of Family Services to ensure compliance within six months of award and prior to opening.
- ❑ The successful Applicant will work with the City of Austin to oversee the renovations of the shelter, particularly with safety and security requirements and shelter amenities. Renovations of the shelter will be funded by the City of Austin. The City of Austin will refer to the guidelines outlined by “Building Dignity: Design Strategies for Domestic Violence Shelter” that focuses on Empowerment, Security, Reconnection, Parenting and Harmony.

# Shelter Maintenance

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- ❑ The shelter operator will be responsible for maintaining the city-owned building.
- ❑ APH and the successful Applicant will negotiate the details of the operation and maintenance requirements during contract negotiation.
- ❑ The final grant agreement will specify division of maintenance and repair responsibilities between the City of Austin, as owner of the building, and the shelter operator, who will provide day-to-day management.
- ❑ For the purposes of this solicitation, the Applicant should plan to allocate funding in their Application budget for maintenance and operations costs of the shelter as a whole.





Questions regarding shelter facility and renovations?



Contact: [Natasha.Ponczek@austintexas.gov](mailto:Natasha.Ponczek@austintexas.gov)

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# RFA Scope of Work

## RFA Scope of Work: Shelter Policies and Procedures

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- ❑ The methods for clients to access the shelter will be determined during the negotiation of the contract. The operator will work with law enforcement, local and state experts on family violence, community stakeholders which should include survivors of domestic violence and APH to develop a plan for referrals and client access, which will include a plan for a 24-hour hotline.
- ❑ The shelter operator will develop, maintain, and comply with written policies and procedures to promote the safety and security of residents, nonresidents, employees, and volunteers and will adhere to safety standards found in the Texas Administrative Code §379.503 - §379.505.
- ❑ The shelter operator will adhere to confidentiality standards found in the Family Violence Prevention and Services Act and the Violence Against Women Act.

## RFA Scope of Work: Program Design

All Applicants must propose to provide shelter services for families experiencing domestic violence as well as housing location and placement, including but not limited to the following:

- a. Rental Assistance
- b. Utility Assistance
- c. Alternate placement options when shelter housing is not an option that could include hotel stays or rapid rehousing assistance

In addition, the following program services should be provided to shelter residents according to the State of Texas HR Code Chapter 51: [Human Resources Code Chapter 51: Family Violence Centers](#).

- a. Advocacy/Case Management
- b. Children's Services
- c. Therapy/Counseling sessions
- d. Legal Assistance
- e. Collaboration with local law enforcement
- f. Basic needs assistance such as access to emergency medical care, transportation, basic first aid, personal hygiene items, food and clothing
- g. Outreach and Prevention
- h. Peer support for survivors of domestic violence interested in volunteering.
- i. Provide community education relating to family violence
- j. Referrals to other providers for additional services to obtain or maintain self-sufficiency such as workforce development and employment services

## RFA Scope of Work: Program Design

The City of Austin is dedicated to selecting a shelter operator with a strong understanding of the needs of individuals experiencing family violence, homelessness, and a demonstrated history of services provided in a trauma-informed care framework. The environment established by the operator – which includes staffing, survivor participation, and opportunities for feedback – must reflect this service model.

In terms of shelter operations, the grantee must adhere to the following guidelines and best practices outlined in the Texas Council on Family Violence toolkit, [“In Our Hands: Everyday Trauma-Informed Advocacy”](#) which address the following areas:

- Trauma-Informed Advocacy and Communication
- Creating Welcoming Environments
- Moving from Rule Enforcement To Cooperation
- Survivor Input: Including survivors in Your Program for Input
- Culturally-Affirming and Structural-Competence
- Improving Language Access
- Supporting staff wellness

## RFA Scope of Work: Applicant Minimum Qualifications

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Applicants must demonstrate

- ❑ That the Agency is a domestic violence service provider, with two-years of experience providing robust and holistic services to survivors of domestic violence, operating a congregate facility (a facility serving more than 5 unrelated persons) to persons who are fleeing domestic violence, and demonstrate participation in domestic violence/family violence community planning on the local and/or state level.
- ❑ Ability to meet all the Texas Administrative Code requirements governing Family Violence Shelters [Division 5: Facility, Safety, and Health Requirements](#) within the first six months of contract award.

## RFA Scope of Work: Applicant Minimum Qualifications

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All agencies applying for funding must:

- Be a non-profit organization able to conduct business in the State of Texas
- Have submitted all applicable tax returns to the IRS and the State of Texas (e.g. Form 990 or 990-EZ and state and federal payroll tax filings)
- Be eligible to contract and not debarred from contracting, according to SAM.gov and City Debarment information
- Be current in its payment of Federal and State payroll taxes
- Not owe past due taxes to the City
- Have the ability to meet Austin Public Health's Social Services Insurance Requirements
- Have an active Board of Directors that meets regularly and reviews program performance, financial performance, and annually approves the agency budget

## RFA Scope of Work: Application Evaluation

Applications will be evaluated based on the content of their application and then, an evaluation panel of subject matter experts from the City of Austin.

RFA #003 Domestic Violence Shelter and Services 2021 NPS Evaluation Rubric		
Form 2: RFA Application		
Part 1: Fiscal and Administrative Capacity		
Section 1 – Form 1	Threshold Review Form in PG	No points
Section 2	Organizational Information (Form 3)	No points
Part II. Scored Application		
Section 3	Experience and Cultural Competence	40 points total
Section 4	Program Design	35 points total
Section 5	Data Informed Program Management	10 points total
Section 6	Staffing	15 points total
Cost Effectiveness Form 3: Budget and Cost Effectiveness		
		Total: 100 Points
Bonus	BONUS Healthy Service Delivery	10 points
Total possible points: 110 points		



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# Application Submission Instructions

# Initial Steps

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All Applicants must:

1. Confirm that their organization is a registered vendor with the City of Austin
  - To confirm enter the organization's City of Austin Vendor Number when registering as a user in the Partnergrants system (see #2 below).
  - To find the City of Austin Vendor Number please visit [Austin Finance Online](#). and search for the organization's legal name.
  - To register to become a potential City of Austin vendor, go to [Austin Finance Online](#) to register.
2. Be a registered user in the Partnergrants system. The applications will be submitted through this web-based system. [To register, visit the Partnergrants](#) site and click on "Register Here."
  - Note that the organization's City of Austin Vendor number is required to complete registration in Partnergrants.

# Sections of the RFA

FORM NO.	TITLE OF REQUIRED FORMS	REQUIRES RESPONSES DUE
	Note: Forms 1-4 must be scanned, signed or filled out and uploaded into Partnergrants.	
1	OFFER SHEET	3/25/2021
2	RFA APPLICATION	3/25/2021
3	PROGRAM BUDGET AND FUNDING SUMMARY	3/25/2021
4	COA CERTIFICATIONS AND DISCLOSURES	3/25/2021
SECTION NO.	TITLE	INFORMATION ONLY
A	THRESHOLD REVIEW FORM	<i>Form input in Partnergrants Due 3/4/2021</i>
B	STANDARD SOLICITATION PROVISIONS AND INSTRUCTIONS	Information Only
C	RFA SCOPE OF WORK	
D	APH CLIENT ELIGIBILITY REQUIREMENTS	
E	STANDARD APH AGREEMENT BOILERPLATE	
F	APPLYING FOR APH-FUNDED OPPORTUNITY – PARTNERGRANTS INSTRUCTIONS	


# Section A: Offer Sheet

The Offer Sheet is required for your application to be valid, and must be submitted in the second part of the process.

<b>DATE ISSUED:</b>	Thursday, February 25, 2021
<b>RFA APPLICATION DUE DATE:</b>	Thursday, March 25, 2021, 3 PM CST
<b>THRESHOLD FORM DUE DATE</b>	Thursday, March 4, 2021 at 3 PM CST
<b>Anticipated Start date of contract:</b>	May 15, 2021
<b>Questions regarding the RFA are due on or before</b>	<b>March 25, 2021 at 9 AM CST</b>
<b>Questions must be submitted in writing to the Authorized Contact Person or through Partnergrants</b>	<b>Authorized Contact Person:</b> Natasha Ponczek Shoemake <u>Contract Management Specialist III</u> E-Mail: <a href="mailto:Natasha.Ponczek@austintexas.gov">Natasha.Ponczek@austintexas.gov</a>
<b>Questions and Answers will be available:</b>	In Partnergrants and on the solicitation website: <a href="#">APH Competition Website</a>
<b>Optional Pre-Bid Meeting- Date and Time:</b>	<b>Monday, March 1, 2021 2 PM – 3 PM</b>
<b>Pre-Bid Meeting Location:</b>	Registration Required with this link to get the Conference Call details: <a href="#">EVENTBRITE REGISTRATION LINK</a>

# Section A: Offer Sheet

- On the Offer sheet the organization’s representative states that they are authorized to submit this application for funding.
- It also states that the representative has received and read the entire RFA document packet sections and agrees to be bound by the terms therein.
- Required signature by authorized representative in order for the City of Austin to accept the application.



**CITY OF AUSTIN, TEXAS**  
**Austin Public Health**  
REQUEST FOR APPLICATION (RFA) OFFER SHEET

The undersigned, by his/her signature, represents that he/she is submitting a binding offer and is authorized to bind the Applicant to fully comply with the solicitation document contained herein. The Applicant, by submitting and signing below, acknowledges that he/she has received and read the entire document packet sections defined above including all documents incorporated by reference, and agrees to be bound by the terms therein.

Company Name: \_\_\_\_\_

Company Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Federal Tax ID No.: \_\_\_\_\_

Printed Name of Officer or Authorized Representative: \_\_\_\_\_

Title: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

# Partnergrants Database

- Website:  
<https://partnergrants.austintexas.gov>
- Partnergrants is an online/web-based database APH uses for contract management
- APPLICATIONS MUST BE SUBMITTED THROUGH THE PARTNERGRANTS SYSTEM.
- PAPER APPLICATIONS WILL NOT BE ACCEPTED.

partnergrants.austintexas.gov/home.do

Apps Yahoo ShareptCMU (1) ShareptSSP Sharepoint Delv Council Meetings PartnerGrants Microsoft 365 TDHCA DB IDI

**APH Austin Public Health**  
PREVENT. PROMOTE. PROTECT.

• Due to inactivity, you have been logged out of the system. Please re-login.

System Compatibility

Log In

**Log In**

Click [HERE](#) to use your City of Austin Login  
If you do not have a City of Austin account, please login by entering your User ID and Password below

User ID:\*

Password:\*

Log In

[Forgot User ID?](#)  
[Forgot Password?](#)

**APH Austin Public Health**  
PREVENT. PROMOTE. PROTECT.

New to PartnerGrants?  
[Register Here](#)

**Announcements**

**COVID 19 UPDATE**

See [austintexas.gov/COVID19](https://austintexas.gov/COVID19) for rapidly evolving information.

People experiencing coronavirus-like symptoms (COVID-19) who are uninsured and do not have an established doctor should call the COVID-19 Hotline at **512-978-8775** for guidance. This number is for **uninsured Travis County residents** - and established CommUnityCare patients - with COVID-19 symptoms.

Agencies may need to modify the way services are rendered during this unprecedented time. Prior to implementing any changes to your APH Social Services contract(s), please contact your contract manager to discuss and receive approval.

This system is intended for authorized use by City of Austin registered, non-profit, tax-exempt, partner organizations, seeking and/or awarded various grant-funds, managed through **Austin Public Health (APH)** and the **Office of Telecommunications and Regulatory Affairs (TARA)**, that promote health and/or digital equity.

# Submission Documents

- Required RFA Application and attachments

Required APH Documents:

The following must be completed and submitted in Partnergrants.

FORM NUMBER	TITLE	Requires Applicant Response DUE
1	OFFER SHEET	3/25/2021
2	RFA APPLICATION	3/25/2021
3	PROGRAM BUDGET AND FUNDING SUMMARY	3/25/2021
4	COA CERTIFICATIONS AND DISCLOSURES	3/25/2021
SECTION NO.	TITLE	Form input in Partnergrants DUE
A	THRESHOLD REVIEW FORM	3/4/2021

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# RFA Application - Form 2



# RFA Application

## Application Section Tips:

- Make sure to answer every question and every part of each question.
- And note that there are drop down boxes with preselected answers.
- Make sure to review the links within the RFA – you can find them in the RFA document, on the website and in Partnergrants. We expect that you take the time to review the links to include the guidance provided in your answers.



Section-F

## RFA-APPLICATION

APPLICATION INSTRUCTIONS: Fill out this document and upload the document into Partnergrants. All questions are highlighted in green. Click or tap on the sections below the Questions and type in your answers. Any required attachments are indicated by a symbol, and drop-down menus are indicated by a symbol.

Please note: If any document is uploaded, the name of the document must not include any characters other than letters and numbers, or the database will not allow it to be uploaded.

The total word count limit is 11,000 for the entire word document (including questions and your answers). The word count is indicated below left on your screen or if you go to the top of the screen to Search "word count".

Required-APH Documents:  
The following must be completed and submitted in Partnergrants.

FORM NUMBER	TITLE	Requires Applicant Response-DUE
1	OFFER-SHEET	3/25/2021
2	RFA-APPLICATION	3/25/2021
3	PROGRAM-BUDGET-AND-FUNDING-SUMMARY	3/25/2021
4	COA-CERTIFICATIONS-AND-DISCLOSURES	3/25/2021
SECTION-NO.	TITLE	Form input in Partnergrants-DUE
A	THRESHOLD-REVIEW-FORM	3/4/2021

### PART-I-Fiscal-and-Administrative-Capacity

#### Section-1-Minimum-Threshold-Review

The Form-1: **Threshold-Review-Form** must be completed in Partnergrants by **February-26th**. This threshold will be reviewed by APH staff and then, if the agency's threshold is approved, the agency will move forward to submit this final application.

Please note: If any document is uploaded, the name of the document must not include any characters other than letters and numbers, or the database will not allow it to be uploaded.

## Application Format and Submission Requirements

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ALL DOCUMENTS MUST BE UPLOADED INTO PARTNERGRANTS. NO PAPER COPIES WILL BE ACCEPTED.

### Threshold Review Instructions

- The first part of the application is to submit a threshold review by **March 4, 2021 at 3 PM CST**.
- The threshold form is in Partnergrants and all documents required will be uploaded in Partnergrants by the due date.
- Please note, Partnergrants will not accept any documents with a name that includes characters other than letters and numbers.

### Final Application Instructions

- **Total word limit in Form 2 RFA Application is 12,000 words which includes the questions. Applications that exceed 12,000 words will not be considered.**
- Word automatically counts the number of words in a document and displays it in the status bar at the bottom of the screen. There are about 5800 words in Form 2-RFA Application, and this is included in the **12,000 word limit**.
- The following documents will not count towards the total word count:
  - Attachments submitted to answer a question like policies and procedures, staff positions, letters of support, etc.
  - Attachments 1-Offer Sheet, 3-Program Budget and Funding Summary section, 4- COA Certifications

## Application Format and Submission Requirements

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- ❑ Applicants must use this template for the Application and cannot submit an application that does not include the questions and narrative.
- ❑ All questions are boxed and highlighted in green in Part 2: Application Questions. Editing is restricted in the document except in the answer boxes. For each question, please provide a response or write N/A for not applicable in the boxes provided. It is preferable to be repetitive rather than to leave sections incomplete.
- ❑ If using this document, Applicants must type answers into the section that says “Click or tap here to enter text” after each question or in the required tables.
- ❑ If compiling responses in a separate document:
  - Applicants must include all questions and narrative before their answer, so the Application appears the same as the provided template.
  - **Make sure to include the exact wording of the drop-down menus.**
  - Clearly label each question and number, use size 11 Calibri font, double-space the document, use 1” margins on 8 ½ x 11” white paper without page scaling.

# RFA Application: Racial Equity

- The City’s definition of Equity is the condition when every member of the community has a fair opportunity to live a long, healthy, and meaningful life. Equity is embedded into Austin’s values system means changing hearts and minds, transforming local government from the inside out, eradicating disparities, and ensuring all Austin community members share in the benefits of community progress.
- Equity is one of six strategic anchors of the City of Austin’s strategic direction, and a core value driving the implementation of City services. To advance equitable outcomes, the City of Austin is leading with a lens of racial equity and healing.

Racial Equity Self Assessment Item	Choose from the drop down menu - Implementation started or plan to implement	What has been implemented or will be implemented?
a. We have access to data on racial/ethnic disparities to guide our work.	Drop down menu – choose item.	Click or tap here to enter text.
a. Our work includes performance measures to determine how well we are doing to address racial disparities.	Drop down menu – choose item.	Click or tap here to enter text.
a. Our board has developed and implemented a plan to address racial disparities in our programs and in our organization.	Drop down menu – choose item.	Click or tap here to enter text.
a. Agency staff at all levels participate in community workgroups/task groups aimed at addressing racial disparities	Drop down menu – choose item.	Click or tap here to enter text.
a. Our agency hosts or participates in training events dedicated to improving equitable outcomes.	Drop down menu – choose item.	Click or tap here to enter text.

# RFA Application: Program Staffing and Time

For each of the staff positions involved in the project: state position title, indicate what eligible services they will be providing (refer to Scope of Work for each Project Type), percent of time the staff spends on the project, and the Amount Requested for each staff position. Attach separate document if more lines are needed.

**NOTE: ONLY INCLUDE STAFF REQUESTED IN THIS SOLICITATION.**

DO NOT INCLUDE STAFF WHO WILL BE FUNDED 100% BY OTHER FUNDING SOURCES. If a staff member is partially funded by another funder, include only the percentage of time that this application is requesting in this solicitation.

Please note: The total in this staffing form should match the total amount requested for the RFA. Any other costs for the program including HMIS Licenses, computer costs, and direct financial assistance (rent, utilities, etc.) will be determined at time of contract negotiation.

Staff Position Titles	Eligible Services Provided by Staff <i>(refer to Scope of Work)</i>	Program Staff FTE Amount/% of Time Spent on Project	\$Amount Requested for Staff Position. <i>(Total should match the total amount requested from the RFA.)</i>
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter FTE/%.	Click or tap here to enter \$ amount.

# Communication with the City

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## Question and Answer Process

- All questions submitted via email and through public meetings will be answered in writing and posted to the Funding Opportunity page in Partnergrants and the solicitation website at least once per week.
- Questions regarding the RFA must be directed to the Authorized Contact Person: Tasha Ponczek Shoemake at [APHCompetitions@austintexas.gov](mailto:APHCompetitions@austintexas.gov).
- Only the information provided by the Authorized Contact Person is valid.

## Anti-lobbying ordinance

- Request for Grant Application process: Anti-lobbying ordinance does not apply.

# Important Dates

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- Threshold Review form due in Partnergrants: **Thursday, March 4, 2021 at 3 PM CST**
- RFA Applications DUE to APH: **March 25, 2021 at 3 PM CST**
- Deadline to Submit Questions to APH: **March 25, 2021 at 9AM CST**
  - This includes TA questions about submitting in PG, so please make sure to get your application ready **early** so you don't miss the question deadline.
- Contract Start Date: **May 15, 2021**
- Technical assistance in how to submit an application in PG is available on YouTube
- Also, you may contact Allan McCracken – [Allan.McCracken@Austintexas.gov](mailto:Allan.McCracken@Austintexas.gov) or John Sanchez - [John.Sanchez2@austintexas.gov](mailto:John.Sanchez2@austintexas.gov).



# Questions?

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Contact: [Natasha.Ponczek@austintexas.gov](mailto:Natasha.Ponczek@austintexas.gov)





**Thank You  
for Your Participation**

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