Human Resources Administration
Department of Social Services

October 28, 2026

ADDENDUM #2

Re: Adult Protective Services (APS) RFx

EPIN: 06926P0014

Pursuant to Section 3-03 of the Procurement Policy Board (PPB) Rules, The New York City Department of Social Services/Human Resources Administration (DSS)/HRA) is issuing Addendum #2 to the Adult Protective Services RFx.

Notifications:

1. **Questions and Answers**
2. **List of Attendees who signed in the chat at the Pre-Proposal Conference (PPC)**
3. **Webex Recording from the October 15, 2026, Pre-Proposal Conference**
4. **Presentation from the October 15, 2026, Pre-Proposal Conference**

Please note: No further questions regarding this RFx will be considered.

1. Questions and Answers
Adult Protective Services (APS) RFx
EPIN: 06926P0014

1. **Question:** Are applicants expected to complete the two Labor Peace documents (Certification and Attestation) when submitting their proposals, or is this for contract awardees only? If submission with the RFP is required, please specify how this should be done, as there is no document slot in the portal for it.

   Answer: Yes, these documents should be provided by the apparent winner of the award.

2. **Question:** Could you provide additional guidance on the separate Staffing Plan required, beyond what is in the questionnaire and the budget narrative? Is there any particular format you prefer?

   Answer: The Staffing Plan should describe all staff assignments necessary to adequately provide the mandated support services, consistent with Section II.F (Organizational Capability and Staffing Plan) of the Scope of Work. This includes staffing for each required position, Program Director, Supervisory Staff, Caseworker/Case Manager, Accountant, and Bookkeeper, along with their qualifications and experience as described in that section. No specific template or format is required; proposers may submit the Staffing Plan in a format of their choosing, as long as it clearly addresses these staffing requirements.

3. **Question:** Would you please clarify the difference between the two Administrative lines in the budget worksheet: Line 35 (Overhead/Indirect Cost) vs. Line 36 (Other Administrative Cost)? What would be included in each?

   Answer: Line 35 (Overhead/Indirect Cost) is where the Proposer enters their indirect cost rate, the standardized overhead cost calculated using a specific rate or formula, shown in the "Cost and/or calculation basis" column (for example, the 10% de minimis rate applied to direct costs). Line 36 (Other Administrative Cost) is for any additional administrative expense that is not part of the indirect cost rate calculation; each item entered here should be individually itemized and explained in the "Describe" column. It is optional, not required.

4. **Question:** Should all agencies use the 10% de minimis ICR rate for the budget and indicate their MOCS-approved rate in the narrative if they have one? Or should they include the MOCS-approved rate in the budget worksheet on Line 35?

   Answer: The proposer should use the 10% in the budget worksheet on line 35. Any adjustments will be made during contract negotiations post-selection.

5. **Question:** Hi. Where will I be able to access the recorded training of this session?

   Answer: A link to the WebEx recording of the Pre-Proposal Conference held for this Request for Proposals (RFP)/RFx held on October 15 is included in this document.

6. **Question:** The RFx indicates that linkage agreements and reference letters are among the required documents. Is there a linkage agreement template? Is there a reference letter template? If not, can responding institutions create their own?

   Answer: There is no standard template. Organizations may create their own.

7. **Question:** Regarding reference letters, can responding institutions secure reference letters from foundations like the New York Community Trust? Can reference letters be secured from funding federations like the United Way of New York City?

   Answer: Per the RFP, organizations may submit three (3) letters of reference from non-government entities.

8. **Question:** Pages 10 and 11 of this RFx delineate a staffing plan for APS programs. Is the staffing structure for APS programs limited to the positions delineated on pages 10 and 11? Can responding institutions also include an administrative assistant and a data specialist/quality assurance specialist in addition to the positions cited on pages 10 and 11?

   Answer: Yes, adding any supporting staff within the budget will be acceptable.

9. **Question:** Is there a de minimus indirect cost rate for this RFx, i.e., 15% of all direct costs? Should indirect cost information be included with the submission of the budget form?

   Answer: The 10% de minimus indirect cost rate is applicable for this RFx. Any adjustments will be made during contract negotiations post-selection.

10. **Question:** In addition to accepting referrals from DSS/HRA, can organizations accept referrals from other institutions, i.e., NYPD?

Answer: All referrals received are submitted through the HRA/DSS/ APS Central Intake Unit Portal via telephone or email, screened for presumptive eligibility, if deemed presumptively eligible the referral is then electronically sent to the Vendor Office.

11. Question: Are PSP visitors HRA staff?

Answer: Preventive Services Program (PSP) are usually long -term cases that qualify as stable with service interventions implemented. These cases are visited by the APS staff they are assigned to. In some PSP cases where there is a credible delegated visitor assigned the delegate will visit for two months in a row within a quarter and each month report back to the APS case worker. When the delegate is unable to visit or does not see the client, or if there is a risk present, the APS case worker is required to conduct the follow-up visit in the same month.

12. Question: Who will be reviewing applications submitted? Will reviewers all be HRA staff?

Answer: All RFx proposals will be reviewed by appropriate staff in accordance with the PPB Rules.

13. Question: If I understand the "Program Expectations - Service Flow" slide correctly, what our organization provides is the enabling technology for Step 1 in the service flow. Is that APS Net, CRIS-WEB, or both?

Answer: Per Section II.C (Case Management Services) of the Scope of Work, the Contractor is required to complete detailed case notes in APS Net, described as "the APS case management system." The Scope of Work does not mention CRIS-WEB.

14. Question: Would there be interest in entertaining a presentation of our organization's solution?

Answer: Per Section IV (Evaluation Procedures and Basis for Contract Award) of the RFP, "all Proposals accepted by HRA will be reviewed to determine whether they are responsive or non-responsive to the requirements of this RFP. Proposals which HRA determines to be non-responsive will be rejected. HRA's 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 discussion; therefore, the Proposer's initial proposal should contain its best programmatic terms."

2.List of Attendees who left information in the chat window:

- Danielle Palmisano, JASA, DPalmisano@jasa.org
- Yongxi Turkoglu, APS, turkogluy@hra.nyc.gov
- Elizabeth Lynn, Selfhelp Community Services, elynn@selfhelp.net
- Chelsea McLellan - Chelsea@curestaffing.com
- Karen Getzoni - Karen@curestaffing.com
- Steve Smith, WellSky Health and Social Services. steve.smith@wellsky.com
- Doug Arms, COO, TemPositions/Essey Group. Darms@tempositions.com
- Daniel Donoghue - COO - Transitional Services for New York, Inc. - ddonoghue@tsiny.org
- Ken Small, BronxWorks
- Sara Neuman
- Walter Prystowsky, TemPositions wprystowsky@tempositions.com

3.Webex Recording from the October 15, 2026, Pre-Proposal Conference

Adult Protective Services RFx (EPIN 06926P0014) Pre-Proposal Conference-20261015 1518-1

Thursday, October 15, 2026

3:31 PM | (UTC-04:00) Eastern Time (US & Canada)

Play recording (1 hr 11 mins)

Recording password: jRd2PRKf

4. **Presentation from the October 15, 2026 , Pre-Proposal Conference**

The City of New York
Department of Social Services (DSS)
Human Resources Administration (HRA)

Adult Protective Services RFx
EPIN: 06926P0014

Pre-Proposal Conference

Thursday, October 15, 2026
10:00 AM – 12:00 PM

Agenda

Housekeeping – This event is being recorded. To ask questions at any time during the event, type your question(s) in the **CHAT** box indicating your name and organization.

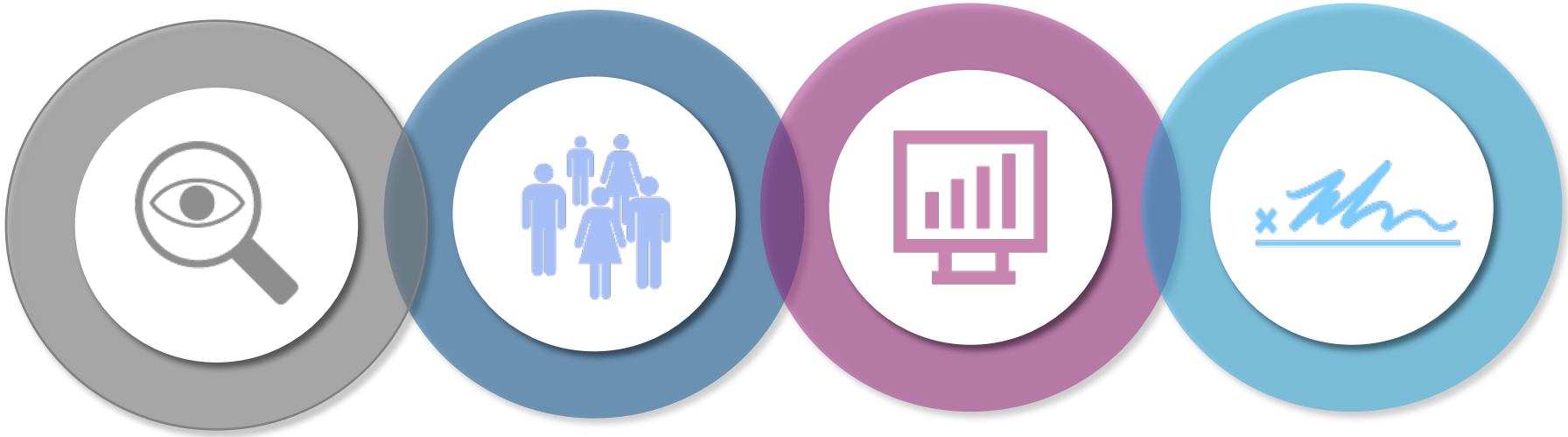
Welcome	**Celloy Williams** **Senior Deputy Agency Chief Contracting Officer** **Office of Contracts** **Department of Social Services**
Passport Presentation	**PowerPoint Presentation** **Mayor's Office of Contract Services**
Scope of Services	**Sandra Brown** **Assistant Deputy Commissioner** **Adult Protective Services**
Format/Content ***Evaluation Process*** ***& Basis of Award***	**Madjiguene (Mage) Diop** **Deputy Agency Chief Contracting Officer** **Office of Contracts** **Department of Social Services**
Questions and Answers	**Celloy Williams** **Senior Deputy Agency Chief Contracting Officer**

PASSPort: Finding and Responding to HHS RFPs

NYC
Mayor's Office of
Contract Services



PASSPort Streamlines Citywide Procurement



View Citywide Contracting Opportunities

Respond to Citywide Contracting Opportunities

Real-Time Tracking of Submissions, Awards & Contracts

Digital Signatures

Steps to Respond



Create
an account in **PASSPort**

Complete
HHS Prequalification
Application in **PASSPort**



RFP Released in **PASSPort** through the Procurement Navigator & Browse Public RFx



Complete & submit your responses in **PASSPort**

Steps to Create a PASSPort Account

1. Establish a NYC.ID

***Note**: If you use HHS Accelerator, you already have a NYC.ID; if not, you can go to nyc.gov/PASSPort to register for one*

2. Submit an Account Request with Your NYC.ID

Note: It can take 1-2 business days for approval

3. Activate Your Account Once Your Request is Approved

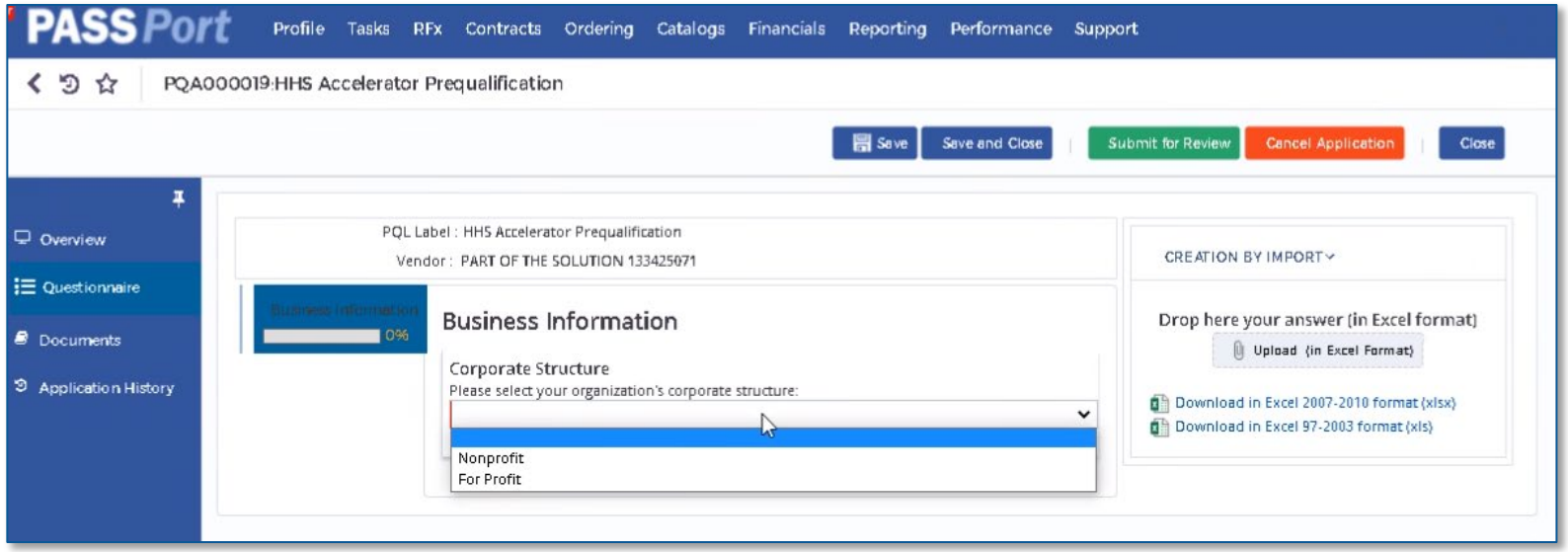
*Note: Providers **will** need to complete and file vendor disclosures in PASSPort if the awards received during a 12-month period **exceed $250,000***

HHS Prequalification in PASSPort



Mayor's Office of Contract Services

HHS PQL Application in PASSPort



- Questionnaire with 10 business questions
- HHS RFPs released to full HHS PQL

User Roles

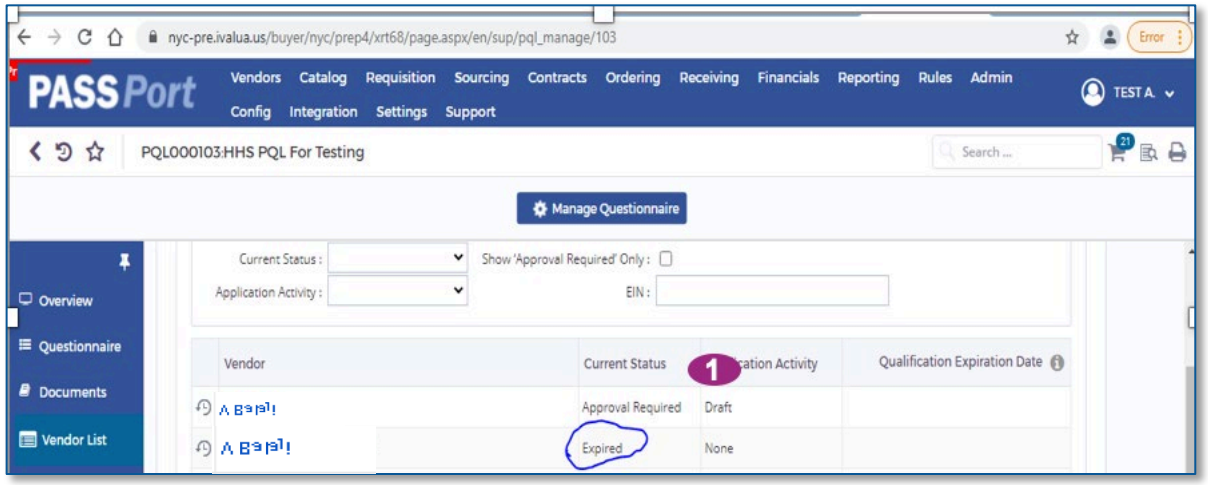
Vendor Procurement Level 1

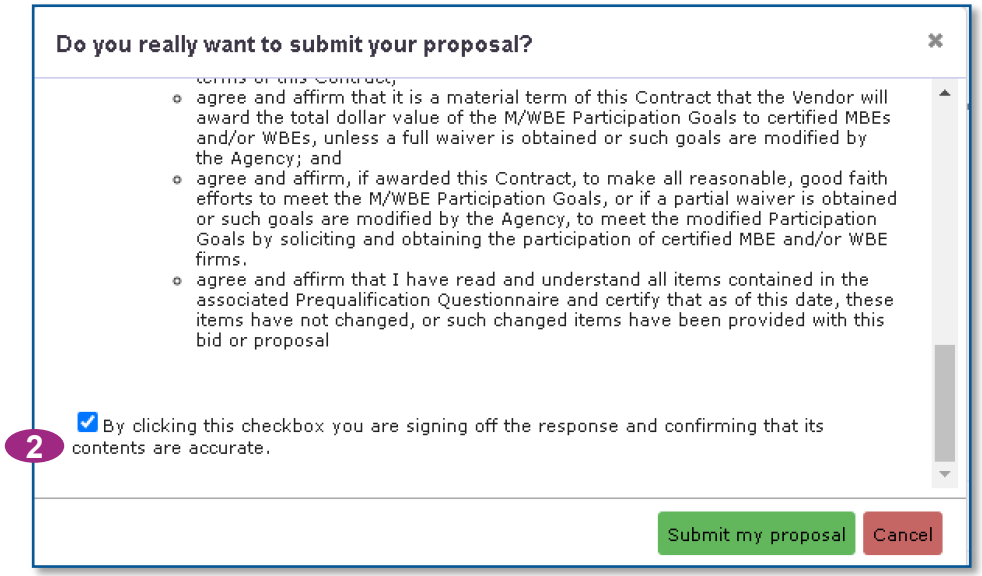
Vendor Procurement Level 2*

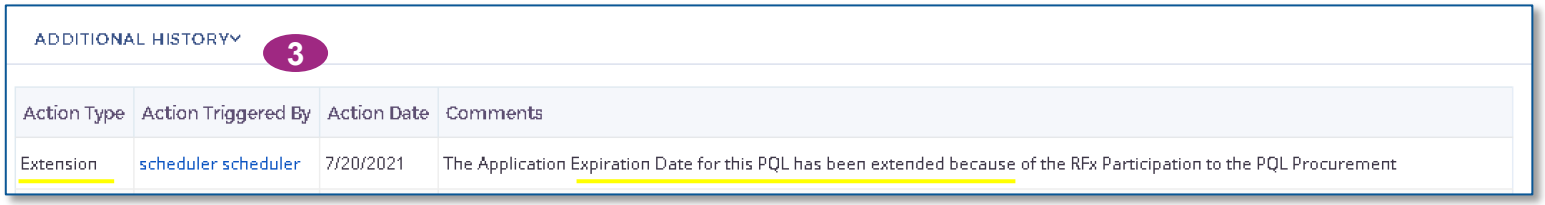
Vendor Admin*

- ❑ Corporate Structure (Nonprofit/For Profit)
- ❑ Certificate of Incorporation or Equivalent
- ❑ By-Laws
- ❑ Board of Directors
- ❑ Tax Filings
- ❑ IRS Determination Letter
- ❑ Charities Filings/Exemption Letter/Financial Statement
- ❑ Conflict of Interest Policy
- ❑ Whistleblower Policy
- ❑ Articles of Organization
- ❑ Financial Controls Part 1 & 2 (# of individuals required to sign checks, amounts, staff financial authorizations)

Prequalification Renewals/Expirations







1 PQL Applications are valid for 3 years or until Documentation expires, whichever occurs first.

If Documentation expires, PQL status changes from **Approved** to **Expired.**

2 As providers submit proposals to RFx in PASSPort they will be asked to **validate** and **confirm** that PQL information is current.

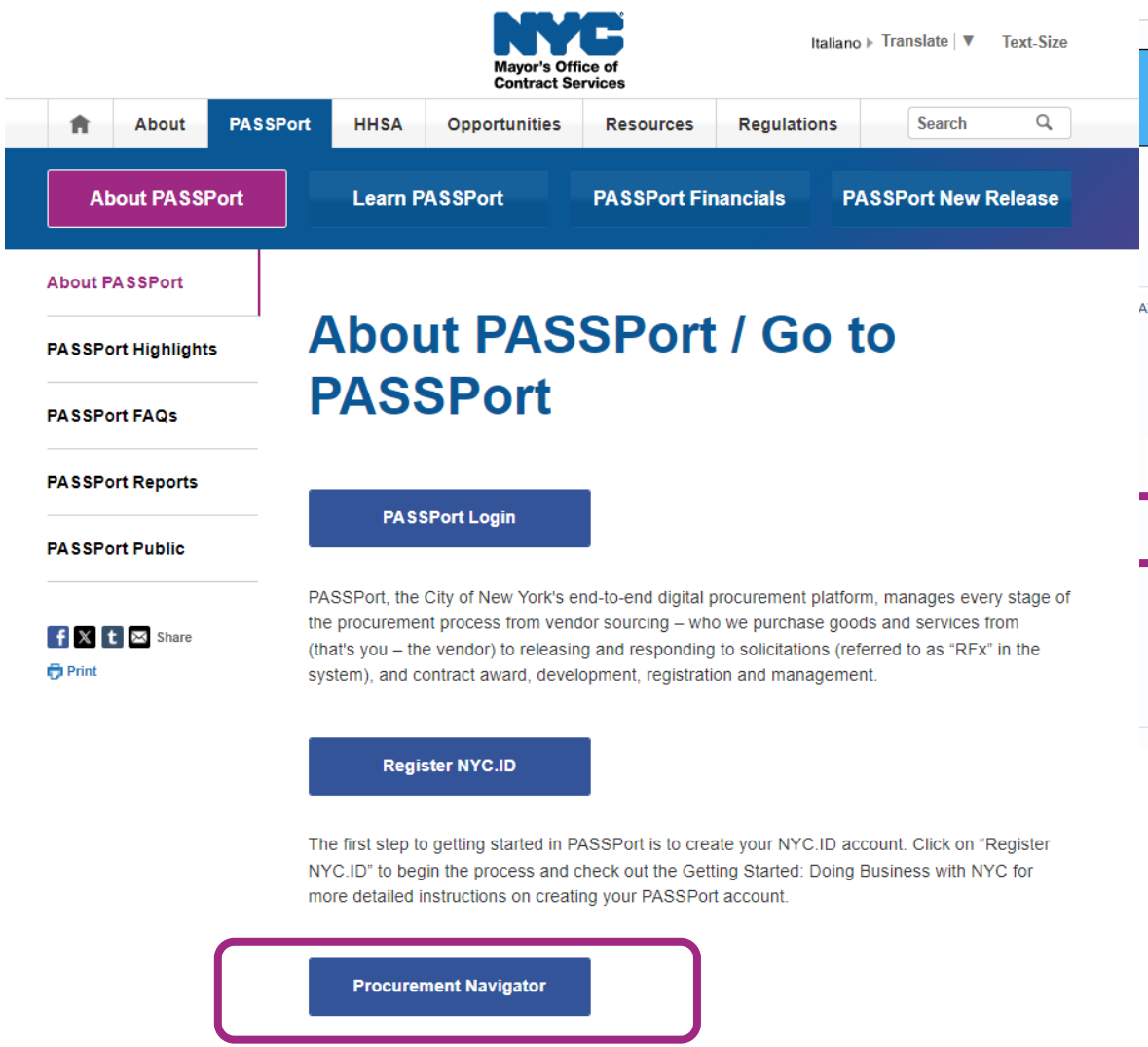
This restarts the clock on Approved status, moving **Expiration Date** to 3 years after proposal submission date.

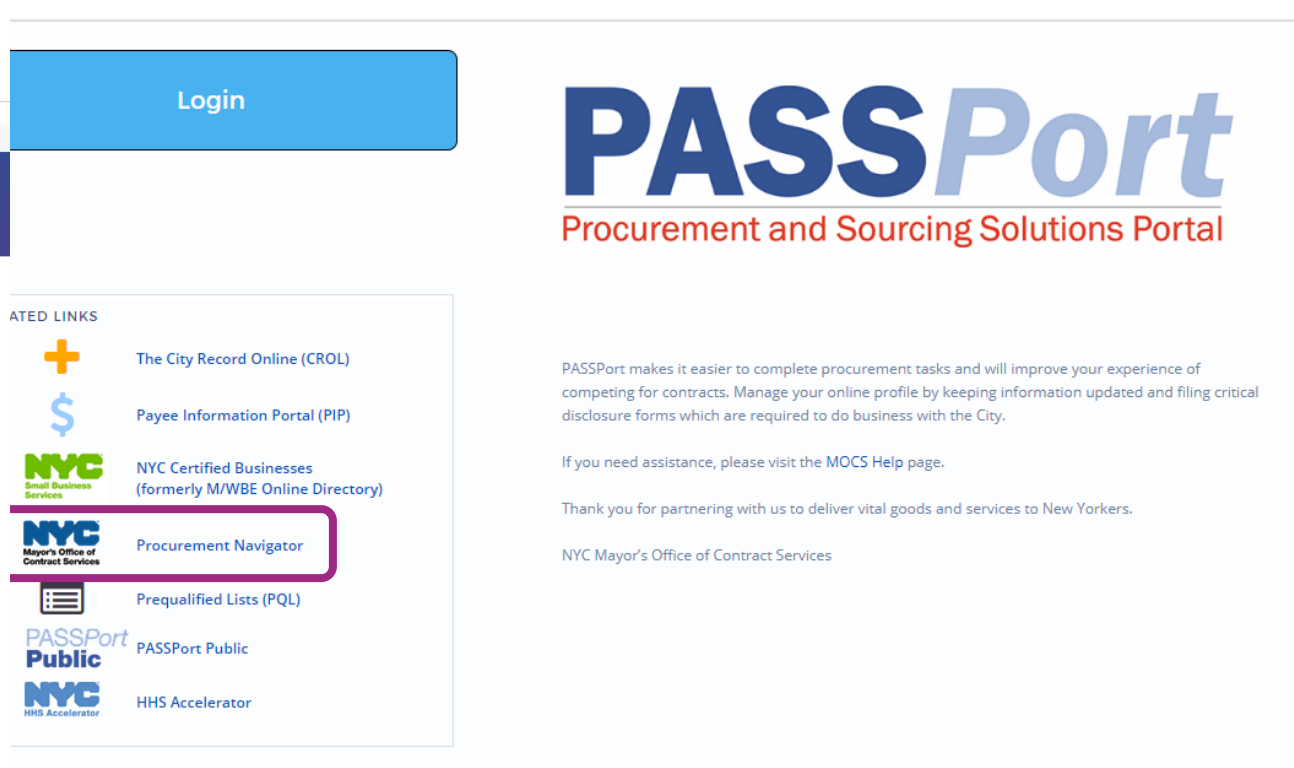
3 Users can find current PQL status in the Additional History section of their application under the **Application History** tab.

How to Find and Respond to the RFP in PASSPort



Search for Funding Opportunities





nyc.gov/passport

Find the RFP on Procurement Navigator

The PASSPort **Procurement Navigator** provides the general public with a complete list of all RFx opportunities available in PASSPort.

PASSPort

Prequalified Lists

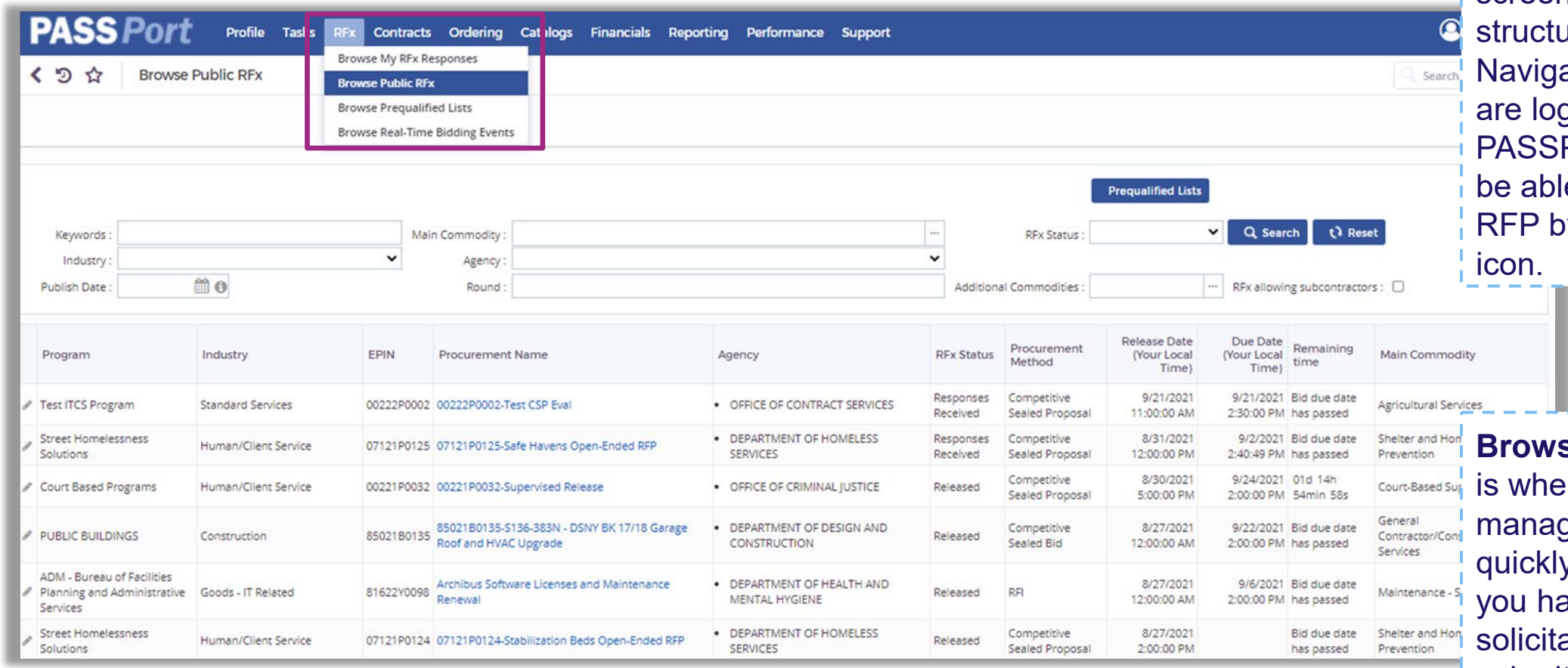
Keywords : | Main Commodity : | RFx Status : | Search | Reset

Industry : | Agency :

Publish Date : | Round : | Additional Commodities : | RFx allowing subcontractors :

Program	Industry	EPIN	Procurement Name	Agency	RFx Status	Procurement Method	Release Date (Your Local Time)	Due Date (Your Local Time)	Remaining time	Main Commodity
DCAS - Citywide Procurement	Goods	85721B0115	85721B0115-2100064 - TRUCK, 16 C.Y. COLLECTION - PARKS	• DCASDIVISION OF MUNICIPAL SUPPLY SERVICE	Released	Competitive Sealed Bid	09/27/2021 10:00:00	09/28/2021 10:30:00	23h 50min 17s	Automotive Vehicles
Miscellaneous	Construction	84121B0030	84121B0030-84121SISI442 - St. George Terminal Diesel Exhaust Fluid Storage and Distribution System	• DEPARTMENT OF TRANSPORTATION	Released	Competitive Sealed Bid	09/24/2021 00:00:00	10/26/2021 11:00:00	29d 00h 20min 17s	Pipes and Plumbing Materials, Equipment, and Supplies
Citywide Services - Capital	Construction	84621B0061	84621B0061-X002-119M-Ranaqua Roof Reconstruction	• DEPARTMENT OF PARKS AND RECREATION	Planned	Competitive Sealed Bid		10/01/2021 15:30:00	04d 04h 50min 17s	General Contractor/Construction Services
Citywide Services - Capital	Construction	84621B0061	84621B0061-X002-119M-Ranaqua Roof Reconstruction	• DEPARTMENT OF PARKS AND RECREATION	Released	Competitive Sealed Bid	09/24/2021 11:30:00	10/13/2021 15:30:00	16d 04h 50min 17s	General Contractor/Construction Services
DCMB	Professional Services - IT Related	85821P0001	85821P0001 Citywide Quality Control Services for Technology Projects	• DEPARTMENT OF INFORMATION TECHNOLOGY AND TELECOMMUNICATIONS	Released	Competitive Sealed Proposal	09/24/2021 12:00:00	10/29/2021 14:00:00	32d 03h 20min 17s	Quality Control/Project Management/Strategy Services
Brooklyn - Capital	Construction	84621B0018	84621B0018-B113A-119M - Cadman Plaza Park Oval Reconstruction	• DEPARTMENT OF PARKS AND RECREATION	Released	Competitive Sealed Bid	09/22/2021 10:00:00	10/12/2021 15:30:00	15d 04h 50min 17s	Parks and Site Work Construction
ENGINEERING, DESIGN AND CONSTRUCTION	Professional Services - Architecture/Engineering	82621P0030	82621P0030-BEDC - OB-136-DES-CM2	• DEPARTMENT OF ENVIRONMENTAL PROTECTION	Released	Competitive Sealed Proposal	09/22/2021 00:00:00	11/03/2021 14:00:00	37d 03h 20min 17s	Civil Engineering
Maintenance & Operations	Goods	84622Y0135	84622Y0135-BKOPS - Ipe Hardwood Lumber "Non DCAS RC Items" Needed for Repairs to Coney Island Boardwalk	• DEPARTMENT OF PARKS AND RECREATION	Released	RFI	09/23/2021 09:00:00	09/30/2021 15:00:00	03d 04h 20min 17s	General Building and Construction Equipment, Materials, and Supplies
Queens - Capital	Construction	84621B0040	84621B0040-Q509-220M-Nameoke Park Construction	• DEPARTMENT OF PARKS AND RECREATION	Released	Competitive Sealed Bid	09/21/2021 09:00:00	10/05/2021 15:30:00	08d 04h 50min 17s	Parks and Site Work Construction
ENGINEERING, DESIGN AND CONSTRUCTION	Professional Services - Architecture/Engineering	82621P0016	82621P0016-BEDC - RO-2-DES	• DEPARTMENT OF ENVIRONMENTAL PROTECTION	Released	Competitive Sealed Proposal	09/20/2021 15:00:00	10/28/2021 14:00:00	31d 03h 20min 17s	Mechanical Engineering
OCP - Miscellaneous	Goods	85721B0146	85721B0146-2100116,GRP:FEDERAL SIGNAL SYSTEMS & COMPONENT LIGHTS	• DCASDIVISION OF MUNICIPAL SUPPLY SERVICE	Released	Competitive Sealed Bid	09/20/2021 12:00:00	10/05/2021 10:30:00	07d 23h 50min 17s	Fleet Supplies
Family Enrichment Center	Human/Client Service	06822P0002	06822P0002-Family Enrichment Centers 2 RFP	• ADMINISTRATION FOR CHILDREN'S SERVICES	Released	Competitive Sealed Proposal	09/22/2021 13:00:00	11/17/2021 14:00:00	51d 04h 20min 17s	Preventive Services

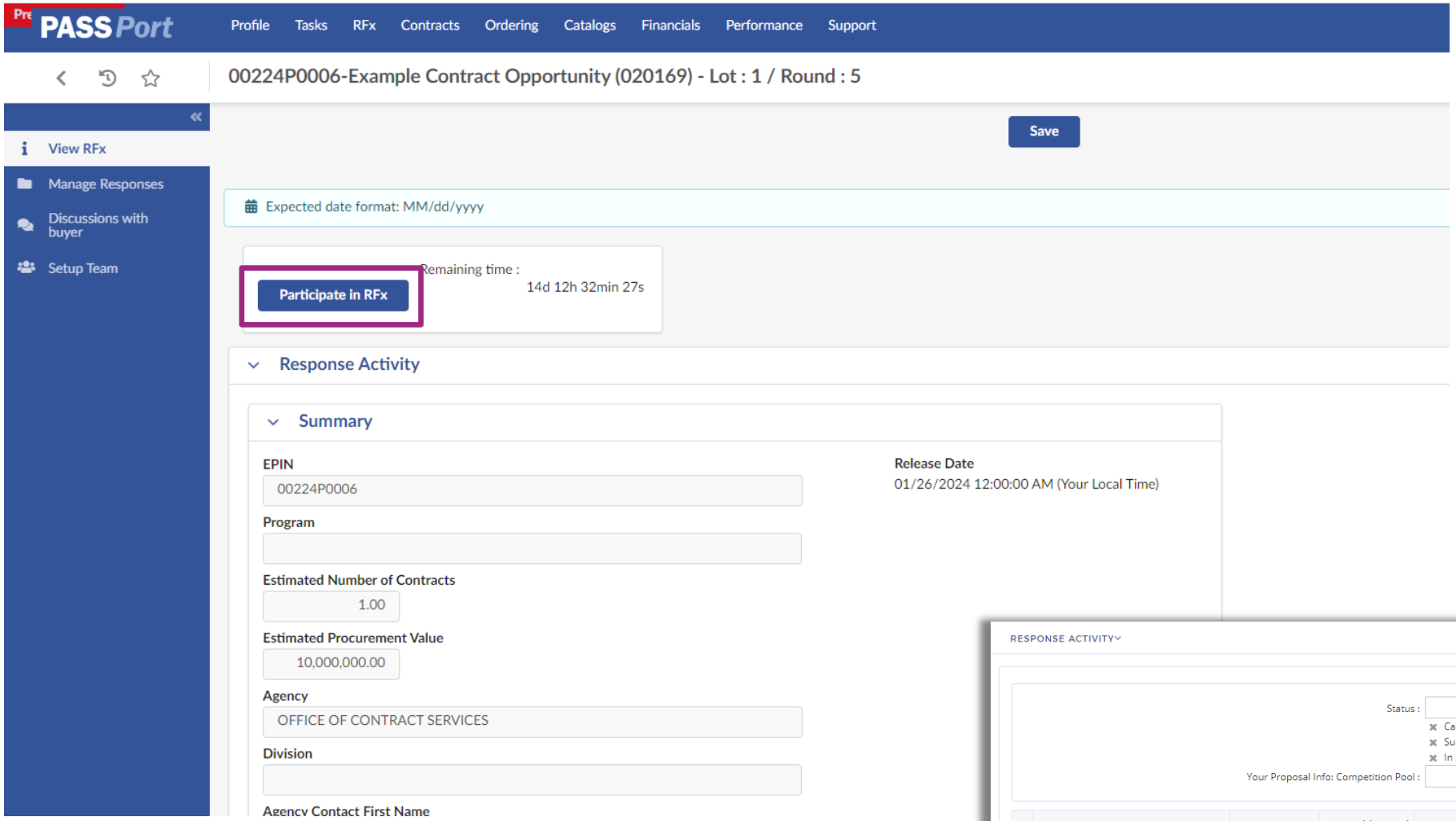
Find the RFP through “Browse Public RFx” and “Browse My RFx Responses”



The **Browse Public RFx** screen contains a similar structure to the Procurement Navigator, but now that you are logged into your PASSPort account, you will be able to respond to the RFP by clicking the Pencil icon.

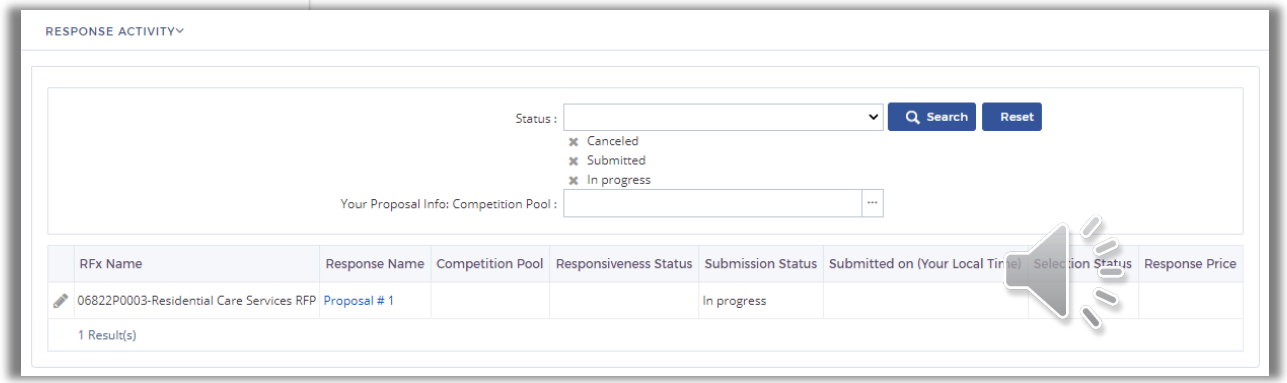
Browse My RFx Responses is where you will be able to manage your responses and quickly locate solicitations you have begun work on and solicitations you have submitted responses to.

Respond in PASSPort

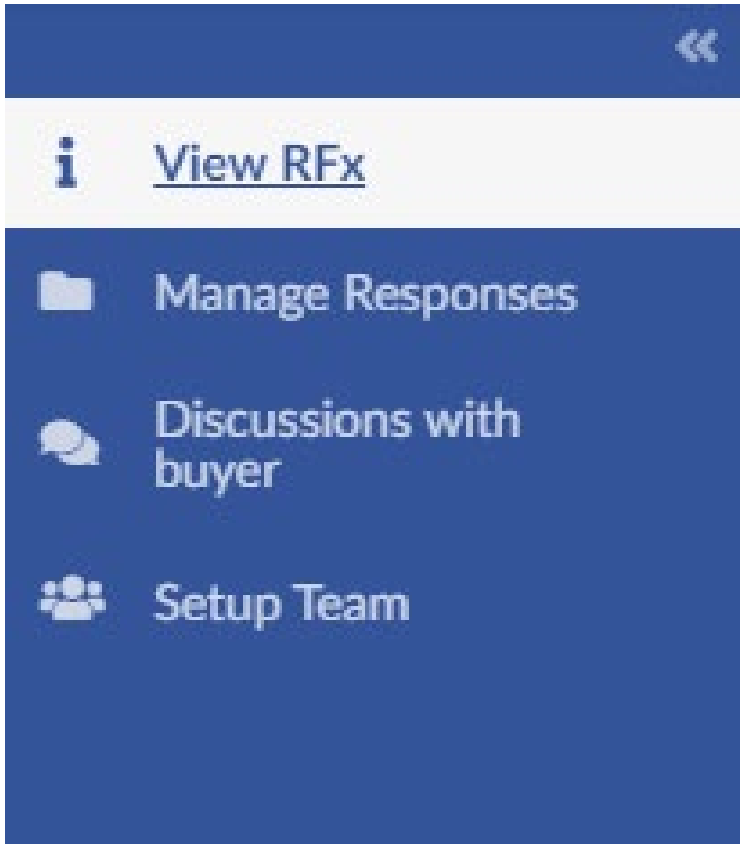


The **View RFx** screen displays an overview of the RFP, including a Summary, Description, Key Dates, associated Documents and Pre-Proposal Information.

After **Acknowledgement**, you may begin your proposal via the **Manage Responses** tab.



RFx Tabs Overview



The **View RFx** tab is where providers acknowledge receipt and intent to respond.

The **Manage Responses** tab is where providers complete the RFP questionnaire, item grid, affirmations, LL34 compliance, and upload required documentation.

The **Discussion with buyer** tab is a forum to communicate directly in PASSPort with the contracting agency after you have decided to respond to the RFP.

The **Setup Team** tab provides the ability to add team members to assist in the response process.

Setup Team Tab – User Roles

User Roles

- **Vendor Admin**
- **Vendor Procurement Level 1, Level 2**
- **Contributor, Vendor Financials Level 1, Level 2**

Vendor Admin

- ✓ Receive direct invite to participate in RFx
- ✓ Manage and add contacts in Vendor Profile
- ✓ Create responses
- ✓ Set up team for responses
- ✓ Create and submit applications to PQLs

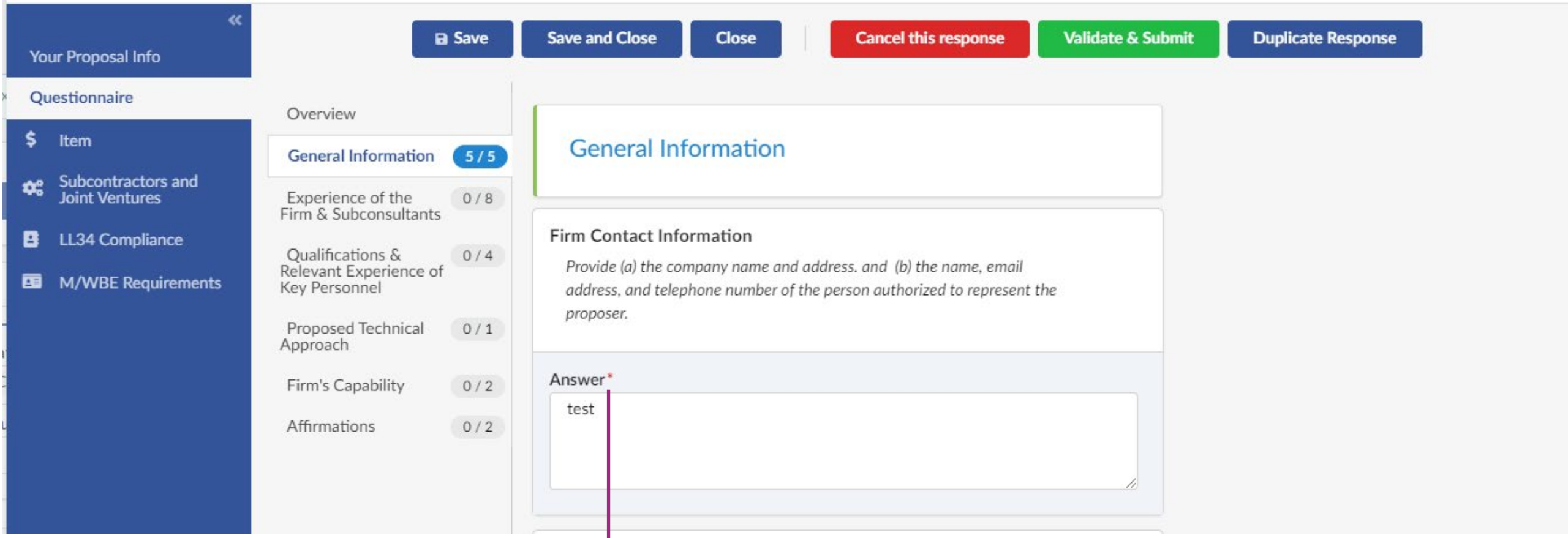
Vendor Procurement Level 1 & Level 2

- ✓ Receive direct invite to participate in RFx
- ✓ Manage and add contacts in Vendor Profile
- ✓ Create responses
- ✓ Create applications to PQLs (*only L2 can submit)

Contributor, Vendor Financials Level 1 & Level 2

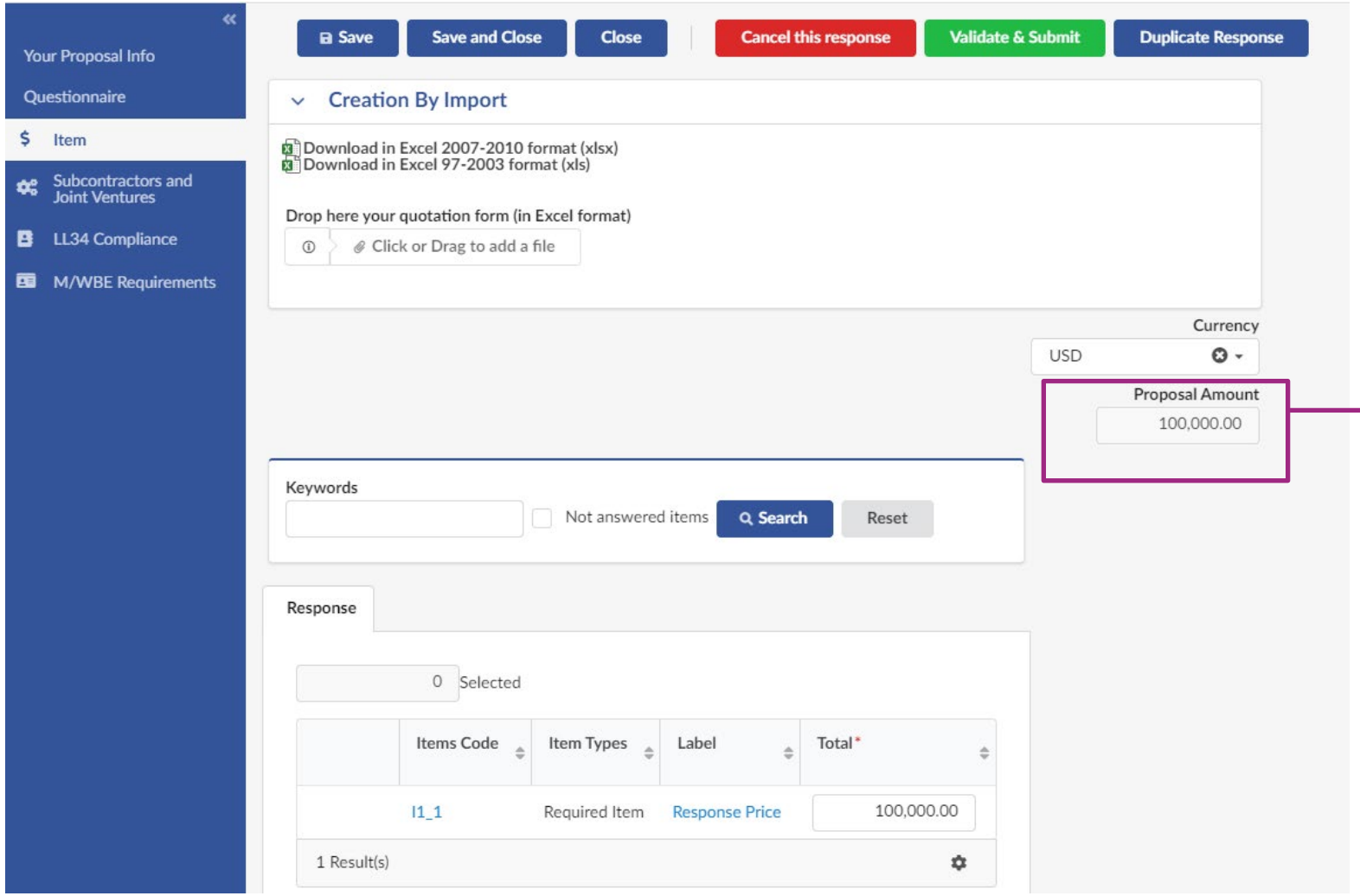
- ✓ Create/edit responses when added to the RFx team in the Setup Team Tab

Questionnaire



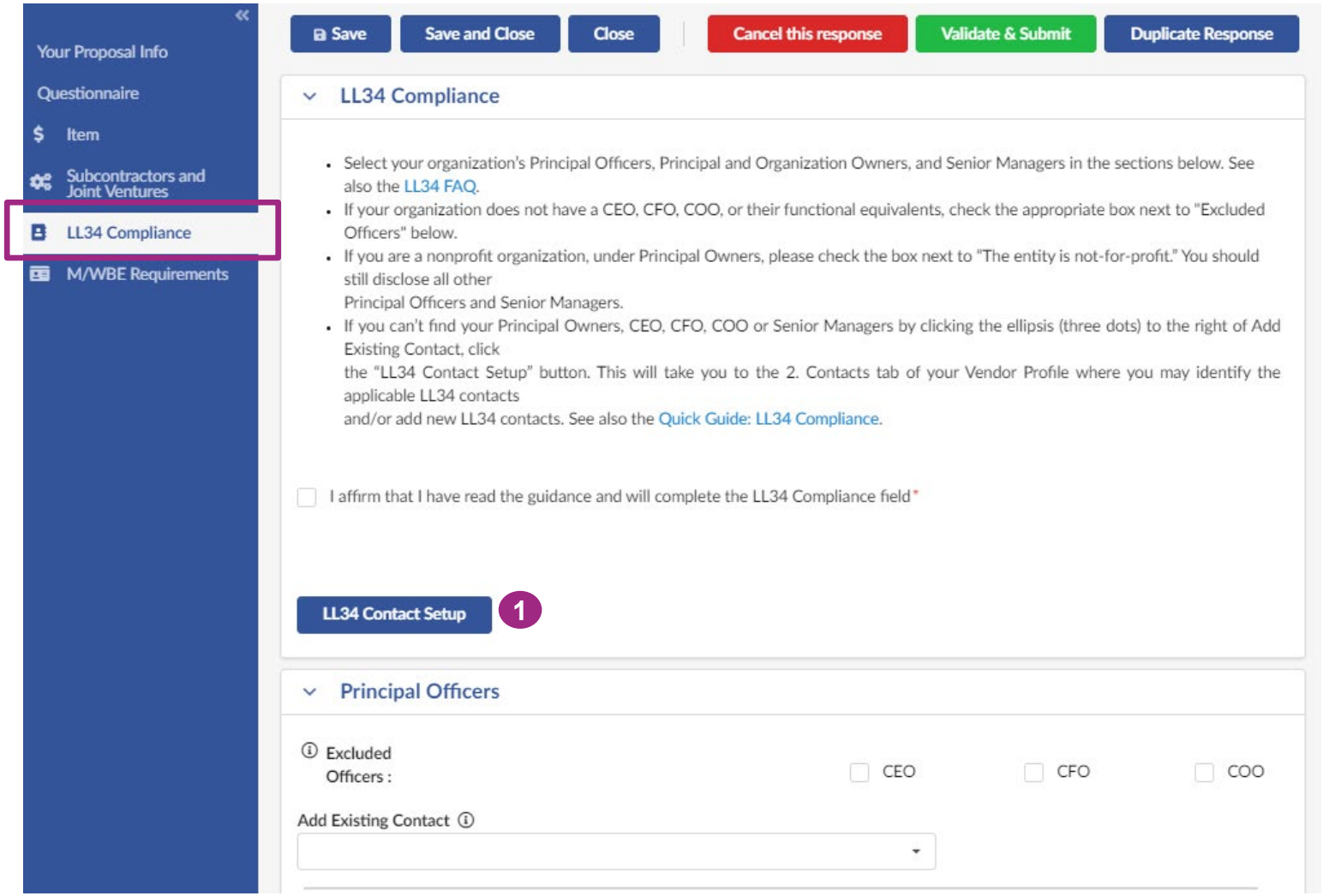
Red asterisk indicates response is required

Items / Proposal Budget Summary



The system will automatically calculate the total price for your proposal.

LL34 Compliance



The **LL34 Compliance** tab allows you to complete Doing Business Data information in PASSPort.

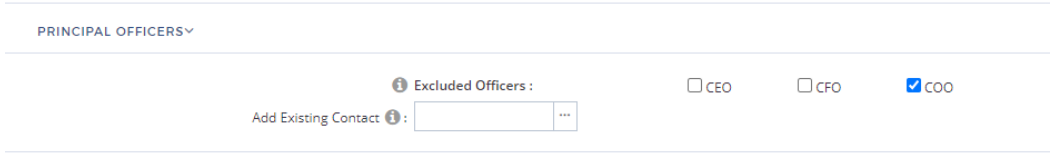
To populate information within the **LL34 Compliance** tab of a proposal, you must first make sure your contacts are updated within the Vendor Profile to include the positions of the Principal Owners, Principal Officers, and Senior Managers and indicate that they are LL34 Contacts.

To Complete the LL34 Compliance Tab and Add Contacts:

1. Click the "LL34 Contact Setup" button in the **LL34 Compliance** tab to navigate directly to the Vendor Profile to add contacts for selection.

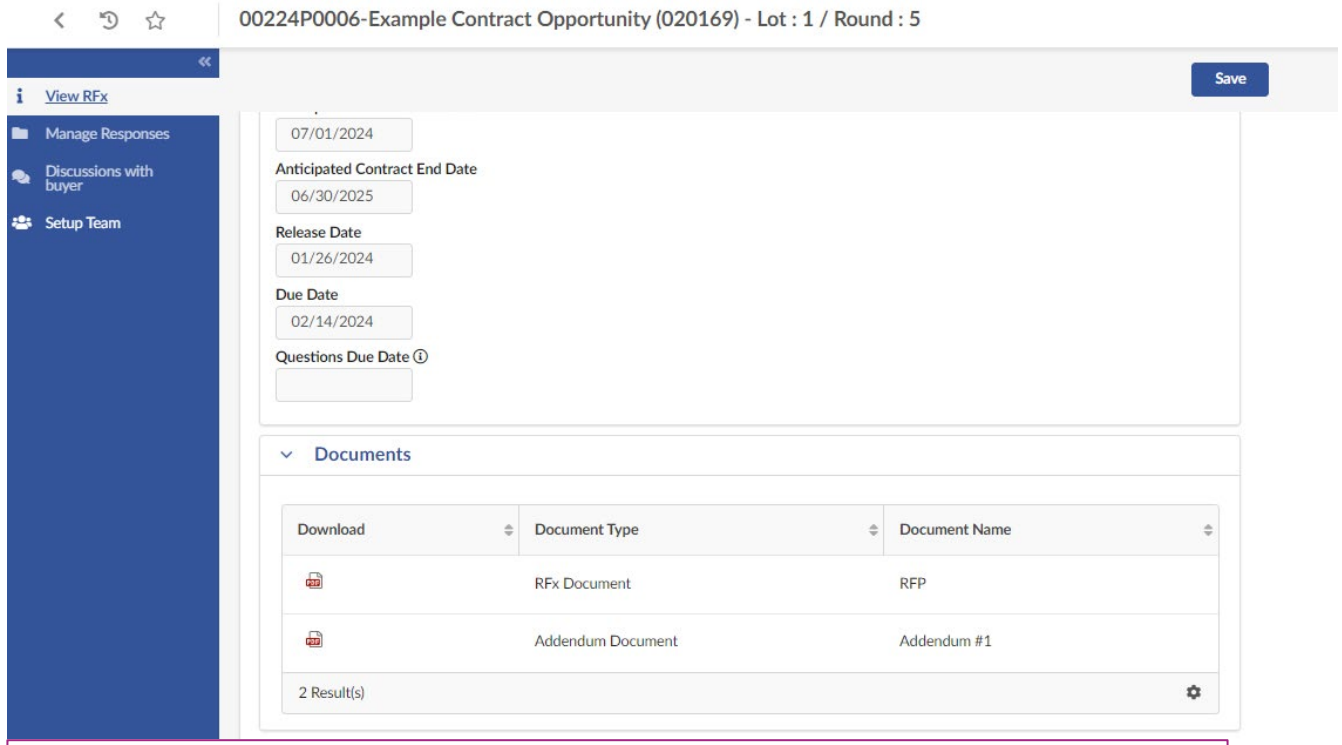
FAQs / Common Issues

Q: My organization does not have one or more principal officers! How do I fill out the LL34 Compliance tab?



A: Check the box next to "Excluded Officers" in the LL34 Compliance tab of your proposal – e.g. if you do not have a COO, check off COO.

Q: Where can I find documents related to this RFP?



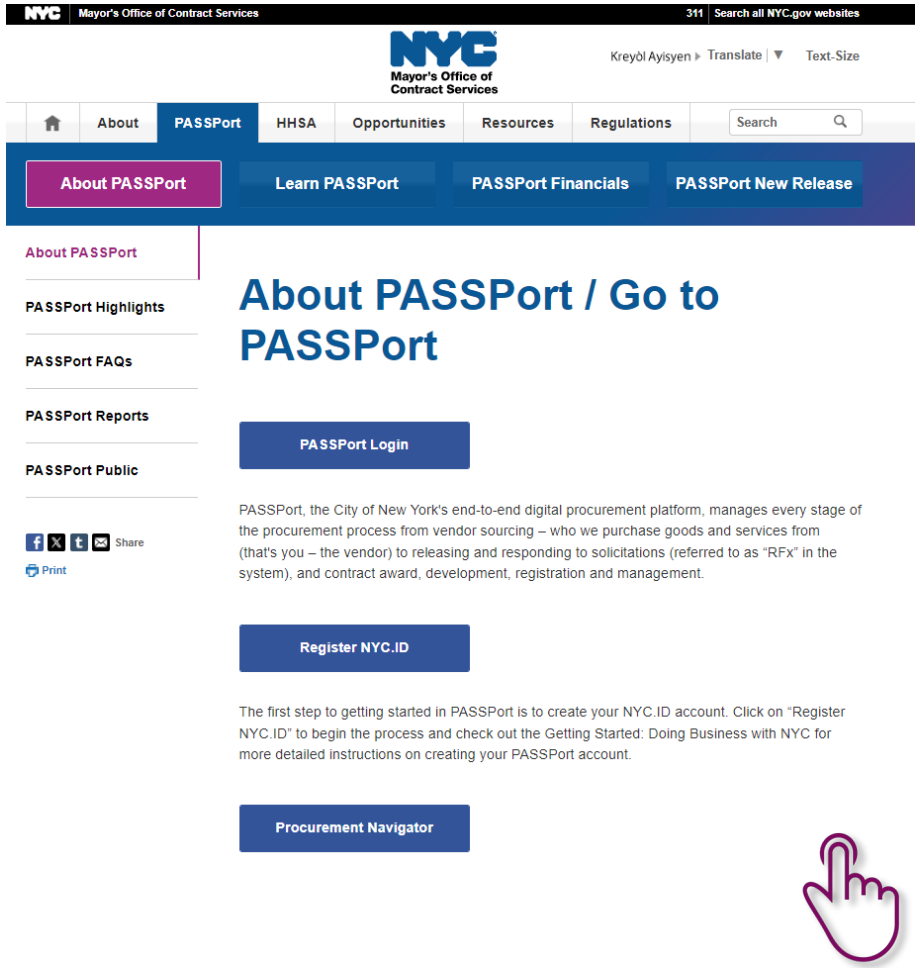
A: Documents for the RFx will be stored in the "Documents" tile on the "View RFx" Tab

Resources

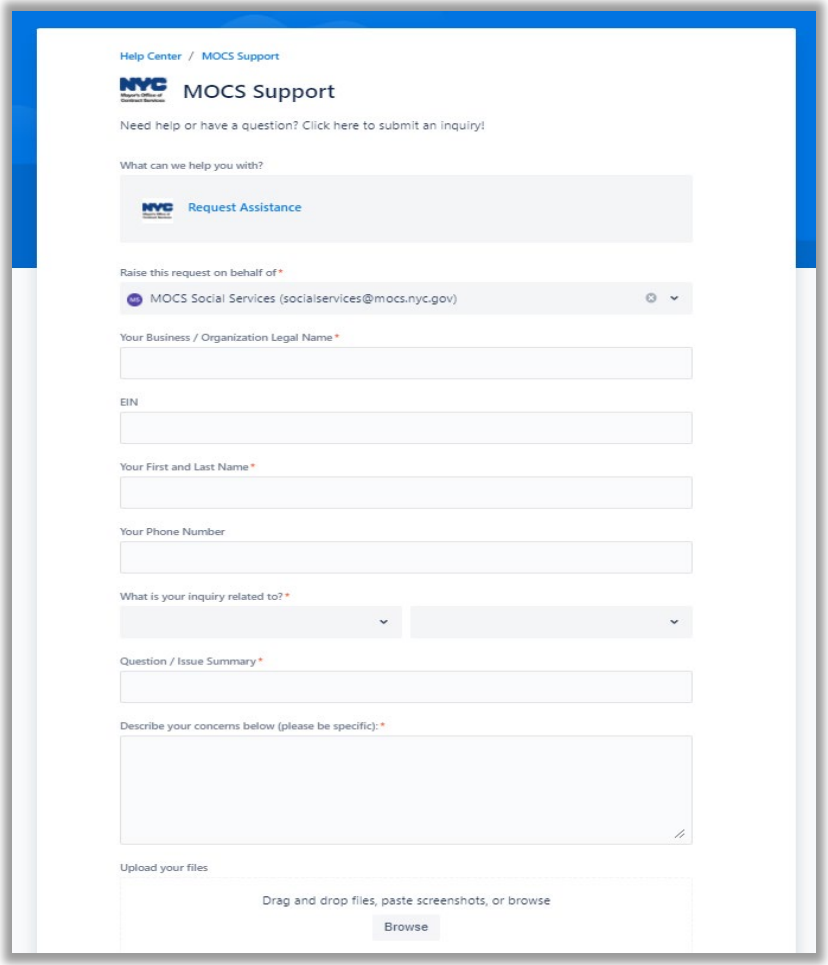


Need help or have a question? Submit an inquiry to www.nyc.gov/mocshelp

nyc.gov/passport



nyc.gov/mocshelp



Key Steps

1. Create a PASSPort Account
2. Complete Prequalification in PASSPort
3. Find RFP while logged into PASSPort, and acknowledge
4. Set up a team for your organization
5. Complete Questionnaire, Item grid, and LL34 Compliance
6. Submit Proposal!

Need help or have a question? Submit an inquiry to **nyc.gov/mocshelp**!



Scope of Work

Sandra Brown

Assistant Deputy Commissioner
Adult Protective Services

SECTION I – PROGRAM BACKGROUND

Program Purpose and Goals

In this Request for Proposals (RFP)/RFx, the Department of Social Services/Human Resources Administration (DSS/HRA) Adult Protective Services (APS) Program is seeking four (4) appropriately qualified Contractors (one per award) to provide Protective Services for individuals eighteen (18) years of age and older without regard to income, who, because of mental and/ or physical impairments and have no one available to assist responsibly . The Agency's goal is to protect and maintain the stability of at-risk clients in the community.

For clients identified as eligible, the Contractor would:



Program Purpose & Goals, cont.

The selected Proposer(s) would perform assessments, develop service plans, and provide case management, referral, advocacy and financial management services to ensure that all needs of the adult at risk are met.

Referrals are assessed for presumptive eligibility and are then assigned to the Contractor by the APS Central Intake Unit if a comprehensive assessment is needed. The rate of referrals to the Contractors is monitored by APS to ensure proper caseloads.

The Agency's objectives are to determine clients' eligibility for Adult Protective Services in all five (5) boroughs (citywide).

The Contractor will provide Adult Protective Services in accordance with the New York Code of Rules and Regulations (NYCRR), Title 18, and Section 457.





Target Population

Protective Services eligibility is defined as adults, eighteen (18) years of age and older, without regard to income, who, because of mental and/or physical impairments, meet all three (3) of the following criteria:

1. Unable to meet their essential needs for food, shelter, clothing, or medical care; secure entitlements due to them; or protect themselves from physical, sexual or emotional abuse; active, passive, or self-neglect; or financial exploitation.

2. In need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse; active, passive, or self-neglect; financial exploitation; or hazardous conditions caused by the action or inaction of either themselves or other individuals.

3. Have no one available who is willing and able to assist them responsibly.

Target Population, cont.

HRA is seeking a total of four (4) appropriately qualified social service organizations to serve citywide up to two thousand ten (2,010) caseload level, broken down into four (4) awards.

4	2,010	5
Awards / Contracts	Maintained caseloads per year	Boroughs – Citywide

- **Awards 1 and 2:** five hundred five (505) annual caseloads each.
- **Awards 3 and 4:** five hundred (500) annual caseloads each.

HRA reserves the right to award contracts to more than one contractor in any service area if, in HRA's sole opinion, the apparent winning proposer does not have the requisite capacity to manage the service area's cases effectively, or the complexity of cases requires more than one vendor.

SECTION II – PROGRAM EXPECTATIONS

Please review the RFx for additional details

Program Expectations – Service Flow

How a referral moves through the program, as described in Section I and Sections II-B and II-C of the RFx

1 APS Central Intake Unit

Referrals are assessed for presumptive eligibility and assigned to the Contractor if a comprehensive assessment is needed.

Section I

2 Rapid Response & Investigation

Within 24 hours: life-threatening situations.
Within 3 working days: all other referrals.

Section II-B

3 Comprehensive Assessment

Ability to manage resources, perform activities of daily living (ADLs), and protect themselves from neglect or hazards.

Section II-B

4 Eligibility & Planning

Determine APS eligibility and complete an initial assessment and service plan within 60 days of referral.

Section II-B

5 Case Management

Monthly face-to-face contact at the client's residence; service plan review every 6 months; APS Net notes within 3 working days.

Section II-C

6 Preventive Service Program (PSP)

Apply within 30 days of stabilizing cases. PSP I: home visits every third month. PSP II: every other month.

Section II-C

7 Case Closure

Risks resolved, client no longer needs services, client dies, or client is institutionalized long-term.

Section II-C

Article 81 Community Guardian

If efforts were unsuccessful and the client appears to lack capacity and remains at imminent risk, request HRA's Office of Legal Affairs to petition.

from Case Management, when needed

Qualifications and Experience

This is worth a maximum of 10% of the Proposal Evaluation

- The Proposer would have at least three (3) years of successful relevant experience within the last five (5) years serving adults, eighteen (18) years of age and older, without regard to income, who are mentally and/or physically impaired in all five (5) boroughs (citywide).
- The Proposer would demonstrate the following qualifications and experience:
  - Experience providing social services to individuals diagnosed with mental health, cognitive impairment, developmental disabilities, and/or substance abuse.
  - Ability to provide Protective Services for adults including case management; assistance in applying and recertifying benefits; referrals to outpatient medical and mental health providers; assistance with relocation and/or applications to subsidies, including CityFHEPS; and referrals to the NYPD and District Attorney to address allegations of abuse and exploitation.
  - A proven track record of acting as an effective partner with government, for-profit, and non-profit funding agencies.

Qualifications and Experience, cont.

- Capability to coordinate appropriate community interventions to stabilize individuals and ensure their immediate safety.
- Experience in ensuring housing stability through referrals to legal advocacy and direct services.
- Ability to work with landlords to stabilize tenancy, including the coordination of:
  - Heavy-duty cleaning and homecare services (provided by an HRA/APS vendor).
  - Representative payee services (provided by HRA/APS).
- Skill in identifying and securing alternative housing resources or appropriate community living arrangements when a client can no longer remain in their current home.



Evaluation: This section will be evaluated based on the Proposer's relevant knowledge and professional qualifications in serving mentally and/or physically impaired adults.

Assessment and Referral Services

This is worth a maximum of 10% of the Proposal Evaluation

The Proposer must demonstrate at least three (3) years of successful experience within the last five (5) years in citywide referral and assessment services, including:

24 HOURS

Commence investigations and conduct home visits for life-threatening situations, such as no food, limited or no heat in winter, or no cooling in summer.

3 WORKING DAYS

Commence investigations and conduct visits for referrals that do not indicate a life-threatening situation, including hospital or institution visits if the client is not at home.

60 DAYS

Determine APS eligibility under NYS Social Service Law § 473 and complete an initial assessment and service plan addressing immediate risks and needs.

Assessment and Referral Services, cont.

- **Comprehensive Assessment:** Evaluate each client's ability to manage resources, perform activities of daily living (ADLs), and protect themselves from neglect or hazards.
- **Eligibility:** An individual, 18 or over, who is mentally and/or physically impaired; AND due to these impairments, is unable to manage their own risks; AND has no one available who is willing and able to assist them responsibly.
- **Planning:** Develop and implement service plans designed to maintain clients safely within their own communities, and maintain full, accurate case activity documentation in each client's records.
- **Caseload Management:** Accept all HRA referrals up to contracted limits, with the capacity to manage up to 115% of the maximum contracted caseload at any given time at no additional cost to the Agency.

Awards 1 & 2
115% capacity: up to 580 clients

Awards 3 & 4
115% capacity: up to 575 clients

Case Management Services

This is worth a maximum of 30% of the Proposal Evaluation

The Proposer must demonstrate at least three (3) years of successful experience within the last five (5) years providing comprehensive Case Management for adults (18+) diagnosed with mental and/or physical impairment, including service plan development, home visits, and psychiatric consultation.

Caseload Requirements

505 / 500

Minimum active caseload
(Awards 1 & 2 / Awards 3 & 4)

1 : 5

One (1) supervisor per
five (5) case managers

30

Average cases per case
manager at any given time

Case Management Services, cont.

Service Standards & Documentation

- Complete face-to-face contact at the client's residence at least once a month to reassess the client's environment, risk and continued eligibility criteria. Follow-up visits are required when face-to-face contact is incomplete due to the client not being home, or inability to access the premises.
- Develop initial plans within 60 days of eligibility; update and review every six (6) months with maximum client participation.
- Complete detailed notes in APS Net, the APS case management system, within three (3) working days of any contact.

Housing & Stabilization

- Assist clients with housing subsidies, grants, and legal advocacy.
- Coordinate HRA cleaning and extermination services to address health/safety risks or facilitate homecare.

Case Management Services, cont.

Financial & Legal Advocacy

- Refer clients to HRA Financial Management Services (FMS) for representative payee needs.
- Request HRA's Office of Legal Affairs to petition for an Article 81 Community Guardian if efforts to address the client's risks were unsuccessful and the client appears to lack capacity and remains at imminent risk despite intervention. Requests must be submitted timely to ensure the safety and wellbeing of the client.

Preventive Service Program (PSP): apply for PSP within 30 days of stabilizing cases.

PSP Level	Definition	Home Visits	Caseload Weight
PSP I	Contact person available	Every third month	25% of caseload weight
PSP II	No contact person	Every other month	50% of caseload weight

Case Closure: Terminate and close-out services when risks are resolved, the client no longer needs services, the client dies, or the client is institutionalized long-term.

Support and Administrative Services

This is worth a maximum of 15% of the Proposal Evaluation

The Proposer would demonstrate at least three (3) years of successful experience within the last five (5) years in managing administrative services for programs serving similar populations.

Program & Fiscal Administration

- **Emergency Imprest Fund:** Establish and manage a sub-imprest fund to address clients' short-term emergency cash needs; maintain rigorous documentation (e.g., receipts), comply with Agency internal controls, and cooperate with fiscal audits conducted by HRA's Bureau of Internal and Vendor Audit.
- **Internal Controls:** Implement robust inventory and fiscal controls for all administrative expenses, program support costs, and overhead.
- **Grievance Procedures:** Establish a formal system for clients to file grievances; advise clients of their rights and the fair hearing process, while actively investigating, reporting, and resolving complaints regarding service quality.

Support and Administrative Services, cont.

Records Management

Maintain individual client files in a secure location, complying with City record retention policies. All records would be kept for at least seven (7) years following contract expiration.

Secure and maintain copies of critical client identification (e.g., SSN, ID, award letters) within case files.

Acknowledge that all case records, data, and images are the property of HRA and must be provided to the Agency in an electronic format.

Certify that all client information will be held in strict confidence. Data may not be disclosed to any third party except as authorized by law or with prior written approval from HRA.

Evaluation: quality of the administrative approach and the Proposer's demonstrated qualifications in program administration and fiscal oversight.

Monitoring and Reporting

This is worth a maximum of 15% of the Proposal Evaluation

The Proposer would demonstrate at least three (3) years of successful experience within the last five (5) years in the monitoring and reporting of Adult Protective Services (APS) or similar mandated programs.

- Implement a comprehensive self-evaluation plan with specific performance standards to ensure continuous compliance with contractual obligations and New York State regulations.
- Complete all required New York State and HRA forms and data collection. All electronic record systems must conform to applicable confidentiality laws, rules, and privacy policies.

Reporting Deliverables

Monthly statistical reports submitted alongside billings, in the format and forms prescribed by HRA/APS.

Reports provided according to the timeframes and deadlines established by HRA.

Immediate access for HRA administrators to case files, managerial reports, and dashboard data upon request.

Organizational Capability and Staffing Plan

This is worth a maximum of 10% of the Proposal Evaluation

The Proposer would demonstrate the capacity to provide services for the target population as evidenced by a minimum of at least three (3) years of successful relevant experience within the last five (5) years.

The Proposer would:

- Have the organizational structure and capacity to integrate the program into overall operations, as demonstrated by existing infrastructure, or would develop/expand infrastructure in order to support the program.
- Hire qualified staff who can provide evidence of successful and relevant paid or volunteer experience in serving mentally and/or physically impaired individuals.
- Ensure that a supervisor/manager, with access to a line worker, would be available to address twenty-four (24) hour emergencies as needed.
- Provide training for all new case workers and supervisors; provide on-going staff training, monitoring, and supervision, including State or Agency-sponsored training when scheduled (e.g., monthly home visits, cold alerts, heat alerts, or any emergency situations).
- Replace any vacant position with a new hire within three (3) months or earlier of the position's vacancy.

Organizational Capability and Staffing Plan, cont.

Title	Minimum Qualifications (per RFx)
Program Director	Dedicated 100% to the APS program. At least a master's level degree in gerontology, social work, psychology, sociology, or a related social services area, and case management experience with elderly, mentally ill, and/or physically impaired clients. Alternative: bachelor's in a social service related field, plus a master's degree and five (5) or more years supervisory, administrative/management experience.
Supervisory Staff	At least a master's level degree in the same fields and case management experience with the target population; or a bachelor's or associate level degree in a social service related field with a master's degree plus two (2) or more years senior supervisory or management experience.
Caseworker / Case Manager	At least a bachelor's level degree in gerontology, social work, psychology, sociology, criminal justice, or a related social services area, and case management experience with the target population.
Accountant	At least a bachelor's degree in accounting, finance, or economics with related accounting work experience.
Bookkeeper	At least an associate or bachelor's level degree in accounting or related field, or related work experience, or a certificate in bookkeeping.

Evaluation: quality of the proposed approach to Organizational Capacity and Staffing Plan, and the Proposer's demonstrated knowledge, qualifications, and experience.

Budget Management

This is worth a maximum of 10% of the Proposal Evaluation

The Proposer would have at least three (3) years of successful relevant experience within the last five (5) years managing contract budgets for programs serving similar populations, and would include a Budget Narrative with a justification for each cost item, including administrative costs, fringe benefits, startup costs (if applicable), and indirect cost.

Personnel Services (PS)

List the titles of each position (full time and part time) and explain how the costs for each position were determined (e.g., percentage of full-time salary or hourly rate × hours).

Other than Personnel Services (OTPS)

Operation, utilities and other support expenses; rent and occupancy; and contracted services – list each item and explain how costs were determined.

Indirect Costs

Identify the proposed Indirect Cost Rate (ICR) and how it was determined and applied, supported by documentation prepared per the City's Health and Human Services Cost Policies and Procedures Manual (Cost Manual).

RFP Attachments (PASSPort) and Reference Links

A. Attachments: All attachments to this RFP can be found in the PASSPort System.
B. Reference Links:


New York State Social Service Law, Section 457 and Title 18


New York State Administrative Directive 96 ADM 18


New York State Mental Hygiene Law, Article 81


New York State Social Service Law, Section 473


New York Code of Rules and Regulations

THANK YOU!

Format/Content

Madjiguene (Mage) Diop

Deputy Agency Chief Contracting Officer
Office of Contracts - Department of Social Services

Proposal Overview Process

The preparation of a proposal begins and ends with paying close attention to all instructions given.

All instructions concerning this Request for Proposals (RFP)/RFx are included in the RFx documents found in PASSPort. I will highlight some of these instructions today, but you should become very familiar with the format being used in PASSPort.

Proposals must be submitted through Passport. It is strongly advised that proposers complete and submit their proposals at least 24 hours in advance of the Proposal due date and time.

Remember that your goal is to submit a **"Winning Proposal"** i.e., one that is selected for award because it is *responsive* to all the needs of this solicitation and demonstrates the highest level of quality of all the proposals received. Therefore, Proposals should be very specific and comprehensive in responding to the issues presented in the RFx.

Please remember the importance of submitting all documents requested and of providing all information requested. Contractual relationships have existed between HRA and many organizations over the years however it is important that you do not assume that DSS/HRA already knows your organization and therefore you do not need to submit a detailed or comprehensive proposal.

Proposals will be evaluated by a committee who will review only what you have provided. If information is not provided it cannot be considered.

Anticipated Contract Term

It is anticipated that the contract will begin on 7/1/2027, and that the term of the contract will be for three (3) years until 6/30/2030, with one (1) option to renew it for up to three (3) years.

Initial Term – 3 Years	**Option to Renew**
7/1/2027 – 6/30/2030	One (1) option, up to 3 years

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.

Anticipated Funding and Payment Structure

$32,770,035	$10,923,345	4
Anticipated total maximum available funding over the three (3) year contract term	Anticipated annual funding for all awards (not to exceed)	Anticipated number of contracts

- **Payment structure:** It is anticipated that the payment structure of the contract awarded from this solicitation will be one hundred percent (100%) line-item reimbursement based.
- The amounts above do not include the 25 percent allowance. Such allowance shall be added after selection and during contract negotiation.
- An Indirect Cost Rate of 10% is included in the funding above.

Anticipated Funding and Payment Structure, cont.

Award	Service Area	Anticipated # of Contracts	Annual Cases	Total 3-Year Contract Cases	Annual Funding	Total 3-Year Contract Funding
1	Citywide	1	505	1,515	$2,744,422.50	$8,233,267.50
2	Citywide	1	505	1,515	$2,744,422.50	$8,233,267.50
3	Citywide	1	500	1,500	$2,717,250.00	$8,151,750.00
4	Citywide	1	500	1,500	$2,717,250.00	$8,151,750.00
Total		**4**	**2,010**	**6,030**	**$10,923,345.00**	**$32,770,035.00**

Awards 1 and 2 will be awarded five hundred five (505) annual caseloads; Awards 3 and 4 will be awarded five hundred (500) annual caseloads, for a total of two thousand ten (2,010) maintained caseloads per year.

Subcontracting Information

- Subcontractors may be used with the Agency's prior approval.
- All subcontractors must be fully approved by HRA prior to starting any work.
- While subcontracting is permitted, there must be one lead agency. Strong partnerships with complementary community organizations and businesses are strongly encouraged.
- Requirements, as set forth in the Program Expectations and other sections of this RFx, apply equally to any proposed subcontractor(s).
- All contractors and subcontractors shall be subject to HRA approval before expenses are incurred, and payments are made.

1

Lead Agency

Prior

HRA approval before work, expenses, and payments

Same

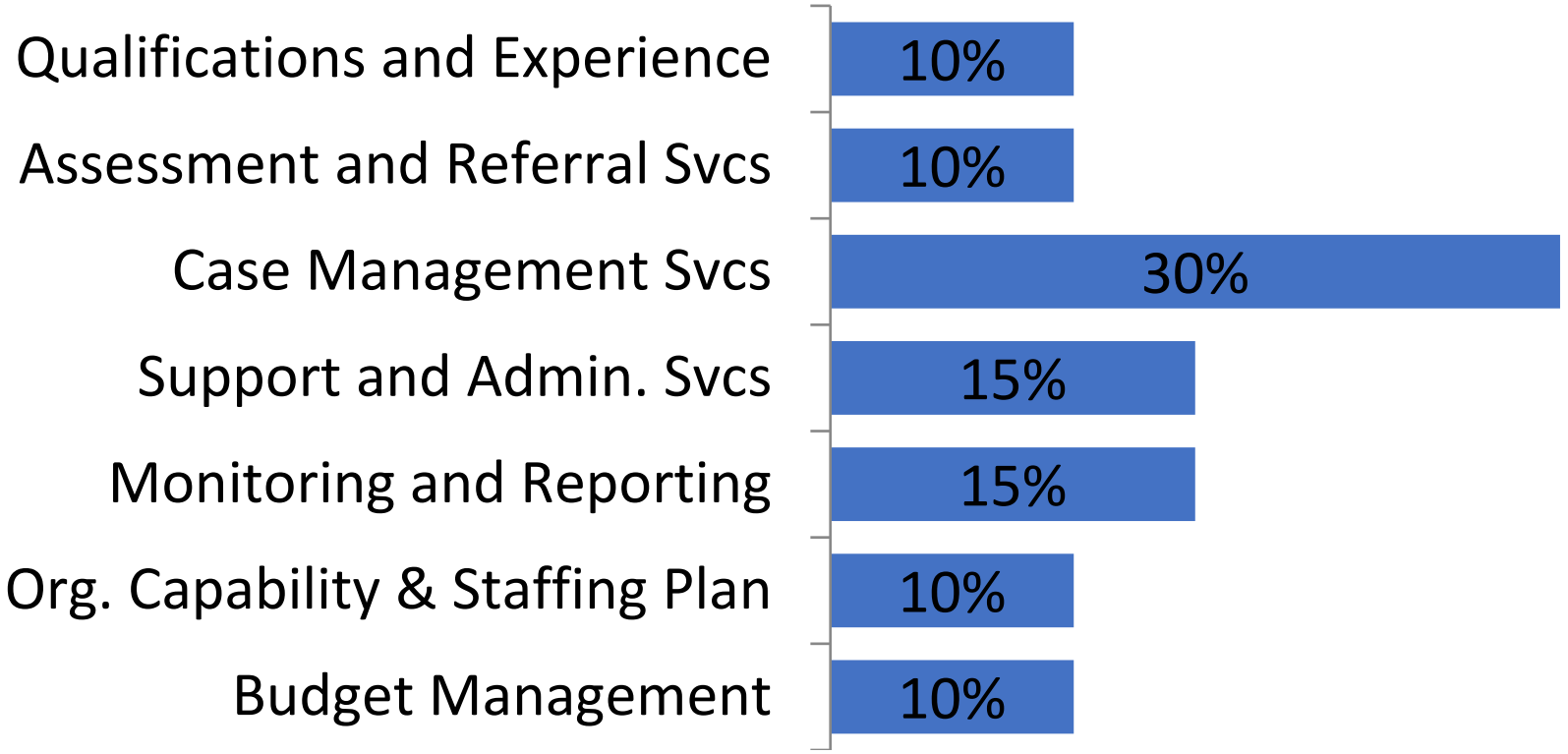
Program Expectations apply to subcontractors

Proposal Documents – Required Documents

- **Proposal Cover Sheet -** Completed Proposal Cover Sheet.
- **Key Staff Resume -** Resumes and/or Job Descriptions for Key Staff Positions.
- **Organizational Chart -** Program Organizational Chart, showing how the proposed services fit into the Proposer's organization. If applying with a proposed subcontracted entity or as a consortium, clearly show the subcontract/consortium structure.
- **Proposal Budget Summary -** A completed Proposal Budget Summary using the Excel template.
- **IRS Documentation Letter [501(c)(3)] -** Proof of non-profit organization status.
- **Linkages Agreements -** From organizations providing community service, health services, social services, sub-contractors and partners.
- **Letters of Reference -** Three (3) letters of reference from non-government entities.
- **Staffing Plan -** Plan that describes all the staff assignments necessary to adequately provide all the mandated support services.

Your Proposal will consist of your responses in PASSPort to the: Affirmations tab in Passport, the Questionnaire, Required Documents, Optional Document, the Item tab, the Local Law 34 tab, and the Budget Proposal Summary.

Evaluation Criteria:



100%
7 Key Areas / Sections
Case Management carries the largest weight (30%)

Each of these 7 Key Areas/Sections has specific Program Expectations that are spelled out in greater detail in the RFx. Remember the importance of submitting a well thought out proposal that is responsive to all of the program expectations and all of the proposal instructions in the RFx.

Missing items or incomplete items generally result in lower evaluation scores.

Evaluation Process & Basis of Award

Section IV – Evaluation Procedures and Basis for Contract Award

A. Proposal Evaluation: All Proposals accepted by HRA will be reviewed to determine whether they are responsive or non-responsive to the requirements of this RFP. Proposals which HRA determines to be non-responsive will be rejected. HRA's 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 discussion; therefore, the Proposer's initial proposal should contain its best programmatic terms.

B. Evaluation Criteria

- Qualifications and Experience – 10%
- Assessment and Referral Services – 10%
- Case Management Services – 30%
- Support and Administrative Services – 15%
- Monitoring and Reporting – 15%
- Organizational Capability and Staffing Plan – 10%
- Budget Management – 10%

C. Contract Award

A contract award will be made to the responsible proposer whose proposal is determined to be the most advantageous to the City, taking into consideration the price and such other factors or criteria that are set forth in this solicitation. Award selection will be based on the highest technically rated proposal whose price does not exceed the maximum cost set forth in this solicitation. The service area for this RFx is Citywide. DSS/HRA will award four (4) contracts Citywide, NY.

Contract awards shall be subject to the timely completion of contract negotiations between the Agency and the selected proposers and a determination of both vendor responsibility and administrative capability.

However:

- DSS/HRA reserves the right to award less than the full amount of funding requested based on the proposer's demonstrated organizational capability, programmatic distribution, geographic distribution, and the best interests of the City.
- DSS/HRA reserves the right to skip proposers and make awards that ensure the availability of services across the entire service area, and/or to ensure appropriate coverage of the service area's target populations.

C. Contract Award, cont.

- 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.
- Should any additional funding become available prior to the beginning of the contract, negotiations may also include capacity increases as compared to the proposed capacity criteria set forth in the RFP.
- DSS/HRA reserves the right to assign the winning proposer to work sites or areas other than might have initially been proposed after selection and award.
- HRA reserves the right to award contracts to more than one contractor in any service area if, in HRA's sole opinion, the apparent winning proposer does not have the requisite capacity to manage the service area's cases effectively, or the complexity of cases in the service areas requires more than one vendor in a particular service area. In addition, HRA reserves the right to allow any resultant contractor in a service area to provide services in another service area if, in HRA's sole opinion, the resultant contractor has failed or is failing to perform services in a satisfactory manner.

Community Hiring Requirements

Pursuant to Section 3502 of the New York City Charter, the contract(s) to be awarded from this solicitation would be subject to the Community Hiring requirements set forth in the rules promulgated under Title 74 of the Rules of the City of New York ("Community Hiring Rules"). The contract(s) awarded with a total/cumulative value more than three million dollars ($3,000,000) will require the Vendor to make best efforts to employ Income-Based Community Hires as defined under Section 1-02 of the Community Hiring Rules, in order to meet the workforce goal (the "Community Hiring Goal"). Any sub-vendor awarded to perform services or other obligation under a sub-agreement exceeding twenty thousand dollars ($20,000) in total dollar value would be required to make best efforts to extend offers of employment to Income-Based Community Hires.

The Community Hiring Goal is to hire one Income-Based Community Hire for every five hundred thousand dollars ($500,000) in total value of the Contract(s) awarded. For credit towards the Community Hiring Goal, the Income-Based Community Hire hired by the Vendor or sub-vendor does not need to perform services under this Contract to be credited towards the fulfillment of the goal.

Questions & Answers

*Submit questions via chat or e-mail
accocontractplanning@dss.nyc.gov

Reminders

Release Date: 10/2/26
Proposal Due Date & Time: 11/6/26 at 2:00pm
Question Deadline: 10/15/26
PASSPort Ticket: accocontractplanning@dss.nyc.gov
Also, please e-mail when your issue is resolved.

To respond to this RFx, organizations must have:

1. A PASSPort Account
2. An Approved HHS Prequalification Application in PASSPort

RFx Response Title: Please include the Name of your Organization (Ok to abbreviate)

Proposal Documents:
Label & Upload your documents by "Document Type" per RFP (Page 4)

Thank you!