|  | **Question** | **Answer** |
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| 1 | What is meant by the phrase “maintain fidelity” as used in the RFQ guidelines? | This phrase refers to the requirement for the service procured through this RFQ to meet the service/program model and the required service components described in the RFQ, pages 9-11. |
| 2 | Is this funding for what we were calling the Hyde Shuttles, run by Sound Generations? | Yes, in that the Community Shuttles will sustain service that is currently provided by Sound Generations’ Hyde Shuttle program. The Information Session PowerPoint presentation contains additional background information on the Community Shuttles.  |
| 3 | What is the geographic extent of the service area? |  Please refer to page 3 in the RFQ (Section 1, Introduction) for the geographic service area. |
| 4 | Is there a preferred font for the application narrative response? | There is no preferred font as long as it is at least 11 pt.  |
| 5 | Are you asking applicants to propose a reimbursement rate? |  No. Applicants should use the budget sheet templates included in the application to indicate their costs to operate the service and all fund sources that are anticipated to cover the anticipated expenses. |
| 6 | Applicants are asked to provide a plan to ensure that the service is accessible to immigrants, refugees, and people with limited English proficiency. Does this plan count toward the 15-page limit? | No. This plan is a separate attachment and does not count toward the 15-page limit on the length of narrative response. |
| 7 | In order to answer the “cultural competency” questions, can applicants provide information regarding other aspects of their agency, or should responses be limited to aspects of cultural competency for this particular service? | Applicants are encouraged to review the rating criteria listed in the RFQ. While responses should focus on the Community Shuttles project, applicants may share additional context. |
| 8 | The completed application requirements include (if applicable) a roster of your agency’s current Board of Directors and minutes from your agency’s last three Board of Directors meetings. How do I know if these requirements apply to me? | If your agency has a Board of Directors, this requirement does apply to your agency. |
| 9 | Does the transition schedule that aligns with the implementation timeline (Attachment 5) count toward the 15-page narrative response limit? | The transition schedule is a required component of the implementation plan. As such, it should be included in your narrative response and does count toward the 15-page limit. Attachment 5 is for reference only and does not need to be included in your application. |
| 10 | Do you want letters of support? Can we provide letters of support?  If we choose to include them, would they then count toward the 15-page maximum?  | Applicants should not attach general letters of support to their application. If received, general letters of support will be disregarded and will not count toward the 15-page limit.Applicants should provide signed letters of intent from any formal partners providing key program elements. Partnership letters will not be counted toward the maximum page limit. |
| 11 | Would other grant funding used to support this project be considered formal partnerships that require signed letters of intent? | No, applicants are not required to include signed letters of intent from other funders. |