

## Questions Received for Second Light

### RFP 25-01

1. Examples of Potential Performance Indicators

Specific performance indicators will be discussed as part of contract negotiations. Addendum A provided examples of current performance indicators with the transitional provider.

2. The contract shows to end on 4/1/28, however, would it not make more sense to have this end at the closure of a fiscal year. This timeframe could impact insurance costs by having it cut in the middle of a contract.

Duration can be determined in contract and Second Light is open for discussion. However, for purposes of budget, please use the identified duration in the RFP.

3. Who identifies the cost adjustments for renewal of contract?

Second Light will collaborate with the provider to determine.

4. Regarding, “Contract will be prepared by SL”

- a. Will this be completed prior to the acceptance of the RFP by the provider or after? If after, will there be input from the provider to complete the policy? If not, will there be an out clause if the contract relays additional or modified objectives from the RFP that do not align with the providers mission/policy?

This will be part of contract negotiations.

- b. The policies written, will they be for the entire SL operation or just for the shelter?

The provider will fall under polices of Second Light, which the Second Light Board will create and approve. Any specific policies of the Shelter provider would also be approved by the Second Light Board as part of the partnership.

- c. If/when amendments occur, is this an agreement between the provider and the SL Board?

Yes

- d. Is/will there be an “out clause” for the contract by the provider?

Yes

#### 5. Insurance/Regulatory Documentation

- a. When evidence is required for regulatory, licensing, permitting and certification requirements – what is wanted?

Will be defined in contract development.

- b. How was the minimum insurance coverage identified at \$2M? Is this for just the shelter staff or all individuals in the entire SL Building?

Will be defined in contract development.

#### 6. IV. Scope of work

- a. What would the financial and/or other consequences be if specific performance-based criteria were not met?
- b. What is the specific performance-based criteria?

This will be ongoing development with the Second Light Board.

#### 7. Intake/Exit Management: What are the expectations for the following:

- a. When someone leaves the program, what is the time frame that re-entry could occur
- b. Are the services only for Wichita and Sedgwick County residents? Or will those from out of the area/state be allowed to enter into the program and what are the determining factors for the individual to be identified as out of the area/state?
- c. If an individual graduates from the program but recidivism occurs, what is the time frame that the individual will be allowed to return?

d. If an individual is trespassed, what is the time frame that they are not allowed to return?

Items under Question 7.a-d. This will be ongoing development with the Second Light Board.

e. What are the factors that would deny the service to the individual – criminal history, sex offense, arsonist, etc.?

Second Light is a low barrier shelter that serves adults only.

8. What laundry/bedding will be required?

To be determined in contract negotiation. For budgeting, the proposer should identify their recommended bedding and associated costs.

9. Whose financial responsibility is it to replace bedding, mattresses and/or beds if destroyed/damaged?

Shelter provider

10. Will there continue to be 3 beds per gender to be held each night for first responders? If all beds have been assigned to active participants, will the holding of beds continue to be required, if so, what protocol would be in place to manage this?

Yes, beds will be held for first responders. The number and protocol will evolve in partnership with first responders, Second Light, and shelter provider.

11. Code Blue

a. What is the time frame of the 120 days?

To be determined, but generally November through March.

b. Where did the 150 number come from? What spaces will be utilized for the “mats on the floor”? Will this exceed the occupancy numbers for rooms?

This will not exceed the occupancy numbers. The number of 150 is our best estimate at this time and is contingent on available space that will be determined.

- c. If SL is providing the mats, why is it up to the provider to provide the bedding for code blue?

The mats have already been purchased.

## 12. Security/Maintenance

- a. The daily trash removal, cleaning of meal, and activity – does this include the entire building or just the shelter space (single, south end, building)?

Shelter space

- b. Security equipment – If this is being used for the entire building/service, would this not fit better under the Second Light Board?

This can be determined in contract negotiations. However, the proposal should provide an estimate of this service.

## 13. Staff and Volunteer Management:

- a. What backgrounds are excluded from employment?

Hiring practices will be determined in contract discussion, as well as development of policies and procedures with providers.

- b. What certifications are required to hire?

Certifications must be obtained to meet any licensing requirements. The board will work with the shelter provider and other partners to require a minimum of trauma-informed care training and other best practices to serve guests as part of employment.

## 14. What is required for the regular continuing professional education and outreach programs by the operator?

This can be determined in contract negotiations.

## 15. At what level is it desired that volunteers take the place of staff members?

The intent is not for replacement but to supplement and additional services. The provider should be willing to respond and coordinate volunteer requests.

16. Is the referral process for just the shelter or the entire service?

Referrals should be made to connect guests to services that assist with finding housing.

17. Housing Navigation: What assessments will be required?

Shelter provider should be equipped to complete intake and housing assessments in line with community best-practices as established by the Continuum of Care and coordinated-entry system.

18. Meal Coordination

a. Will there be a set nutritional guide?

To be determined in contract negotiations.

b. If the meal service does not continue with Lord's Diner, what are the expectations for meals – especially without having a kitchen?

This would be determined if the situation would occur.

19. Showers

a. It is with assumption that this was written with the thought in mind of having a day service providing “day services.”

Yes

b. If not, how will this be managed? What are the consequences of a “non-shelter stayer” if their behavior violates the policies of the shelter? What leverage is utilized?

To be determined with partner agencies and the Second Light Board.

20. Clothing: More information is needed to understand this bullet point.

Emergency clothing should be available for guests.

21. Partnership building: What services would be expanded? Within the shelter or outside of?

To be developed as part of operations with providers.

22. Neighborhood relationships: Would this solely lay upon the provider or would it be as it is now with Second Light?

Second Light Board will be lead but expectations for the shelter provider and other providers to participate.

23. Performance Accountability: Please define what “integrate community engagement activities” means.

Participating in community (including neighborhood) activities and other larger community conversations as needed.

24. Transportation: Would the sole responsibility be on the provider – cost of transportation and all things needed for transportation, min of 2 staff to transport?

Second Light anticipates having a vehicle. Second Light is interested in learning more about the proposed staffing mode for transportation, which could include partnerships or shared responsibilities.

25. Security: There is no mention of security. Will Second Light Board provide this? Or will this be the responsibility of the provider? And if there are day and night providers, which one will be responsible for it?

Security will be the responsibility of the Second Light Board.

26. Technology: Who will be responsible for IT/Technology for staff in the shelter area?

Second Light Board