NYC Department of Homeless Services

Scope of Work

Code Blue/Code Red Negotiated Acquisition
EPIN: 07127N0001

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Basic Information

General Guidelines	To respond to this Negotiated Acquisition and all other Human/Client Service RFP'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 HHS PQL Application in PASSPort, please visit nyc.gov/passport to get started. • Please allow sufficient time to complete and submit proposals, which includes entering information, uploading documents, and entering log in credentials. • Vendors are responsible for the timely electronic submission of proposals. • For more information on submitting a proposal and for resources such as user guides and videos are listed on www.nyc.gov/passport. • If you need additional technical assistance with PASSPort, please contact the MOCS Service Desk at www.nyc.gov/mocshelp. You may submit an inquiry to the MOCS Service Desk at https://mocssupport.atlassian.net/servicedesk/customer/portal/8.
Anticipated Contract Term	The term of the contract is anticipated to be from December 1, 2026 to November 30, 2029, with one (1) option to renew for up to three (3) years contingent on continued capacity needs and funding availability. DHS reserves the right to determine the final contract term and amounts.
Anticipated Funding and Payment Structure	• Anticipated total available funding: $11,100,000.00 • Anticipated annual available funding: $3,700,000.00 • Anticipated number of contracts: 1 • Anticipated payment structure: Combination time-card based and line item reimbursable.
Subcontracting Information	• Subcontracting is permitted with the approval of the City; however, there must be one lead agency. • Agency assumptions as set forth in the Program Expectations and other sections of this Negotiated Acquisition apply equally to any proposed subcontractor(s). • All contractors and subcontractors shall be subject to DHS approval before expenses are incurred and payments made.
Questions Regarding this RFx	• Questions regarding this Negotiated Acquisition must be transmitted in writing to the Agency Contact Person as set forth in the Summary section of the View RFx tab.

<table>
<tr><th colspan="3">Proposal Documents</th></tr>
<tr><td rowspan="8">Required Documents</td><td>Document Type</td><td>Description</td></tr>
<tr><td>Proposal Cover Sheet</td><td>Completed Proposal Cover Sheet.</td></tr>
<tr><td>Proposal Budget Summary</td><td>Complete the Proposal Budget Summary using the template provided.</td></tr>
<tr><td>Organizational Chart</td><td>Program Organizational Chart displaying how the proposed services fit into the proposer’s organization.</td></tr>
<tr><td>Key Staff Resumes</td><td>Resumes and/or Job Descriptions of qualifications for Key Staff Positions.</td></tr>
<tr><td>Letters of Reference</td><td>Client References: Attach letters of reference from at least three (3) non-City sources.</td></tr>
<tr><td>Identification of Third-Party Vendors</td><td>If applicable, identify specific third-party vendors. the proposer intends to use to perform the required services</td></tr>
<tr><td>Annual Report</td><td>A copy of the proposer’s latest audit report or certified financial statement or a statement as to why no report or statement is available.</td></tr>
<tr><td>Additional Requirements for Documents</td><td colspan="2">Proposal document file size cannot exceed 12 MB.
Proposal documents must be in one of the following file formats: Word (.doc, .docx), PDF (.pdf), and Excel (.xls, .xlsx).
If you need to combine documents, complete one of the following steps:
For Word documents: Cut and paste contents into one Word document.
For PDF documents: Combine files into a single PDF.
For Printed documents: Scan the multiple documents into a single document.</td></tr>
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Section I – Program Background

A. Purpose of Negotiated Acquisition

The New York City Department of Social Services (DSS) has adopted a new citywide approach to the Department of Homeless Services (DHS) response during Code Blue and Code Red weather emergencies. The new zone-based deployment model is designed to provide more consistent and comprehensive outreach coverage across areas with the highest likelihood of unsheltered individuals. Implementation of this model requires additional canvassing capacity beyond current DHS staffing levels. DSS/DHS is seeking to establish an on-demand staffing contract that can provide supplemental staff during emergency weather activations, particularly Code Blue and Red. These staffers would be responsible for going into the field, walking significant distances, engaging with street homeless individuals and encouraging them to come indoors. Staffers would also be assigned to cooling and warming buses to greet homeless individuals by accessing such buses, monitoring them, and offering connections to shelters. Moreover, DSS/DHS may add additional services and titles not included in this RFx but necessary to complete services.

Under the model, outreach operations will focus on high need areas identified as having the highest likelihood of unsheltered individuals, collectively representing approximately 75% of known unsheltered locations across the city. During an activation, outreach teams will canvass these zones to engage unsheltered individuals, visit known hotspots and encampments, conduct wellness checks, provide weather-safety education and supplies, and connect individuals to shelter and other available services. Teams will also coordinate with the Joint Command Center (JCC) regarding client requests, placements, transportation, and other operational needs. The frequency of canvassing will be scaled based on the duration and severity of each activation to ensure priority areas receive repeated and consistent coverage throughout an extended weather emergency.

B. Background

The Department of Homeless Services (“DHS”, “Agency”, or “Department”) provides shelter for those vulnerable New Yorkers who are homeless and require such shelter. Many of DHS’s clients are extremely resistant to coming indoors. We need to provide additional staffing for Code Blue and Code Red operations to assist the DHS Outreach teams in convincing individuals experiencing unsheltered homelessness to come inside.

Code Blue

During cold weather emergencies unsheltered homeless people, especially chronically street homeless individuals, are at greater risk of cold weather injuries and exposure death. A Cold Weather Alert is activated by the NYC Office of Emergency Management (OEM) during periods of cold temperatures reaching 32 degrees or below with wind chill.

DHS continues to use its Cold Weather Emergency Procedure, called Code Blue, to protect unsheltered individuals, who are at risk for cold weather injuries and exposure deaths during the cold winter months. A DHS Code Blue alert is called when the NYC Office of Emergency Management (OEM) issues a Cold Weather Alert (temperature below 32°F with wind chill between 4pm and 8am). Outreach workers/Canvassers are on the street 24 hours a day, seven days a week and are trained to identify and regularly monitor individuals who may be at risk during cold weather emergencies. During Code Blue Weather Alerts, the teams engage all individuals who appear to be experiencing unsheltered homelessness within their zones, provide supplies and education materials and try to convince them to voluntarily come indoors.

Housing options for street homeless individuals during Code Blue emergencies include the following: city shelters, warming buses, warming centers, drop-in centers, safe havens, and stabilization beds during Code Blue emergencies. These sites would provide a neutral and safe space for DHS' most vulnerable street homeless population. During Code Blue emergencies, the space would provide a warm environment that would give everyone a chair to sit in, coffee and a light snack until the Code Blue emergency is lifted would be triggered by the City's Code Blue and Enhanced Outreach Alert (the highest tier of Code Blue).

Code Red

NYC Emergency Management (NYCEM) activates the *Heat Emergency Plan* during periods of extreme heat and humidity as defined by the National Weather Service (NWS). The Department of Social Services' Emergency Management (DSS EM) issues a Code Red alert when the heat index reaches 100°F or higher for one or more days or 95°F or higher for two consecutive days.

During a Code Red, Canvassers/Outreach workers are out from 12:00 pm to 8:00 pm, engaging individuals who appear to be experiencing unsheltered homelessness, providing supplies and education materials and trying to convince them to voluntarily come inside.

Housing options for street homeless individuals during Code Red emergencies include the following: city shelters, cooling buses, cooling centers, drop-in centers, safe havens, and stabilization beds during Code Blue emergencies. These sites would provide a neutral and safe space for DHS' most vulnerable street homeless population.

Section II – Program Expectations

A. Experience

1. Program Expectations:

- **a.** The contractor and/or sub-contractor, if any, would have three (3) years of successful experience in providing services of a similar size and scope. Greater consideration will be provided to organizations with experience in providing social services to vulnerable populations. Working with vulnerable populations may include, but is not limited to, those experiencing homelessness, substance use disorders, mental health disorders and/or justice system involvement.
- **b.** The contractor and/or sub-contractor would have three (3) or more years of successful experience in overseeing staff that perform the bulk of their work offsite.
- **c.** The contractor and/or sub-contractor would have successful experience providing temporary staff to programs for vulnerable populations and appropriately training such staff.
- **d.** The contractor would have successful relevant experience providing on-demand/on-call emergency services to vulnerable populations.
- **e.** The contractor and hired temporary staff would be flexible in working with the variety of behaviors and situations an individual experiencing homelessness may present. Some of these may include but are not limited to: hoarding; lack of personal hygiene; self-isolation; serious mental illness; substance use disorders, including alcohol and opioid dependence, and injection drug use; medical conditions, such as diabetes, heart disease, hypertension, cellulitis, poor dentition, infestation with lice or other parasites, or ailments of the feet that need to be addressed; history of violence and/or aggressive behavior; justice system involvement.
- **f.** The contractor would facilitate client access to a range of resources provided at Mobile Outreach Units, or other facilities established by the City by ensuring their staff have read materials outlining service availability and how to access services.

2. Evaluation:

- **a.** This section will be evaluated based on the extent to which the proposer demonstrates successful experience engaging and providing relevant services based on the criteria listed in this section. It is worth a maximum of **20 percent** in the Proposal Evaluation.

B. Organizational Capability

1. Program Expectations:

- **a.** The contractor would have the organizational capability to manage the delivery of services, as well as the administrative and financial components of this program.
- **b.** The contractor would indicate how they will effectively manage staff and how they would fully staff the project.
- **c.** The contractor would provide necessary management and oversight.
- **d.** The contractor would be able to track and maintain the contract budget and schedules.
- **e.** The contractor and/or subcontractor (or “Contractor Team”) would have the appropriate qualifications to effectively provide the requisite staffing and services.
- **f.** Greater consideration will be provided to proposals who provide a staffing plan which incorporates street homeless or formerly homeless or street homeless with “lived experience or peer support”. DHS reserves the right to establish a specific goal to incorporate peer support in their overall staffing.

2. Evaluation:

a. This section will be evaluated based the extent to which the proposer meets the expectations outlined in this section. It is worth a maximum of **25 percent** in the Proposal Evaluation.

C. Code Blue/Code Red Activation of Services

1. Program Expectations:

a. The contractor would maintain fully effective operations in a weather emergency setting. Contractor should anticipate that most activations may occur in early morning hours.

b. The contractor would activate and/or expand its emergency response services on 24-hour notice.

c. The contractor would provide an adequate number of staff during and after a Code Blue/ Code Red emergency, including the ability to enhance capacity and access staff. Hired canvassers/outreach workers, as well as supervisors would be deployed by DHS.

d. The contractor would have adequate contingency plan to be activated if its potential capacity is impacted by a disaster event.

e. The contractor would furnish the names of the activated temporary staff to be deployed within 12 hours of a declared Code Blue/ Code Red emergency.

f. The contractor would adhere to protocols for responding to extreme weather conditions (such as Code Red for extreme heat or Code Blue for extreme cold).

g. The contractor would notify promptly DHS and would reach their assigned work sites even if public transportation and/or fuel are not available.

h. List of equipment to be activated by the contractor during a Code Red/Code Blue emergency includes but is not limited to internet-enabled mobile devices, laptops, tablets, OMNY cards, and vehicles for such canvassers/outreach workers who are assigned to the Outer Boroughs, the proposed budget should include a reasonable equipment list of needed equipment with pricing information.

i. The contractor and temporary staff are required to use the “streets tool” to report all field activities which may be either a SharePoint report due at the end of shift or an app which must be reported on in real time throughout the shift DHS reserves the right to request all emergency related GPS data.

j. The contractor would ensure personnel required to drive would be licensed by the New York State Department of Motor Vehicles.

k. The contractor would maintain proper insurance for vehicles and drivers.

l. DHS reserves the right to require the contractor’s staff to wear clothing approved by DHS in coordination with the contractor when interacting with the public and to have vehicles painted a certain color and/or with DHS approved branding.

m. The contractor would provide office space and appropriate equipment and vehicles for the staff required for this program.

n. The contractor would submit a plan describing the protocol they would follow to monitor and ensure that Outreach Teams are conducting assigned site visits or are logging into a valid reason for not visiting identified sites during a Code Blue/Code Red emergency activation.

2. 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 operating in an emergency setting based on the criteria in this section. It is worth a maximum of **20 percent** in the Proposal Evaluation

D. Staffing Plan

1. Program Expectations:

- **a.** The contractor would propose a staffing model that meets the needs of the proposed program and is primarily composed of temporary staff. And would enable them to fully operate during Code Blue/Code Red emergency activations
- **b.** All staff members would have the appropriate experience for providing the proposed services
- **c.** Staff would be required to attend mandatory DHS trainings.
- **d.** The contractor would identify and submit resumes for all key staff.
- **e.** The contractor would ensure that hired temporary staff are able to travel through harsh weather conditions.
- **f.** The contractor would ensure that staff are qualified and trained to react appropriately to emergency situations.
- **g.** The contractor would ensure that staff are able to walk on foot across public areas of New York City for eight (8) full hours. Please note, activation hours and duration are subject to change based on DHS discretion.
- **h.** The contractor would employ mechanisms for providing ongoing and consistent staff supervision, ensuring adequate staff coverage (provide staffing schedule including back-up staff, and justifications for each position), procedures for evaluating staff performance and protocols for employee discipline and termination. The contractor shall be responsible for all background checks as applicable.
- **i.** The Contractor would hire staff that is culturally sensitive and able to communicate in the languages of the clients being served. The Contractor would also have available services for a language line and provide certified sign language interpretation services to deaf clients and clients with hearing loss.
- **j.** Greater consideration will be provided to proposals who provide a staffing plan which incorporates street homeless or formerly homeless or street homeless with “lived experience or peer support." DHS reserves the right to establish a specific goal to incorporate peer support in their overall staffing.
- **k.** The contractor would recruit, hire and train staff to carry out services as required by DHS.
- **l.** The contractor would provide appropriate coverage for all staff at all times. For unplanned sick leave, the contractor would attempt, to the best of its ability, to provide coverage for essential tasks.
- **m.** The contractor would effectively manage staff and the organization would fully staff the project as directed by DHS
- **n.** Activation coverage for Code Blue/ Code Red emergencies is as follows:

	Total Temporary Staff needed per hour*
Code Blue Coverage for 100 zones in the first four (4) hours of activation, and early evening everyday of continuous enhanced	300
Code Blue Coverage for the remaining hours of activation	100
Code Blue Coverage for the Warming Buses or other warming sites (1 shift or 3 shifts depending on Code Level)	30- 90
Code Red Coverage for the 8 hours of activation	100

Hours indicated are a sample and are subject to change at DHS discretion.

2. **Evaluation:**
   a. This section will be evaluated based the extent to which the proposer meets the expectations outlined in this section. It is worth a maximum of **10 percent** in the Proposal Evaluation.

E. Data Monitoring and Reporting

1. **Program Expectations:**
   a. The contractor would maintain all documents and materials necessary for a quality assurance review. Reports and quality assurance documentation would be submitted electronically in a DHS approved format.
   b. The contractor would submit all necessary documents by the next business day.
   c. The contractor would ensure that temporary staff submit their reports in accordance with their DHS training.
   d. The contractor would provide other ad hoc reports, as requested by DHS. DHS reserves the right to modify both the method of data collection as well as data elements collected.
   e. The contractor and/or sub-contractor would provide an established track record successfully identifying, sourcing, and screening, and performing background checks for qualified candidates.
   f. The contractor would have electronic data processing capabilities, such as appropriate computers, network and internet hardware and software, to track and report program activities.
   g. The contractor would have strong data tracking and reporting capabilities.
   h. The contractor would provide data to DHS in a format and on a schedule as specified by the Department.
   i. The contractor would demonstrate experience reporting program activities and outcomes in a standard and user-friendly format(s), such as Comma Separated Value (.csv file extension) or Excel (.xlsx or .xls file extension), and in templates prescribed by grantors or oversight agency.
   j. The contractor would collaborate with DHS on quality management activities, including:
      - Providing monthly service delivery reports and daily updates to DHS.
      - Participating in surveys and program review as needed to understand the needs of the population to provide better services.
      - Monitoring performance on an on-going basis.
      - Adjusting to improve performance and ensuring program goals are met.
      - Conducting daily briefings/meetings or calls with DHS program staff on program implementation.

2. **Evaluation:**
   a. This section will be evaluated based on the proposed approach and the extent to which the proposer demonstrates an ability to effectively manage data monitoring and evaluation, according to the criteria listed in this section. It is worth a maximum of **15 percent** in the Proposal Evaluation.

F. Budget Management

1. **Program Expectations:**
   a. The contractor would be compensated on a timecard basis according to the approved hourly rates
   b. The contractor would be expected to submit invoices for payment no later than 15th day of the next calendar month
   c. The contractor would adopt strict fiscal controls to ensure finances are managed appropriately, including proper separation of duties, grant management to ensure sound financial controls, and financial transactions are authorized and documented appropriately

d. The Department would not compensate contractors for any costs other than their proposed hourly rates, unless otherwise specifically specified in this negotiated acquisition.

e. Contractors would not receive "standby" payments during periods when services are not needed.

f. The contractor would furnish to the Department all receipts for startup equipment and supplies within two weeks of the first day of operations

g. The total maximum available initial funding for this contract is $11,100,000.00 for three (3) years ($3,700,000 annually). Nothwithstanding the above, proposers should submit a proposal at a scope consistent with this negotiated acquisition for the purposes of evaluation. DHS reserves the right to adjust the budget depending on need and funding availability.

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). For the purpose of responding to this solicitation, proposers may budget up to an

i. **Community Hiring Requirements**

Pursuant to Section 3502 of the New York City Charter, the Contract 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.

j. DHS assumptions regarding payment structure represent(s) what DHS and the HHS Agencies believe would most likely achieve their goals and objectives. However, proposers are encouraged to propose measures, incentives, and disincentives that they believe would most likely achieve those goals and objectives in a cost-effective manner. Proposers may also propose more than one approach. While the proposer's proposed performance-based payment components may not be scored by the Evaluation Committee, they would be considered in awarding the contract to the extent that proposed rates.

k. It is anticipated that the contracts resulting from this negotiated acquisition would establish hourly rates for the identified titles: Supervisor and Outreach Worker/Canvassers, and that all costs, including overhead, administrative, and other indirect costs would be incorporated into these hourly rates. The anticipated not to exceed rates are below. DSS/DHS may add or amend services/titles as necessary to ensure all necessary services are completed.

Title	NTE Rate
Supervisors	$70.00 per hour
Outreach Workers/Canvassers	$60.00 per hour

l. For information purposes only, proposers should provide an hourly rate for temporary nurses and staff who would be present at warming sites such as buses and other buildings as established by DHS.

m. DHS reserves the right to implement a performance incentive/disincentive program at any time with reasonable notice to its contractors.

2. **Evaluation:**
   a. This section will be evaluated based on the proposed approach and the extent to which the proposer demonstrates an ability to effectively manage budgets, according to the criteria listed in this section. It is worth a maximum of **10 percent** in the Proposal Evaluation.

Section III – Basis for Contract Award and Evaluation Procedures

A. Evaluation Procedures

All proposals accepted by DHS will be reviewed to determine whether they are responsive or non-responsive to the requisites of this Negotiated Acquisition. Proposals that are determined by DHS to be non-responsive will be rejected. An evaluation committee will evaluate and rate all remaining proposals based on the Evaluation Criteria prescribed below. DHS reserves the right to conduct site visits, to conduct interviews, and/or to request that proposers make presentations, request additional information and/or demonstrations, as DHS deems applicable and appropriate. Although discussions may be conducted with proposers submitting acceptable proposals, DHS 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 technical and price terms.

B. Evaluation Criteria

- Experience 20 Percent
- Organization Capability 25 Percent
- Code Blue/Code Red Activation of Services 20 Percent
- Staffing Plan 10 Percent
- Data Monitoring and Reporting 15 Percent
- Budget Management 10 Percent

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 which are set forth in this Negotiated Acquisition. Award selection will be based on the highest technically rated proposal whose price does not exceed the maximum annual cost set forth in the Negotiated Acquisition. DHS reserves the right to select additional vendors, if necessary, to provide sufficient capacity to meet the needs of the City.

Contract award shall be subject to the timely completion of contract negotiations between the Agency and the selected proposer, and a determination of both proposer responsibility and administrative capability. DHS reserves the right, prior to contract award, to determine the length of the initial contract term and each option to renew, if any.

DHS reserves the right to award the highest technical proposal an amount less than it has proposed, based on the proposer's capacity. DHS 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, whether the proposer will be awarded a contract. The City reserves the right to award additional related services based on funding appropriation. Moreover, the City reserves the right to award this solicitation to more than one vendor to ensure services are adequately distributed, based on the selected vendor(s) capacity, and in the best interest of the City.

The City reserves the right to bring in in-house sources and other City contracted vendors to supplement the services herein, and the City reserves the right to make reductions in the contract(s) maximum funding to support such resources.