Human Resources Administration
Department of Social Services

Scope of Work

Provision of Permanent Supportive Congregate Housing for HASA Clients Request for Proposals (RFP)/RFx
EPIN: 06925P0011

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Basic Information

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<tr><td>General Guidelines</td><td>

To respond to this RFx and all other Human/Client Service RFx's, organizations must have: (i) a PASSPort account, and (ii) have an Approved HHS Prequalification application in PASSPort. Proposals and Prequalification applications will ONLY be accepted through PASSPort. If you do not have a PASSPort account or Approved PASSPort HHS PQL Application, please visit www.nyc.gov/passport to get started.
This is an open-ended RFx. Therefore, there is no prescribed due date for submission. All proposals will be reviewed by the Agency on an ongoing basis as they are received until all the Agency's needs have been addressed.
Please allow sufficient time to complete and submit proposals, which includes entering information, uploading documents, and entering log-in credentials.
Providers are responsible for the timely electronic submission of proposals.
Resources such as user guides and videos are listed on www.nyc.gov/passport. For more information about submitting a proposal through the PASSPort system, please visit nyc.gov/mocshelp

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<tr><td>Anticipated Contract Term</td><td>

The term of the contract will be five (5 years) . Anticipated contract start date of July 1,2025-6/30/2030, with one (1) option to renew for up to four (4) years. DSS reserves the right to adjust term based on long term lease, mortgage, or other financing/contractual agreement.

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<tr><td>Anticipated Funding and Payment Structure</td><td>

Anticipated total maximum available funding: $42,949,500 /$8,589,900 (annually)
Anticipated Number of Contracts: Nine (9) contracts

o Eight (8) contracts for Single Individuals: $39,749,500 /$7,949,900 (annually)
o One (1) contract for Families with Children: $3,200,000/ $640,000 (annually)

Anticipated Number of Available Units: 303 total units

o Single Individuals: 287 units
o Families with Children: 16 units

Anticipated maximum available funding per unit per year:

<table>
<tr><td>Permanent Supportive Congregate Housing for Single Individuals</td><td>$27,700</td></tr>
<tr><td>Permanent Supportive Congregate Housing for Families with Children</td><td>$40,000</td></tr>
</table>

HRA reserves the right to reallocate the number of units and award additional units based on the submitted proposals, the program budget, and the best interests of the City.
Payment structure: combination of line-item and utilization. The proposer will be expected to achieve a 95% occupancy rate within six (6) months or less of registration and maintain a minimum of 95% occupancy rate throughout the term of the contract. (See Budget Management section for more information.)

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<tr><td>Competition Pools</td><td>
There are two (2) competition pools for this RFx, as detailed below:

I: Single Individuals
II: Families with Children

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● A Proposer may submit a proposal for more than one (1) competition pool, however a complete and separate proposal, including all required documents, must be submitted for each competition pool.
There are two (2) competition pools for this RFx:
<table>
<tr><th>Competition Pool</th><th></th><th>Annual Funding per unit</th><th>Total number of available units</th><th>Total maximum Funding Amount</th></tr>
<tr><td>1</td><td>Single Individuals</td><td>$27,700</td><td>287</td><td>$39,749,500</td></tr>
<tr><td>2</td><td>Families with Children</td><td>$40,000</td><td>16</td><td>$3,200,000</td></tr>
<tr><td></td><td></td><td></td><td></td><td></td></tr>
<tr><td colspan="2">Total</td><td></td><td>303</td><td>$42,949,500</td></tr>
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<tr><td>Sub-contracting</td><td>
● Subcontracting is permitted with the approval of the City; however, there must be one (1) lead City Agency.
● Agency assumptions as set forth in the Program Expectations and other sections of this RFx apply equally to any proposed subcontractor(s).
● A fully executed original copy or PDF of any approved subcontract shall be required.
● All proposers and subcontractors shall be subject to ENDGBV approval before expenses are incurred and payments made.
● If a proposer requires any subcontractor to maintain insurance with regard to any operations under this Agreement and requires such subcontractor to list the identified proposer as an additional insured under such insurance, the identified proposer shall require that such entity also list the City, including its officials and employees as an additional insured.
● Proposer shall ensure that all Subcontractors performing services have either their own insurance coverage or are covered by the proposer’s insurance.
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Proposal Submission Instructions

	Document Type	Description
Required Documents	Proposal Cover Sheet	Completed Proposal Cover Sheet
	IRS Determination Letter 501(c)(3)	Proof of Non-Profit Organization
	Key Staff Resume	Resumes and/or Job Descriptions for Key Staff Positions
	References	Three (3) letters of reference from non-Governmental entities
	Organizational Chart	Program Organizational Chart, showing how the proposed services fit into Proposer's organization
	Annual Report	Financial Audit Report or Certified Financial Statement or letter stating why no report or financial statement is currently available
	Community Linkages and Partnerships	One (1) or more linkage agreement(s) from organizations providing supportive services
	Site Control	Proposers should submit proof of site control for a minimum of the initial term of contract. For the purposes of this RFx, "site control" would include, but not be limited to, (i) Letter of intent from owner or landlord; (ii) other proof of ownership or site control, such as a deed, executed contract of sale, site control letter for City-owned property, and/or executed long term lease; and (iii) other documents showing that the owner of the property has provided permission to the proposer, either directly or indirectly, to utilize the property. Note that if the owner of the property is not engaging directly with the proposer, the proposal should include any and all documents showing property interests from the property owner to the proposer, which shall include but not be limited deeds, master leases, subleases, contracts, options, and/or any other information which demonstrates appropriate real estate interests in the subject property. DSS/HRA reserves the right to request any additional information required to demonstrate both site control

		and pricing reasonability including pricing associated with the documents required for demonstration of site control
Optional Documents	Certificate of Occupancy	Certificate of Occupancy or a Temporary Certificate of Occupancy

Section I – Program Background

A. Program Purpose and Goals

The New York City Human Resources Administration (HRA) / Department of Social Services (DSS) is seeking qualified vendors to operate and maintain approximately three hundred and three (303) units of permanent supportive congregate housing: two hundred and eighty-seven (287) units for single individuals and sixteen (16) units for families with children. Supportive housing is a "pairing of rental assistance and supportive services in either a congregate building constructed or renovated for this purpose or in scatter-site apartments acquired for the purposes of housing and serving the clients". This housing model provides case management and other related social services supports, to provide clients with stable housing and maximize their access to, and participation in, health and behavioral health treatment.

For the purposes of this Request for Proposals (RFP/RFx), HRA/DSS is seeking qualified vendors to provide permanent supportive congregate housing and services to HIV/AIDS Services Administration (HASA) clients, who have a history of mental illness, substance use disorder, or mental illness with a co-occurring substance use disorder.

Congregate housing consists of multiple units within one building. Permanent supportive congregate housing is available for HASA clients on a long-term basis. This housing model provides intensive case management and other social services, as needed, to assist clients to maximize their potential for independent living. The proposer will work with the target population to maximize functional capacity, reduce morbidity and mortality by linking clients to health, mental health and/or substance use treatment services, and monitor treatment adherence/compliance with HIV, psychotropic, and other medication.

Under these programs, the proposer is expected to provide onsite case management and supportive services to clients to enable clients to achieve the skills and financial independence required for independent living. The proposer will maximize the client's self-reliance and capacity for independence through referrals to employment programs for training and job placement.

<u>Competition Pools</u>

HRA is soliciting this RFP under two (2) separate competition pools:

- Competition I: Single Individuals – two hundred and eighty-seven (287) units
- Competition II: Families with Children – sixteen (16) units

The proposer will reduce homelessness by reducing the City's reliance on emergency housing.

B. Target Population

The target population to be provided with permanent supportive congregate housing services is limited to clients of HASA and their family members who are included as part of their budget. As a result, HASA clients may be associated with a combination of the following categories:

- Have documented clinical service needs including substance use, mental illness, and/or behavioral disorders.
- Are currently homeless or in medically inappropriate housing.
- Are in need of supportive services to gain self-sufficiency and independent living skills.

Clients who currently are residents of emergency and transitional housing will be given the highest priority consideration by HASA for referral into any one of the housing models. In this way, those clients most in need of appropriate permanent housing placements will be prioritized. In addition, housing placement will be sought for all HASA clients who are currently homeless or at risk for homelessness.

Note: Proposers may propose to provide services for more than one (1) Competition Pool. However, a separate and complete proposal must be submitted for each Competition Pool proposed.

Section II – Program Expectations

A. Case Management and Supportive Services (30%)

1. Program Expectations:

a. The proposer would have at least five (5) years of successful, relevant experience within the last ten (10) years providing case management and supportive services within a congregate housing program for persons who are diagnosed with HIV or AIDS living within New York City and who have a history of mental illness, substance use disorder, or mental illness with a co-occurring substance use disorder. Greater consideration will be given to proposers with more than five (5) years of experience.

b. The proposer would provide supportive congregate housing units to eligible HASA clients with case management and supportive services on site at the housing facility. Services would be provided, at minimum, five days per week and, a minimum of eight hours per day. Case management includes, but is not limited to, assisting clients in accessing and maintaining benefits/entitlements, medical, mental health, substance use, housing, and vocational/employment services.

c. The proposer would routinely perform assessments and reassessments, quarterly at minimum, to identify clinical, housing, and support service needs. The assessment and reassessment must include a review and discussion of the client's health, including but not limited to, access to medical care, HIV viral load, substance use, mental health, and adherence with HIV and psychotropic medication.

d. The proposer would routinely develop service plans with the client, quarterly at minimum, to document short and long-term goals related to clinical, housing, and support service needs identified in the assessment or reassessment.

e. The proposer would document assessment, reassessment, and service plans in writing. Service plans must be signed by the client documenting agreement to goals.

f. The proposer would utilize harm reduction strategies, when appropriate, to assist clients to reduce and /or eliminate the negative impact and consequences of their substance use.

g. The proposer would provide case management and supportive services in a secure environment to enable all eligible clients to achieve the skills and financial independence required for independent living.

h. The proposer would teach and encourage life skills such as money management and other skills that promote self-sufficiency.

i. The proposer would use the Motivational Interviewing (MI) approach to work with clients; encourage healthy eating habits; provide recreational programs, assistance with activities of daily living (ADLs), and other services necessary to help clients increase their capacity for independent living.

j. If meals are provided, then the proposer would follow NYC Food Standards.

k. The proposer would monitor client linkages to community-based organizations and would ensure client engagement in services, including utilization of medical; mental health; substance use treatment and/or harm reduction; assistance in accessing primary medical care; and assistance with adherence to medication regimens, on an ongoing basis.

l. For Families with Children, the proposer would refer clients to childcare and/or home care services for homemaking services, when needed.

m. The proposer would assist clients with obtaining and maintaining all government benefits and services for which the client is potentially eligible.

n. The proposer would assist clients who are incapacitated, unable to budget, and/or comply with their fiscal responsibilities by applying for Representative Payee Status, as appropriate.
o. The proposer would seek, secure, and maximize all potential offsets, particularly by collecting that portion of State and/or Federal authorities for rental payments from those clients receiving Supplemental Security Income, Social Security Disability, Veterans benefits, or pensions that would be an offset against the amount that the proposer would receive from the City pursuant to the negotiated budget.
p. The proposer would provide services in a linguistically and culturally sensitive manner, including services that address concerns of clients who identify as LGBTQIA and gender non-conforming.
q. The proposer would maintain linkages with community-based organizations that provide vocational training, and job placement services. The proposer would provide necessary support to ensure success.
r. The proposer would assist clients with relocating to alternative housing options when a client's health necessitates, or the client expresses a desire to relocate.
s. The proposer would assist with transitioning to independent living in the community when an assessment indicates that the client is no longer in need of on-site supportive services and the client agrees.

2. Evaluation:
a. This section will be evaluated based on the extent to which the proposer demonstrates successful relevant experience in case management and supportive services, according to the criteria listed in this section. It is worth a maximum of **30 percent** in the Proposal Evaluation.

B. <u>Demonstration of Site Control and Facility Requirements</u> (20%)

1. Program Expectations:

<u>Site Control</u>

a. The proposer would demonstrate that they have control of the proposed site for a minimum of the initial five (5) year term of the contract at the time of proposal.
b. The proposer would provide a Certificate of Occupancy, a Temporary Certificate of Occupancy or a Letter of No Objection at time of award.
c. HRA/DSS reserves the right to rescind selection of any apparent winner and award to the next rated available if the apparent winner fails to provide a Certificate of Occupancy, a Temporary Certificate of Occupancy, or loses site control.

<u>Facility Requirements</u>

a. The proposer would ensure that facilities:
    i. Have units that are ready for immediate occupancy.
    ii. Are located in neighborhoods that are in close proximity to public transportation and accessible to other amenities like grocery stores, pharmacies and other retail, and health care and other community-based services.
    iii. Are situated in buildings with elevators or that the units are not located higher than two (2) floors above ground level.
    iv. Are situated in buildings with common lounge areas.
    v. Include studios or one-bedroom apartment units for single persons or two (2) or more bedrooms for families with children which are minimally equipped with beds, including mattress and box spring, dresser and side table in the bedroom; sofa and coffee table in the living room; table and chairs for the dining room; pots, pans,

dishes, cups, utensils and a stovetop, microwave oven, cabinets, drawers, refrigerator (at least 4.2 cubic feet), and closet. The proposer would also provide pillows, bed linens, towels, shower curtain and hooks, etc.

vi. Have units that contain private full bathrooms for each studio or one (1) bedroom apartment where only one (1) person may occupy a studio or a one (1) bedroom apartment.

vii. Have units that are not below street level or identified as basement apartments.

b. The proposer would ensure that any NYC Housing Preservation and Development (HPD) Maintenance Code or Department of Buildings (DOB) Environmental Control Board (ECB) violations are quickly corrected.

c. The proposer would be in compliance with the Americans with Disabilities Act (ADA), the City of New York building code, the New York State multiple dwelling laws, New York State Division of Housing and Community Renewal rent guidelines and legal rents, and all other Housing Community Renewal rent guidelines and legal rents, and all other pertinent Federal, State and City regulations, including the HRA/HASA's Supportive Housing Programs Desk Guide (Attachment A).

d. The proposer would ensure that air-conditioning and a fan are both available in all units throughout the year. Any eligible client must be allowed to install their own air conditioner, in keeping with NYC Department of Buildings guidelines. Proposers may seek an exemption in writing and submit supporting documentation if installing air-conditioning involves electrical or other building upgrades that are a significant hardship. An exemption request must be made in writing to HASA. Clients must be permitted to take their air conditioner with them when vacating the unit. Heat must be available according to NYC Housing and Preservation Department's guidelines. Hot water must be provided three hundred sixty-five (365) days per year at a constant minimum temperature of one hundred twenty (120) degrees Fahrenheit. See the following:
https://www1.nyc.gov/site/hpd/news/042-20/hpd-start-the-2020-2021-heat-season-new-york-city#/0

e. The proposer would ensure units are located in a building that meets the following security requirements:

viii. Has a main entrance that securely self-locks;

ix. Has safety and security personnel on site, twenty-four (24) hours per day/seven (7) days per week;

x. Has well-lit entrances.

f. The proposer would ensure all security cameras are in operation twenty-four (24) hours a day, are kept in good operating order at all times, are repaired expeditiously as needed, and daily footage for the cameras are retained for at least fourteen (14) days.

g. The proposer would ensure that each unit is painted and meets all applicable provisions of State and municipal housing laws and would provide general apartment maintenance and make minor repairs in a timely manner. Please see Attachment A – HRA/HASA Supported Housing Programs Desk Guide, page 33, VI. Apartment Maintenance, A. and B.

h. The proposer would conduct monthly onsite habitability visits for each housing unit to assess the condition of the apartment and compliance with the HUD housing quality standards (HQS). Habitability visits should be documented in writing. See the US Housing & Urban Development's website for more information:
https://www.hud.gov/program_offices/public_indian_housing/programs/hcv/hqs
https://www1.nyc.gov/site/hpd/services-and-information/inspections.page

i. The proposer would maintain Pest Control Records, Sprinkler Test Records, Elevator Inspection Records and present to the HRA facility inspector on demand at times of facility inspections.
j. The proposer would post the fire safety and evacuation plan on each floor, and smoke and carbon monoxide detectors would be installed in individual units.
k. For families with children units, the HASA client is the only eligible participant(s) for the program. If the HASA client(s) is/are no longer part of the household, then all other household members must find alternative accommodations within ninety (90) calendar days with the assistance of the housing provider.
l. To ensure uninterrupted occupancy of a unit, the proposer would be the lease holder and would provide clients with a tenancy agreement that details their rights and responsibilities and rent contribution. If clients have not been residing in the unit for thirty (30) days and they are not scheduled to return for the foreseeable future, then the provider should be able to reclaim the apartment with ninety (90) days' notice. In these cases, the proposer would inform both the HASA Housing Specialist and the client's case manager in writing after the initial 30 (thirty) days.
m. The proposer would ensure the telephone and utility bills are registered in the client's name.
n. The proposer would provide a total of up to $60 (sixty dollars) for the initial portion of the monthly telephone and utility bills, $20 (twenty dollars) for the telephone bill, and $40 (forty dollars) for the utility bill; and would ensure the client pays the balance of the bills each month.
o. Heat and hot water must be included as part of the monthly rent and may not be charged to the client separately.
p. The proposer would establish policies and procedures for requiring clients who are not receiving Cash Assistance (CA) to contribute a maximum of 30% (thirty percent) of household gross income toward rent.
q. The proposer will provide written notification within 10 business days of a court filing when they are named as a plaintiff or defendant in a housing court case that affects a HASA client. The proposer will submit all relevant documentation concerning legal proceedings including, but not limited to holdover and non-payment proceedings. Relevant documentation includes notice of petition, Order to Show Cause, holdover/eviction notices, and any correspondence from landlord demanding rent payment prior to eviction notice.

2. Evaluation:

a. This section will be evaluated based on extent to which the proposer demonstrates successful relevant experience in site control and facility requirements, according to the criteria listed in this section. It is worth a maximum of **20 percent** in the Proposal Evaluation.

C. <u>Placement and Referrals</u> (10%)

1. Program Expectations:

a. The proposer would have and demonstrate a minimum of five (5) years' experience with accommodating client needs for placement and referral assistance in supportive housing programs for people with HIV/AIDS, who have a history of mental illness, substance use disorder or mental illness with a co-occurring substance use disorder.
b. The proposer would have five (5) years successful relevant experience providing permanent housing placements, as well as providing referrals to additional services that clients may require (e.g., medical, mental health, substance abuse treatment, benefits/entitlements, etc.).
c. The proposer would develop and demonstrate successful strategies for engaging individuals who may be resistant to offered services.

d. HASA will refer three (3) clients for every unit vacancy. Upon successfully interviewing three (3) clients for a vacant unit, the proposer would select a client for admission to the program within thirty (30) calendar days.
e. The proposer would accept all referrals, including emergency referrals for same-day placements, forwarded from HRA for each vacant unit unless the program can demonstrate to HASA that the client does not meet admission criteria for the program. The proposer has a maximum of ten (10) business days from the referral date to accept or reject the client. The proposer would provide detailed justification for their decision not to accept a client into their program. HRA reserves the right to disagree with the provider's decision and require immediate placement of client.
f. The proposer would maintain an admission policy that does not require clients' sobriety and/or clean time prior to admission into the program or require sobriety and/or clean time throughout the duration of enrollment in the housing program.
g. The proposer must ensure that clients continue to reside in the housing unit after placement. If a client does not reside in the permanent congregate apartment for over a month, barring hospitalization or incarceration, the proposer has the right, with HASA's written permission, to remove the client from the program.
h. The proposer would assist clients moving from hospitals, nursing homes, or other locations into the apartments, including providing transportation to assist the client relocate to their facility, if necessary. If transporting clients by a motor vehicle, the proposer would ensure the vehicles are appropriately insured and all drivers have a current, valid driver's license.
i. The proposer would help transport client possessions, if any, provided they are located within New York City.
j. Whenever a previously occupied unit becomes vacant for any reason, the proposer must ensure that the unit is ready for occupancy by another tenant within 30 days after the unit is vacated, unless the unit has been sealed by the police or another government agency. If the unit has been sealed, the proposer must provide written proof.

Evaluation:
a. This section will be evaluated based on extent to which the proposer demonstrates successful relevant experience in placement and referrals, according to the criteria listed in this section. It is worth a maximum of **10 percent** in the Proposal Evaluation.

D. <u>Assessment and Service Planning</u> (10%)

1. Program Expectations:

a. The proposer would have a minimum of five (5) years' experience providing assessment and service planning for individuals who have a history of mental illness, substance use disorder or mental illness with a co-occurring substance use disorder living in supportive housing programs.
b. The proposer would conduct initial assessments and develop comprehensive service plans that identify mutually agreed upon long and short-term goals within thirty (30) days of placement. The proposer would demonstrate successful strategies for engaging individuals who may be resistant to offered services.
c. The proposer would review and update the comprehensive service plan (CSP) on a quarterly basis and conduct quarterly reassessments to ensure services appropriately address the current needs of the client. Each subsequent CSP must contain a progress report which will be based on the goals set in the prior CSP. The progress report must cover the following service components: health care, including substance use and mental health interventions; access to and status of non-cash assistance financial benefits; financial management – including

compliance with client rental payments; legal issues; education; employment; independent living skills; participation in program activities, and frequency of client contacts for the reporting period.

d. The proposer via conducting quarterly reassessments, would identify and monitor the client's clinical conditions, including engagement with medical and mental health care, to ensure services are appropriate to client's changing health and social service needs. The proposer would track the HIV viral load and CD4 count of each client through laboratory test results or via client self-reporting, with the goal of assisting each client to achieve and maintain HIV viral suppression. Client viral loads, CD4 counts, and medical visits should be electronically reported to HRA on a quarterly basis, including utilizing a web-based data reporting system.
e. The CSP should be used, in part, to identify clients who are able to live independently. The proposer would actively assist all clients who are ready and want to voluntary transition out of supportive housing in locating new housing. For clients who are not yet ready to live independently, the CSP should identify any barriers to independent living. The proposer would develop a plan to address any barrier(s) identified.
f. The proposer would maintain a good faith effort to engage the client and link them to appropriate services.
g. The proposer would conduct an annual client satisfaction survey and provide completed surveys. HRA retains the right to amend the language in surveys, as needed. Providers should implement program changes, as necessary in conjunction with HRA.

Evaluation:
a. This section will be evaluated based on the extent to which the proposer demonstrates successful relevant experience in assessment and service planning, according to the criteria listed in this section. It is worth a maximum of **10 percent** in the Proposal Evaluation.

E. <u>Organizational Capacity and Staffing Plan</u> (20%)

1. Program Expectations:

<u>Organizational Capacity</u>

a. The proposer would demonstrate the capacity to provide permanent supportive congregate housing to the target population as evidenced by a minimum of at least five (5) years' successful relevant experience related to hiring, training, managing and evaluating staff performance for supportive housing programs.
b. The proposer would maintain individual files and records for each client in a secured locked file cabinet to further ensure confidentiality in accordance with Article 27 F of the Public Health Law. https://www.health.ny.gov/diseases/aids/consumers/testing/confidentiality_law.htm

These files would be complete, current, and readily identifiable from other programs operated by the provider. When required, provide the client progress reports electronically (PDF or otherwise), based upon an agreed schedule.
c. The proposer would certify that they would hold all information, records, and data connected with individuals served under this program confidential. Such information, records, and data would not be disclosed by the proposer to any person, organization, agency or other entity except as authorized by law and with the prior written approval of the Agency. Records would be maintained by the provider for a minimum of seven (7) years after the expiration of the contract.

d. The proposer would maintain all documents and materials necessary for a quality assurance review and has the ability to submit any reports or quality assurance documentation electronically, including using HRA required systems to report data on a monthly basis.

e. The proposer would convene regular community advisory board meetings with representation from program residents, neighborhood organizations, and whoever else deemed appropriate by the proposer at least quarterly. Attendance sheets should be kept and made available for the duration of the contract.

f. The proposer will be expected to achieve a minimum of 95% occupancy rate within six (6) months or less of contract registration and maintain a minimum of 95% annual occupancy rate throughout the term of the contract. Failure to meet the 95% occupancy rate may result in a reduction in the reimbursement amount allowed under the contract. If the proposer is unable to meet the 95% minimum occupancy rate after the first six (6) months of the contract year, and such failure to achieve the required occupancy rate is not due to the Department's failure to refer residents in a timely fashion and in sufficient numbers to achieve the required occupancy rate, then the Department may choose to recoup funds to the extent that the proposer has achieved the 95% occupancy standard.

<u>Staffing Plan</u>

a. The proposer would ensure that the program has an appropriate staffing plan with sufficient numbers of staff to adequately serve the clients and family members of the proposed competition pool option.

b. The proposer would ensure the program has a staffing plan that would include, at minimum, one (1) Program Director, one (1) full-time Licensed Clinical Social Worker (LCSW), who can be a Licensed Mental Health Counselor (LMHC) and/or clinical supervisor with a specialty in Mental Health or substance use counseling, and one (1) Case Manager for every twenty (20) clients.

c. The proposer would ensure the minimum staffing have the following requirements:
    i. The Program Director would have a bachelor's degree or five (5) years of demonstrated experience in providing services to persons living with mental illness and/or substance use disorder.
    ii. The proposer would provide a LCSW, who could be a mental health counselor or clinical supervisor, with a minimum of five (5) years' experience in mental health. Preferably, the experience will be providing mental health or substance use counseling to persons living with HIV/AIDS.
    iii. The Case Manager would have a bachelor's degree or at least four (4) years of demonstrated experience in providing services to persons living with mental illness /or substance use disorder.

d. The proposer would ensure access, on an as needed basis, to direct service staff including; mental health counselors, substance use counselors, clinical supervisors, social workers, benefits and entitlement specialists and case managers.

e. The proposer would provide regular supervision of staff performance in the provision of client services bi-weekly or as needed.

f. The proposer would provide training annually to all direct service staff to increase their knowledge and understanding of HIV/AIDS, mental illness and substance use disorders, and to increase staff competence, skills and sensitivity when working with and providing services to persons living with HIV/AIDS.

g. The proposer would ensure that all staff members who interact with clients or client records complete training in the following areas: Confidentiality of HIV/AIDS Information, Crisis Intervention and LGBTQI and Gender Non-Conformity Cultural Sensitivity. Each staff member must take refresher courses in these areas at least bi-annually. Proof of training would be available if requested by HRA staff.

h. The proposer would provide opioid overdose prevention training during new hire orientations, and every two (2) years for all staff. Proof of training would be available if requested by HRA staff.

i. The proposer will ensure finance and contract staff complete municipal, state, or federal trainings required by HRA.

Evaluation:

a. This section will be evaluated based on the extent to which the proposer demonstrates successful relevant experience in organizational capacity and staffing plan, according to the criteria listed in this section. It is worth a maximum of **20 percent** in the Proposal Evaluation.

F. <u>Budget Management</u> (10%)

1. Program Expectations:

a. The proposer would have a minimum of five (5) years' experience managing contract budgets for the proposed population as outlined in this section.

b. The proposer would operate the program with a budget based on the anticipated available funding stated in the "Basic Information" chart.

c. The proposer's costs would enable the effective delivery of services described in this RFP/RFx.

d. HRA anticipates that the payment structure for contracts awarded under this RFP will be a combination of line item and utilization.

i. The proposer would be expected to achieve a 95% occupancy rate within six (6) months or less of contract registration and maintain a minimum of 95% annual occupancy rate throughout the term of the contract.

ii. Failure to meet the 95% occupancy rate will result in a reduction in the reimbursement amount allowed under the contract.

iii. If the proposer is unable to meet the 95% occupancy rate after the first six (6) months of the contract year, and such failure to achieve the required occupancy rate is not due to the HRA's failure to refer residents in a timely fashion and in sufficient numbers to achieve the required occupancy rate, then the proposer will only be entitled to be reimbursed for the overall "not to exceed" contract amount less the difference between the 95% required occupancy and the actual occupancy rate, multiplied by the overall "not to exceed" contract amount for the year.

iv. The Department will recoup funds to the extent that the proposer has been reimbursed in excess of this amount.

e. HRA has determined the maximum unit price per year for permanent congregate units will be a maximum of $27,700 for single individuals and a maximum of $40,000 for families with children, which may include rent. The maximum available funding is $42,949,500 ($8,589,900 annually).

f. The proposer would seek and secure the use of non-HRA funding and in-kind contributions in their overall operating budget when applicable. Such funding would provide an offset to the negotiated annual budget amount.

g. HRA understands that the selected proposer(s) may need financing for start-up costs. Proposer(s) should include this request in the proposal budget summary template and indicate the costs as startup expenses. Start-up funding is generally not available for existing operations and is limited to eligible costs incurred no earlier than 90 days prior to the operational start date. The maximum available start-up funding is 10% of the annual budget amount.
h. All price and budget proposals should be prepared in accordance with The City of New York's Health and Human Service Cost Policy and Procedures Manual (Cost Manual): Indirect Cost Rate Initiative | MOCS (nyc.gov).For the purpose of responding to this solicitation, proposers may budget up to an approved Indirect Cost Rate (ICR) or use the 10% de minimis ICR. At Contract Negotiations budgets will be adjusted to accommodate the provider's ICR rate and the NYC Invoice Policy when necessary
i. Proposers must complete the Proposal Budget Summary template for each competition pool to which they are applying.
j. Proposers must familiarize themselves with all record keeping requirements for any funding received and must develop a strategy to compile and store all relevant documents and be prepared to produce them for inspection upon request.

Evaluation:
a. This section will be evaluated based on the quality of the proposed approach and extent to which the proposer demonstrates successful relevant experience in budget management, according to the criteria listed in this section. It is worth a maximum of **10 percent** in the Proposal Evaluation.

Section IV– Basis for Contract Award and Procedures

A. Proposal Evaluation

All proposals will be accepted by DSS/HRA on an open-ended basis. Proposals accepted by HRA will be reviewed to determine whether they are responsive or nonresponsive to the requirements of this RFP. Proposals which HRA determines to be nonresponsive will be rejected. HRA Evaluation Committees will evaluate and rate all remaining proposals based on the Evaluation Criteria outlined in this RFP. HRA reserves the right to conduct site visits, to conduct interviews, or to request that proposers make presentations, as deemed applicable and appropriate. Although HRA may conduct discussions with proposers submitting acceptable proposals, it reserves the right to award contracts on the basis of initial proposals received, without discussions; therefore, the proposer's initial proposal should contain its best programmatic terms.

This is an open-ended RFx; therefore, proposals will be accepted through PASSPort and reviewed on an ongoing basis until all the Agency's needs have been addressed.

B. Contract Award

Contracts will be awarded to the responsible proposers whose proposals are determined to be the most advantageous to the City, taking into consideration the factors or criteria which are set forth in this RFP. Proposals that are determined by DSS/HRA to be non-responsive will be rejected. Awards will be made to the highest rated responsive and responsible vendors whose proposals are technically viable, and whose prices do not exceed the maximum per unit cost of $27,700 for single individuals, and do not exceed the maximum per unit cost of $40,000 for families with children as set forth in the RFP. Awards will be made to all technically viable proposers, in ranking order, until the maximum number of units in this RFP have been allocated.

However:

- DSS/HRA reserves the right to determine, based on the proposer's capacity, geographic location, the proposer's demonstrated level of organizational capability, and in the best interests of the city, how many units the proposer will be awarded for a contract.
- DSS/HRA reserves the right to award less than the full amount of funding requested in the best interests of the City.
- In the case that a proposer is eligible for more than one contract award, HRA reserves the right to determine based on the proposer's demonstrated level of organizational capability, and the best interests of the City, respectively, to determine how many and for which competition pools the proposer will receive an award.
- DSS/HRA reserves the right, prior to contract award, to determine the length of the initial contract term and each option to renew, if any, as allowed by the New York City Procurement Policy Board Rules. During negotiations, the apparent winners are required to show documentation such as a long-term lease, mortgage, or other financing/contractual agreement, which would allow the City to award the resultant contract(s) for a different term.
- The City reserves the right to award additional units based on funding appropriation.

Contract Award shall be subject to:

- Demonstration that the proposer has site control of an appropriate program facility.
- Timely completion of contract negotiations between HRA and the selected proposer and a determination of both proposer responsibility and administrative capability.
- HRA reserves the right, prior to contract award, to review and approve any proposed site if already in existence or review and approve blueprints of any new construction sites.
- Final contract award shall be contingent upon submission of Certificate of Occupancy or Temporary Certificate of Occupancy.
- DSS/HRA/ reserves the right to rescind selection of any apparent winner and award to the next rated available if the apparent winner fails to provide a Certificate of Occupancy, a Temporary Certificate of Occupancy, or loses site control.