

Merry Celeste, CPPB
Division Director
Purchasing and Risk Management

March 31, 2023

TO: ALL INTERESTED PROPOSERS

REQUEST FOR PROPOSAL: EMERGENCY MANAGEMENT SHELTER STAFF AND
CLINICAL/BEHAVIORAL HEALTH STAFF SUPPORT SERVICES.

PROPOSAL NUMBER: 23-0509-RFP

PROPOSAL SUBMITTAL IS DUE: APRIL 4, 2023 @ 3:00 P.M.

ADDENDUM NO. 1

Following is additional information, clarifications, questions and responses relative to referenced Request for Proposal (RFP):

QUESTION(S)/RESPONSE(S):

1. Question: Will there be consideration to supply provider with a retainer to maintain deployable staff throughout non-disaster periods? Or does the county intend to maintain an operational minimum of staff throughout the year for shelter readiness?

Response: County staff and other partners provide shelter staff as necessary year-round. This RFP is to procure additional shelter staff to augment and amplify staffing levels as needed on a situational basis.

In regard to a retainer fee, proposers should demonstrate the approach, prioritization and service guarantee that would be available to the County under the all-inclusive rate proposed in the fee schedule without a retainer. If the provision of a retainer would impact or improve the response, please indicate as such, what the impacts would be, whether or not the retainer suggested is refundable or non-refundable and indicate the additional cost in the narrative portion of the proposal. The review of this proposal would in no way guarantee or confirm that the County would enter a contract which would include the provision of a retainer fee.

2. Question: If a provider wants to recommend a retainer fee, should they include this in the scope of work narrative or submit it as a separate addendum?

Response: Proposers should demonstrate the approach, prioritization and service guarantee that would be available to the County under the all-inclusive rate proposed in the fee schedule without a retainer. If the provision of a retainer would impact or improve the response, please indicate as such, what the impacts would be, whether or not the retainer suggested is refundable or non-refundable and indicate the additional cost in the narrative portion of the proposal. The review of this proposal would in no way guarantee or confirm that the County would enter a contract which would include the provision of a retainer fee.

3. Question: Will required staffing credentials follow NIMS guidelines considering federal funding involved? Or does the County maintain specific requirements? Especially concerning Behavioral Health staff. Thank you.

Response: Yes, required staffing credentials should follow NIMS guidelines. County remains NIMS compliant and provides on-going shelter training for all staff to include Just-In-Time training for those assigned event specific. Appropriate credentials for behavioral health staff should be recommended by the proposer and described in the narrative response.

4. Question: Is it the County's intent to receive a blended rate per hour for all the different labor categories that will comprise the necessary 100 count shelter staff example in Attachment B – Fee Schedule?

Response: Yes, the rate per hour should be an all-inclusive rate for general shelter support.

5. Question: Does the County have a list and layout/capacity descriptions of existing shelter locations that have been, or might be activated?

Response: The County maintains a list of shelters along with mapping and capacity based on all scenarios for sheltering. The files are extensive and maintained on an on-going basis.

6. Question: What shelter software does the county currently utilize?

Response: There are two main software or programs that the County asks shelter staff to use. Both are web based as of now. The first is WebEOC and the second is the online registration software that is through ArcGIS. County also has contingency plan for electric failure.

7. Question: What level of behavioral health services does the County require (e.g., Crisis Mental Health Specialist, Licensed Mental Health Counselor, Licensed Independent Clinical Social Workers, Psychiatrists (MDs or DOs), Psychiatric Nurse Mental Health Clinical Specialists, or Psychologist)?

Response: The County would like Proposer(s) to demonstrate what is recommended as a best practice in their proposal for behavioral health services.

8. Question: Can you confirm the intent of the County is for vendors to provide the cost for additional shelter staff in increments of 50?

Response: The intent of the County is for vendors to provide the cost for additional shelter staff in increments of 50.

9. Question: Can you confirm the intent of the County is for vendors to provide the cost for additional behavioral staff in increments of 10?

Response: The intent of the County is for vendors to provide the cost for additional behavioral health staff in increments of 10.

10. Question: Can a provider submit for the Emergency Management Shelter Staff or Behavioral Health Staff Support Services separately? We want to confirm this is the case based on what was discussed on the pre-conference call.

Response: Yes, proposer(s) may submit for the shelter staff OR behavioral health staff support services separately. Proposer(s) also have the option of submitting for both if your organization provides both services, and you choose to do so.

11. Question: If a provider submits for both the Emergency Staffing and Behavioral Staffing, will these be scored separately so a lower score on one doesn't impact the other, given each can be awarded to different providers?

Response: Yes, they will be scored separately.

12. Question: "...in the case of a Category 5 hurricane, the County anticipates opening up to 25 number of shelters to support up to 64,000 residents..." What is the number of residents that the County has sheltered in the past four hurricane activations?

Response: For hurricane Irma in 2017, Pinellas County sheltered 23,000 residents and for Hurricane Ian in 2022 it was just over 5,000 residents. The previous risk sheltering operations before that were so long ago the data would not be useful based on census changes and evacuation enhancements.

13. Question: "...in the case of a Category 5 hurricane, the County anticipates opening up to 25 number of shelters to support up to 64,000 residents..." – what are the anticipated number of shelters to be opened for each category of hurricane (Level A, B, C, D, E) as described on Page 26?

Response: Each storm is different but below is a possible breakdown.

- Cat A – 7 to 9**
- Cat B – 10 to 12**
- Cat C – 18 to 25**
- Cat D – 25**
- Cat E – 25**

14. Question: Confirm agreement to use Pinellas County Shelter Software" – What is this software? Is it cloud-based? Will Pinellas County provide IT support and/or internet connectivity?

Response: Yes, County will provide logins and training. Our ability to provide internet depends on the storm. We use a combination of Mi/Fis and local internet access at the sites. The County also maintains contingency plans for electric failure.

15. Question: Please confirm that you are seeking a price to include staffing of all 25 shelters, and not a price per shelter team.

Response: Price is for staffing, not per shelters. Staffing levels requested would be dependent on event and need.

16. Question: Is the sheltering support requested for general population shelters only, or also for Special Needs shelters? Are additional shelter workers expected to be needed for Special Needs shelters to provide caregiver-type services?

Response: Staffing request is for general population shelters only for the case of this RFP.

17. Question: Description of responsibilities, to include: mental health, trauma-informed care, harm reduction principles, acute mental health de-escalation, mental health first aid, public health protocols as appropriate, and shelter residents outreach/engagement to ensure stability. Will the shelter provide supplies and access to medical treatment for the behavioral patients?

Response: The intent is to provide short-term assistance during the time that the shelter is in operation. Clients needing assistance beyond this period will be managed through existing county resources as appropriate (EMS, etc).

18. Question: Both totals in cells F15, and F23, do not account for the reduced number of Additional Staff Increments. Is this calculation intentional or should the calculation account for the reduced number of staffing per shift?

For example: the current formula in cell F15 for the Additional Incremental Shelter Staffing Total for 50 staff per shift will calculate the same total as 100 staff per shift. The same scenario exists in Cell F23 where the Additional Incremental Behavior Health Staffing Total will calculate the total based on 25 staff per shift rather than the 10 staff per shift indicated in the form.

Response: This is an error. The fee schedule is corrected. Please use Attachment A – Revised Fee Schedule

19. Question: Both totals in cells F12, and F20, are calculating based on 84-hour work week per staff member, however the total calculation is based on 56 hours of regular time and 28 hours of overtime.

Is this intentional or should the calculation be based on 40 hours of regular time and 44 hours of overtime? The calculation as currently written is understating the weekly total cost by approximately 8.16%.

Response: This is an error. The calculation should be based upon 40 hours of regular time and 44 hours of overtime per week. Please use Attachment A – Revised Fee Schedule.

20. Question: Please provide updated links for section 8.1.1, 8.1.3, 8.1.6, 8.1.8.

Response: The PDF links are active and attached in OpenGov.

All other specifications, terms and conditions remain the same.

Please remember to digitally acknowledge receipt of this Addendum in OpenGov.

Sincerely,

Merry Celeste

Merry Celeste, CPPB
Division Director
Purchasing and Risk Management