Small Business Services

Request for Proposals

The Fair Chance Program

EPIN: 80126P0035

Table of Contents

1. Program Background……Page 4
   - A. Workforce1 Career Center System Overview
   - B. Program Background
   - C. Program Goals and Objectives

2. Evaluation Criteria and Proposal Instructions…..……. Page 10
   - a. Experience (including for delivery of virtual services) 25%
   - b. Proposed Approach 45%
     - Business Engagement
     - Job Placement, Training, and Career Development (including for virtual services)
   - c. Organizational Capability 30%
     - Structure and Staffing
     - Data Management, Reporting, and Technology
     - Location and Facilities
   - d. Budget Management (not evaluated)

3. List of Attachments……...Page 17

4. Basis for Contract Award and Procedures……..……Page 17
   - A. Proposal Evaluation
   - B. Evaluation Criteria
   - C. Contract Award

IMPORTANT NOTE: This Request for Proposals ("RFP") is issued through the PASSPort system to those organizations prequalified in the relevant service areas. Likewise, proposals must be submitted through the PASSPort system in the manner set forth in the 'Procurements' section of the system by those same prequalified organizations. Go to Access Manager (nyc.gov) to learn more.

Basic Information

RFP Release Date and Proposal Due Date	Please check the PASSPort RFx for updates.
Anticipated Contract Term	Term: 7/01/2027 to 09/30/2029 The contract may include a renewal option up to (one) 1 year at the City's sole discretion at substantially the same terms, conditions, and pricing.
Agency Contact Person	Dolly Del Rosario, Asst. Deputy ACCO: ProcurementHelpDesk@sbs.nyc.gov
Questions Regarding this RFP	• Questions regarding RFP must be transmitted in writing to the Agency Contact Person at ProcurementHelpDesk@sbs.nyc.gov by the due date listed in PASSPort with the referenced EPIN and RFP Title in the subject line. • Substantive information/responses to questions received via email will be released in an addendum to the RFP to all organizations that are prequalified to propose to this RFP through the *PASSPort* system, unless in the opinion of the Agency, the question is of a proprietary nature.
Location(s)	**Standalone Career Center:** ***Fair Chance Program*** *(standalone center)* *9 Bond Street. Floor 5* *Brooklyn, NY 11201* **Satellite Service Centers:** ***Bronx Workforce1 Career Center*** *400 E. Fordham Rd.* *Bronx, New York 10458* ***Queens Workforce1 Career Center*** *168-25 Jamaica Ave.* *Jamaica, NY 11432*
Anticipated Number of Awards	• One (1) contract will be awarded through this RFP
Competition, Anticipated Funding, & Payment Structure	**Competition:** • **Total Anticipated funding amount:** Up to **$5.4 million** in **WIOA and city tax levy funding** is available through this procurement over a twenty-seven (27) month period to support the design, implementation, and delivery of workforce development services for individuals that have been justice impacted. Funding will be distributed at up to $**2.4 million per year** throughout the contract term. • **Payment Structure:** The payment model for the awarded contract will be based on a combination of reimbursable expenses and performance outcomes.

	● **Line-Item Budget** The majority of the contract funding, not less than 80%, will be allocated through the traditional line-item reimbursement structure. This means the contractor will be reimbursed for eligible, pre-approved expenses such as personnel, fringe benefits, participant support, rent, supplies, and other program operating costs, in accordance with the approved budget. ● **Performance-Based Payments** Up to **20% of the total contract value** will be tied to the achievement of specific, measurable performance milestones. They may include outcomes such as job placement, connection to training, or sustained employment. The selected contractor will be required to report on progress and outcomes regularly to receive milestone payments. This blended structure is designed to ensure that core operational needs are met while also incentivizing meaningful outcomes for participants served through the Fair Chance Program.
Subcontracting	The Agency allows for the use of subcontractors to provide specialized, more intensive services focused on specific occupations and/or communities. Additional funds will not be provided for administrative or other costs due to subcontracting. All subcontractors are subject to SBS approval and may be contingent upon staffing, financial terms, roles, and duties assigned to the subcontractor and nature of the collaboration. Primary contractors are required to ensure subcontractors meet the Agency's expectations in all relevant areas. Proposers proposing subcontract services should comply with the following: ● Identify any proposed subcontractor in the proposal along with an in-depth description of their expertise (population/ community served or customized service) and/ or value to the contract. ● Agency assumptions as set forth in the Program Expectations and other sections of this RFP apply equally to any proposed subcontractor ● All contractors and subcontractors shall be subject to SBS' approval before expenses are incurred and payments are made.

Proposal Submission Instructions

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

To respond to this RFP and all other Human/Client service RFPs, 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 an approved PASSPort HHS Accelerator PQL Application, please visit www.nyc.gov/passport to get started.
Proposals received after the Proposal Due Date and Time are late and shall not be accepted, except as provided under New York City's Procurement Policy Board Rules, Section 3-16(o)(5).
Please allow sufficient time to complete and submit Proposals, which include entering information, uploading documents and entering log-in credentials. The PASSPort system will only allow Providers to submit Proposals prior to the Proposal Due Date and Time.
Providers are responsible for the timely electronic submission of proposals. It is strongly recommended that Providers complete and submit their Proposals at least 24 hours in advance of the Proposal Due Date and Time.
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 click here to submit an inquiry to the MOCS Service Desk or go to www.nyc.gov/mocshelp .

</td></tr>
<tr><td colspan="2">Proposal Documents</td></tr>
<tr><td>
<table>
<tr><td rowspan="6">Required Documents</td><td>Document Type</td><td>Description</td></tr>
<tr><td>Key Staff Resumes</td><td>Resumes and/or Description of qualifications for Key Staff Positions</td></tr>
<tr><td>Price Proposal, Start-Up Budget and Budget Narrative</td><td>Complete Price Proposal Budget and include Budget Narrative (Attachment A & A1, and PASSport Questionnaire)</td></tr>
<tr><td>Organizational Chart</td><td>Proposer's Organizational Chart</td></tr>
<tr><td>Annual Report</td><td>Copy of most recent Audit Report, Financial Statement, or a letter stating why there is no report.</td></tr>
<tr><td>Letters of Reference</td><td>Three (3) Letters of Reference, including relevant evaluations if such evaluations exist.</td></tr>
<tr><td>Required if subcontractors are included in Proposal</td><td>Subcontractor Letters of Reference</td><td>A minimum of two (2) references is required for the subcontractor with a summary of the services performed.</td></tr>
<tr><td>Optional Documents</td><td>Proof of Site Control</td><td>Copy of existing lease (if proposing for alternate location)</td></tr>
</table>
</td></tr>
</table>

Section 1 – Program Background

A. Program Overview:

The New York City Department of Small Business Services (SBS), in partnership with the Mayor's Office for Economic Opportunity (NYC Opportunity), is issuing a Request for Proposals (RFP) to identify a qualified organization to design and deliver a comprehensive workforce development strategy that supports justice impacted New Yorkers. The selected provider will operate this strategy under the unified brand of the **Fair Chance Program**, as part of the Workforce1 Career Center system. This initiative will be led by a dedicated, multidisciplinary team working in collaboration with existing Workforce1 Career Centers to deliver targeted employment services and support tailored to the needs of individuals impacted by the justice system.

Fair Chance Program is designed to equip participants with the skills, training, and individualized supports needed to secure quality, stable employment; reduce recidivism; and achieve long-term economic mobility. The program will serve justice-impacted individuals aged 18 and older who have past or current involvement with the justice system. Services will include structured workforce training, career planning, employment placement, and the development of clear career pathways. The selected organization will be responsible for establishing and operating a standalone workforce development career center in Brooklyn, while also delivering virtual services and satellite services at the Bronx Workforce1 Career Center and Queens Workforce1 Career Center, with the option to deliver additional services at alterative community-based sites operated by the vendor or partner organizations. The initiative is expected to serve approximately 3,500 individuals annually.

In addition to direct service delivery, Fair Chance Program1 will include a *Citywide Technical Assistance* component. This initiative will equip workforce development professionals employed by City Agencies and Community-Based Organizations across all five (5) boroughs-with a demonstrated focus on serving justice impacted jobseekers-with tools, training, and best practices to enhance service quality and access for justice impacted jobseekers across the broader workforce system.

The SBS Division of Citywide Workforce Opportunity (CWO) connects nearly 100,000 New Yorkers each year to employment and training opportunities that enable them to achieve economic security. Much of this work is carried out through a network of eighteen (18) Workforce1 Career Centers located across all five (5) boroughs. These centers provide career services such as resume writing, interview preparation, and one-on-one counseling, and are aligned with labor market demands to help jobseekers access quality employment with opportunities for advancement. Fair Chance Workforce will join this system as a specialized center focused on serving justice impacted New Yorkers.

This initiative is grounded in the belief that stable employment is a key factor in reducing recidivism, promoting public safety, and fostering economic independence. SBS seeks a provider that can connect justice-impacted jobseekers to quality employment opportunities supporting long-term job retention, career progression, and meaningful workforce integration.

Research has consistently shown that individuals who obtain stable employment within one (1) year of release are significantly less likely to re-offend, compared to those who remain unemployed (*Korpf, 201*8). However, many justice-impacted individuals face substantial barriers to entering or re-entering the workforce, including:

- Gaps in employment history resulting from incarceration or legal involvement
- Limited access to training, certification, and skill-building opportunities before and after release

- Inadequate access to employment resources and support such as resume development, job coaching, and legal assistance
- Employer stigma, discrimination, and legal restrictions on hiring
- Lack of professional networks or references
- Housing instability, behavioral health challenges, and/or substance use disorders

Recognizing these persistent barriers, SBS is seeking proposals that offer a comprehensive, evidence-informed workforce development model that effectively addresses these challenges and supports individuals with a wide range of justice involvement, including:

- Individuals re-entering the workforce after incarceration or with prior criminal convictions that continue to hinder employment prospects
- Individuals currently on probation, parole, or under community supervision
- Individuals actively navigating the court system, including participants in diversion or alternative sentencing programs

B. Program Goals and Objectives:

The design of Fair Chance Program was informed by extensive research and development led by NYC Opportunity and SBS, including a review of best practices, consultations with City and provider stakeholders, and focus groups with justice-impacted jobseekers. The research provided insights that highlighted critical service gaps, shaping goals, initiative structure, and service offerings outlined below.

Goals & Anticipated Deliverables

Deliverable / Service Area	Performance Metric / Requirement	Annual Outcome
Justice-Impacted Jobseeker Engagement	Serve justice-impacted jobseekers through workforce programming	Target of 3,500 unique individuals served
Program Completion & Training Outcomes	Ensure participants complete job readiness, occupational / entrepreneurship training, or credential-aligned activities	At least 80% completion rate among enrolled jobseekers
Cross-Sector Convenings	Convene stakeholders including employers, government partners, and service providers to advance Fair Chance hiring practices	Minimum of 2 convenings conducted
Technical Assistance to CBOs	Deliver training and technical assistance to community-based organizations serving justice-impacted populations	Minimum of 3 sessions delivered

The awarded provider will be expected to fulfill the following program objectives:

- Operate a dedicated workforce development Career Center in Brooklyn serving justice-impacted New Yorkers with comprehensive, personalized employment services. Satellite staff will be embedded at the Bronx Workforce1 Career Center and Queens Workforce1 Career Center, functioning as extensions of the Brooklyn site and coordinating with local teams to expand service access, and vendors are invited to propose additional co-location strategies include the delivery of select services at alterative community-based sites operated by the vendor or partner organizations. Services must be available both in-person and virtually. Providers will assess job readiness, skills,

and barriers, and develop individualized career plans accordingly.

- Deliver workforce preparation and career exploration services, including resume writing, interview skills, and power skills (i.e., soft skills) workshops.
- Connect jobseekers to sector-based training programs, entrepreneurship programs, and credentials aligned with high-growth industries, with a focus on facilitated referrals to high performing and cohort-based programs
- Provide individualized job placement and retention support, with a focus on matching participants to opportunities that offer long-term stability and career progression.
- Engage employers and build inclusive hiring partnerships that support fair-chance employment and reduce the stigma associated with justice impacted individuals.
- Provide and/or coordinate referrals for wraparound supports to address barriers such as housing instability, benefits access, legal issues, transportation, access to clothing, mental health services, and access to other critical services that support employment success. These supports may be delivered directly by in-house staff or through formal partnerships with other City agencies and community-based organizations. To maximize accessibility, some of these services should be made available onsite either on a permanent basis or through regularly scheduled rotations.
- Lead a citywide technical assistance effort that trains and supports workforce professionals in best-practices for serving justice impacted jobseekers with empathy, cultural competence, and efficiency.

By creating sustainable career pathways for justice-impacted New Yorkers, the program seeks to expand economic opportunities and self-sufficiency and reduce interactions with the justice system. The selected provider will serve as both a direct service provider and a leader in advancing equity across New York City's workforce development system, strengthening its capacity through targeted technical assistance, staff training, and system-wide collaboration.

C. Program Model - Key Components

Fair Chance Program represents a holistic, equity-driven approach to workforce development for justice impacted individuals. The program is designed to improve employment outcomes, foster long-term career advancement, and reduce recidivism by expanding staffing, strengthening career development services, deepening partnerships, and broadening performance metrics. Through strategic resource allocation and commitment to participant-centered services, the Fair Chance Program will establish a sustainable, high-impact model for justice impacted workforce development across New York City.

I. Staffing Structure with Justice-Impacted Experience

To foster trust and increase engagement, the program will prioritize hiring staff with experience in the criminal legal system or from communities directly impacted by incarceration—reflecting a commitment to equity, empowerment, and system change. To support effective service delivery, the provider must also maintain a staffing structure aligned with the complexity and scope of the initiative, with key roles for the Fair Chance Program including, but not limited to, those listed below.

- **Program Director** – Oversees day-to-day operations, staff management, compliance, and external partnerships to ensure alignment with broader workforce and equity goals.

- **Job Developers** – Build and sustain employer partnerships, identify inclusive job opportunities, and advocate for the hiring of justice impacted jobseekers.

- **Career Advisors** – Provide one-on-one employment planning, needs assessment, job readiness training, coaching, assistance with service navigation and ongoing post-placement support to ensure job retention

and growth.

- **Community Partner Coordinators** – Develop and maintain referral networks and partnerships with community-based organizations to expand access to supportive services and wraparound resources.

II. Assessment and Planning

Participants of Fair Chance Program should begin with a comprehensive intake and assessment process designed to identify their strengths, challenges, and aspirations. This includes evaluation of:

- Work history, education, and existing skills
- Legal, logistical, and systemic barriers to employment
- Work readiness, professional competencies, and power skills
- Individual needs, goals, and long-term career aspirations

The results of these assessments should be used to develop an Individualized Career Plan tailored to each participant's unique situation and goals, serving as a roadmap for their justice journey.

III. Workforce Preparation and Training

Participants of the Fair Chance Program should engage in tailored workforce preparation services, including:

- Job readiness services for participants prepared to enter the workforce immediately.
- Referrals to sector-based training programs, entrepreneurship programs, and credentials aligned with high-growth industries
- Power skills development, including communication, time management, conflict resolution.
- Financial literacy education and benefits navigation
- Resume building, interview preparation, and individualized rap sheet review
- Coaching on legal history disclosure to employers
- Navigation of housing and supportive services to promote employment stability.

Training and support services should be clearly aligned with labor market demand and employer expectations. Vendors are encouraged to propose a combination of individual and group-based services.

IV. Job Placement and Employer Partnerships

Fair Chance Program is intended to cultivate strong employer partnerships and facilitate employment opportunities tailored to the needs of justice impacted individuals. Approaches include:

- Direct job placement and internships
- Hosting hiring events and networking opportunities
- Partnerships with unions, private employers and public agencies
- Strategies for promoting Fair Chance hiring and reducing stigma against justice impacted jobseekers

V. Post-Placement Support and Advancement

Fair Chance Program will support job retention and career advancement through mentorship, coaching, and peer support, including when needed:

- Mentorship and coaching for up to six (6) months post-placement
- Regular follow-up and check-ins to address workplace issues
- Access to continuous training, upskilling or credentialing
- Transitional planning and alumni engagement
- Use of participant outcome data for continuous program improvement

Services are intended to ensure long-term success and reduce the likelihood of recidivism.

VI. Case Management, Wraparound and Auxiliary Services

As part of a comprehensive workforce development strategy, Fair Chance Program will provide access to robust wraparound and auxiliary supports to address complex, intersecting barriers that justice impacted individuals often face on their path to employment. The Fair Chance Initiative will provide and/or coordinate access to these critical supports through internal staff and external partnerships.

At minimum, the Fair Chance Program will have a strategy to deliver or coordinate the following services:

- **Mental Health & Behavioral Services:** Referrals for substance use counseling, individual and group therapy, and crisis intervention
- **Mentoring:** Peer mentoring by individuals with lived experience, including career navigation, confidence building, and system navigation.
- **Legal Services:** Partner with legal service providers to support criminal record review, legal coaching, and access to pro bono representation where appropriate.
- **Resource Support:** When needed, connect to resources for interviews and/or during initial work phase (i.e. transportation, clothing, food, etc.)
- **Financial Counseling:** Access to financial education and individualized counseling in partnership with financial empowerment providers embedded in the Workforce1 Career Centers.
- **Housing and Benefits Support:** Collaboration with HRA and other agencies to connect jobseekers to housing support and public benefits.
- **Education & Digital Literacy:** Referrals to adult basic education, ESL, GED/HSE preparation, and digital skills training.
- **Reentry Support:** Coordination with transitional employment programs and other reentry-specific services to ensure continuity of care.

This integrated model ensures justice impacted individuals not only find employment but thrive in the workforce and reduce their risk of recidivism through sustained, holistic support.

VII. System Capacity Building and Sector Leadership

In addition to providing direct workforce development services to justice impacted individuals, the selected provider will play a role in strengthening city-wide capacity. This component supports a more informed, responsive and equitable workforce system for justice impacted New Yorkers.

The Fair Chance Program will:

- Deliver training and technical assistance to both Workforce1 Career Center staff and external community-based organizations that serve justice impacted individuals.
- Disseminate evidence-based practices, tools, and guidance tailored to the unique needs and barriers faced by justice impacted jobseekers.
- Organize and facilitate quarterly convenings that bring together workforce professionals from across the Workforce1 system and broader community partner network to share best practices, align service delivery and build unified community of practice.
- Foster collaboration across City agencies, nonprofit providers, and justice focused organizations to promote shared learning and system alignment.
- Ensure that all tools, training, and resources are accessible, actionable and relevant for a wide range of service providers.

These efforts will ensure that both internal Workforce staff and external organizations are equipped with the tools, knowledge, and support needed to consistently and effectively serve justice impacted jobseekers, helping to pave clearer pathways toward long-term employment and economic mobility.

VIII. Location and Facilities

The Provider would either maintain the current locations (see "Basic Information" section of this RFP) in the designated borough/competition or offer an alternative location(s) and provide a facilities and technology plan that meets the programmatic goals of this RFP, including without limitation, co-location with community partners.

Proposers will be evaluated on their ability to serve the needs of the borough in which they propose to operate at any location within that borough as directed by SBS. Proposers should be aware that the City does not guarantee that any of the specified Workforce1 locations referenced in this RFP will continue to be available during the term of any contract awarded pursuant to this RFP and that any such contractor may be required to engage alternative location(s) or re-locate to another Workforce1 Center or other City-controlled location.

D. Minimum Qualifications

- Proposing organization should have at least five (5) years' experience providing workforce development services to justice-involved individuals
- Proposing organization should have at least five (5) years' experience implementing a workforce development model that aligns employer needs with services for justice involved jobseekers, including engaging with employers that promote fair chance hiring practices.
- Proposing organization should have the capacity to deliver services through in-person, virtual, or hybrid models (including at least two (2) years of virtual or hybrid delivery), and to manage required data collection, reporting, and contract compliance

E. Preferred Qualifications

- Organization has five (5) years experience serving specific sub-populations of justice involved individuals (e.g., young adults, women, individuals returning from long-term incarceration, individuals with complex re-entry barriers.)
- Organization has five (5) years experience delivering sector-based or career pathway programs that connect justice-involved jobseekers to mid-wage employment, credentialed training, or advancement opportunities.
- Organization has five (5) years experience working within public workforce systems (e.g., Workforce1 or similar) and/or managing performance-based contracts with placement retention, wage, or advancement milestones.

Section 2 – Evaluation Criteria and Proposal Instructions

A. Experience-25%

Workforce Development Services

1. Evaluation Criteria

a. The Provider must demonstrate at least five (5) years of experience in demand-driven workforce development services specifically tailored to justice impacted individuals, including jobseeker preparation, case management and wraparound service provisions, and connection to employment. This experience should include at least two (2) years of successful virtual or hybrid service delivery, such as remote intake, virtual workshops, and online hiring events. (5pts)

b. The Provider must demonstrate at least five (5) years of experience implementing a labor market demand approach to workforce development that meets the employer needs while effectively connecting justice impacted jobseekers and incumbent workers to quality employment opportunities. This would include a clear process for identifying high-growth sectors, cultivating employer partnerships, and aligning services with industry demand. (5pts)

c. The Provider must demonstrate at least three (3) years' experience designing and delivering technical assistance, and field building services, with a focus on promoting Fair Chance hiring practices, reducing stigma and expanding inclusive employment pathways for justice impacted individuals, with examples such as co-developed training programs or customized employer cohorts that have led to measurable participant outcomes and business impact. (5pts)

d. The Provider must demonstrate and provide examples of successful experience managing community partner networks specifically designed to support justice impacted individuals, including partnerships with reentry organizations, legal service providers, transitional housing programs, mental health services, and other relevant support systems. The Provider would show evidence of how these partnerships have been used to recruit justice impacted jobseekers and connect them to both employment opportunities and the supportive services required to succeed in the workforce. (5pts)

e. The Provider must demonstrate experience understanding the needs and challenges faced by justice impacted individuals in the communities they serve and provide evidence of how this understanding has informed and effective service delivery. The Provider would also provide concrete examples of how their service model integrates trusted community voices, lived experience, and neighborhood-level insights to inform programming, build trust and improve outcomes. (5pts)

2. Proposal Instructions:

a. Complete the "**Experience**" section in the PASSPort questionnaire.

3. Evaluation

a. This section will be evaluated based on the extent to which the proposer demonstrates and provides examples of successful relevant experience based on the criteria listed in this RFP, as well as the content of the references. It is worth a maximum of **25%** in the Proposal Evaluation.

B. Proposed Approach -45%

Business Engagement

1. Evaluation Criteria:

a. The Provider would demonstrate and provide examples of their approach and success in implementing a demand-driven workforce development model that effectively connects justice impacted jobseekers to employment opportunities. This includes aligning services with real-time labor market needs, engaging employers willing to hire individuals with justice involvement and designing programming that addresses both the skill gap and the unique barriers this population faces when entering or re-entering the workforce. (5pts)

b. The Provider would leverage and provide examples of their approach and success in building and maintaining industry relationships and employer networks that are inclusive and responsive to justice impacted jobseekers. This includes engaging employers committed to fair chance hiring practices, using industry partnerships to gain insights into hiring trends, and adapting services to align with workforce expectations while addressing the barriers faced by individuals with criminal legal system involvement. The Provider would also work directly with employers to strengthen their capacity to be more inclusive of justice impacted job seekers, thereby advancing systems change. (5pts)

c. The Provider would provide examples of their approach and success in utilizing labor market information and business intelligence to inform program design and day-to-day activities, specifically tailoring services to meet the employment needs and barriers of justice impacted jobseekers. This includes leveraging data to understand relevant industry standards, identifying emerging opportunities, and ensuring that the workforce development strategies align with local and sector-specific labor market realities. (4pts)

d. The Provider would share examples of their approach and success in delivering ongoing training and professional development for staff to build expertise in serving justice impacted populations and specific industries. This includes adapting to evolving labor market conditions, integrating best practices for engaging justice impacted jobseekers, and ensuring that staff remain knowledgeable and responsive throughout the contract period. (5pts)

e. The Provider would demonstrate how they would collaborate with the broader Workforce1 Career Center system to meet the hiring needs of employers, ensuring alignment across the standalone Fair Chance Program and its two (2) satellite locations. The Provider would outline strategies for integrating fair chance hiring into system-wide business development efforts, sharing employer leads, and coordinating job development activities to avoid duplication and maximize employer engagement. This includes detailing how they would streamline communication, align outreach efforts, and leverage system-wide partnerships to create efficient pipelines that connect justice impacted jobseekers to employment opportunities. (4pts)

2. Proposal Instructions:

a. Complete the "**Business Engagement**" section in the questionnaire.

3. Evaluation

a. This section will be evaluated based on the quality of the proposed approach to provide Business Engagement services based on the criteria listed in this section. It is worth a maximum of **23%** in the Proposal Evaluation.

Job Placement, Training and Career Development Services

1. **<u>Evaluation Criteria</u>**

a. The Provider will describe how they will implement targeted recruitment strategies to engage justice impacted New Yorkers, with a focus on connecting them to diverse employment opportunities that support long-term career growth and development. The Provider will also show their business development approach will identify and partner with employers who are committed to fair chance hiring and offer meaningful wages and advancement potential. All strategies will align with the goals of the sector-based model to promote sustainable employment outcomes and economic mobility for justice impacted individuals. (4pts)

b. The Provider will demonstrate how they will develop and deliver a full set of Career Services, which are a standard set of services provided through both the standalone career center and two (2) satellite locations. These include, but are not limited to assessment and individual employment, resume and interview workshops, career advisement, job search support, job screening and matching, and referrals to employers. These Career Services should be tailored to meet the unique needs of justice impacted individuals, reflect current labor market trends and business intelligence, and promote access to diverse employment opportunities across sectors that support long-term career pathways and economic mobility. The provider will also demonstrate how any additionally proposed community-based co-location strategies will coordinate with and complement operations of the standalone career center and satellite locations. (4pts)

c. The Provider will demonstrate how they will improve the candidacy of justice impacted jobseekers and incumbent workers for placement and promotion by offering access to industry recognized license- or certification-based occupational training, entrepreneurship programming, and advancement services. These services may be delivered directly through the center or in partnership with local training providers and should be aligned with labor market demand and responsive to the unique barriers faced by justice impacted individuals in securing and advancing in employment. (3pts)

d. The Provider will demonstrate how they will ensure that justice impacted jobseekers are connected to a range of employment opportunities across sectors, including a deliberate subset that leads to mid-wage, mid-career roles. The Provider should describe strategies to go beyond entry placement, supporting participants in accessing opportunities that offer pathways to career growth and long-term economic stability. (4pts)

e. The Provider will create and leverage community partnership networks to recruit and refer justice impacted jobseekers, ensuring access to a continuum of services that address barriers to employment. These partnerships should support targeted outreach and holistic service coordination, with the goal of connecting participants to meaningful and sustainable employment opportunities. (4pts)

f. The Provider will demonstrate how they will work in concert with other Workforce1 Career Centers and their respective vendors to ensure justice impacted jobseekers and incumbent workers have access to a full range of job and training opportunities. (3pts)

2. Proposal Instructions:

a. Complete the "**Job Placement, Training and Career Development Services"** section in the PASSport questionnaire.

3. **Evaluations:**
   a. This section will be evaluated based on the quality of the proposed approach to job seeker services based on the criteria listed in this section. It is worth a maximum of **22%** in the Proposal Evaluation.

C. Organizational Capability - 30%
Organizational Structure and Staffing

1. **Evaluation Criteria**
   a. The Provider will demonstrate their organizational capability to adopt and introduce new and innovative programs tailored to the unique needs of justice impacted jobseekers, as well as responsive strategies for engaging business customers. (3pts)

   b. The Provider will demonstrate a staffing plan that enables the effective delivery of proposed services to justice impacted individuals, along with the capacity to manage associated administrative responsibilities within the scope of available resources. (3pts)

   c. The Provider will demonstrate capacity and commitment to hiring staff with lived experience in the criminal legal system or from communities directly impacted by incarceration (2pts)

   d. The Provider will demonstrate a proven track record of staff stability, including the retention of industry knowledge and experience necessary to effectively serve justice impacted populations. (2pts)

   e. The Provider will demonstrate a commitment to regularly training staff in critical areas of professional development, including team building and diversity, equity, inclusion, and justice-informed practices. (2pts)

2. **Proposal Instructions:**
   a. Complete the **"Organizational Structure and Staffing"** section in the PASSPort questionnaire.
   b. Attach a resume of each key staff member or a list of qualifications for staff that will be hired for key positions to perform the programmatic, administrative, technical, supervisory, and fiscal responsibilities for this Program.
   c. Attach an organizational chart that demonstrates how the Program will fit into the proposer's organizational structure.

3. **Evaluation:**
   a. This section will be evaluated based on the quality of the proposed Organizational Structure and Staffing, based on the criteria listed in this section. It is worth a maximum of **12%** in the Proposal Evaluation.

Data Management, Reporting and Technology

1. **Evaluation Criteria :**
   a. The Provider would demonstrate the capability to perform in an efficient, accurate, and timely manner the administrative responsibilities related to the delivery of services related to this RFP, including fiscal management, reporting, records management, and retention. (3pts)

   b. The Provider would demonstrate experience in collecting and using performance data and client feedback to continually improve programs. (2pts)

c. The Agency will provide computers and associated hardware , as necessary, but the Provider will maintain the hardware, software, telecommunications connections and technology infrastructure, and consider potential upgrades if required, to support the program operations and goals. (1pts)

d. The Provider would enter and manage data entered into Agency databases (such as Worksource1 and Microsoft Dynamics but may be subject to change) for performance management toward the programmatic goals and for reporting and compliance requirements of the Agency and of the funding stream(s). (1pts)

e. The Provider would develop processes for tracking the retention and advancement of those connected to employment or promoted within specific career paths for one year. (1pts)

f. The Provider would demonstrate a process for collecting client feedback on services to support program improvement. (1pts)

g. The Provider would demonstrate the ability to participate in potential future research/ program evaluation. (1pts)

2. Proposal Instructions:

a. Complete the "**Data Management, Reporting and Technology**" section in the PASSPort questionnaire.

3. Evaluation:

a. This section will be evaluated based on the quality of the proposed approach to Data Management and Reporting and Technology, based on the criteria listed in this section. It is worth a maximum of **10%** in the Proposal Evaluation

Location and Facilities-

1. Evaluation Criteria:

a. The Provider should demonstrate and describe in detail how they will maintain a center with the following minimum hours of operation: Monday to Friday: 9 AM to 5 PM; and during some evenings between 5PM and 8PM. (1pts)

b. Describe the Provider's on-site security plan for either the existing or proposed location. (2pts)

c. The Proposer would demonstrate the ability to take control of the center lease at contract commencement or provide documentation of ownership/leasing of the new facility. (3pts)

d. The Proposer would demonstrate the ability and the organizational capacity to open, close, and transfer center locations, including scouting real estate, negotiating lease terms, leasing space, and setting up technology, furniture, signage, etc. (Note: If Proposer is proposing to work in the existing site, all eligible rent and facilities costs are reimbursed by SBS, as per the HHS Cost Policies and Procedures Manual.) (2pts)

2. Proposal Instructions:

a. Complete "**Location and Facilities**" section in the PASSPort questionnaire.

3. Evaluation:

a. This section will be evaluated based on the quality of the proposed approach to Location and Facilities based on the criteria listed in this section. It is worth a maximum of **8%** in the Proposal Evaluation.

Budget Management Expectations
(This section is for informational purposes only)

1. **Budget Management Program Expectations:**
   a. The Provider would be expected to provide fiscally sound management systems to operate the Center. Budgets must be managed to achieve outcomes and should be in alignment with the operating model and adhere to the policies outlined in the **HHS Cost Policies and Procedures Manual.**

   b. The contract awarded through this RFP is expected to be an expense reimbursement contract with a percentage tied to performance ("Performance Milestone"). It is anticipated that line-item expenses would be no more than 80% of the contract budget and reimbursed monthly for all budget lines except the Performance Milestone percentage retained each month. It is also anticipated that a percentage of the annual Performance Milestone amount would be paid at the end of each contract year, equal to the percentage of performance goals met during the year. However, the Agency reserves the right to select any payment structure that is in the City's best interest. No payments shall be made, nor funds applied to other uses. All contract payments are subject to audit.

   c. It is anticipated that the selected Service Provider will be able to receive proportional payments for Performance Milestones upon achievement of a number of specific programmatic milestones, which have historically included the following:

      i. **Total Job Placements and Promotions:** the number of jobseekers placed or promoted paid up to 100 percent of the milestone value based on what percentage of the placement target is achieved and validated, which will be decided during contract negotiations.

      ii. **Mid-Wage Job Placements and Promotions:** the number of jobseekers placed or promoted in jobs at $20 or more. The selected Service Provider would be paid up to 100percent of the milestone value based on what percentage of the mid-range placement target is achieved and validated.

      iii. **Training Enrollment:** the number of all jobseekers connected to training(s) as measured by enrollment divided by the target. The selected service Provider would be paid up to 100 percent of the milestone value based on the percentage of the training enrollment and completion target that is achieved and validated.

      iv. **Retention:** the number of jobseekers who remain employed at key retention milestones (e.g., 30, 90, and 180 days), divided by the target. The selected Service Provider would be paid up to 100 percent of the milestone value based on what percentage of the retention target is achieved and validated.

   d. The outcome goals will be more specifically and technically defined in the Contract. The Agency reserves the right to change or adjust the aforementioned milestones or pursue any performance-based payment milestone not included in the illustrative list above that is in the best interest of the City. Further, percentage goals may be adjusted to reflect changes in the goals established by the United States Department of Labor ("USDOL") or New York State Department of Labor ("NYSDOL") for the City, or other entities with jurisdiction thereof.

e. The Contractor(s) would refer to the **HHS Cost Policies and Procedures Manual** for information on Fee-for-Profit and Indirect Costs. Fee-for-Profit is capped at 10% of total personnel costs, including personnel wages and fringe costs, for for-profit entities only. SBS does not provide Program Income at this time. The maximum Indirect Cost rate is 15% and it is based on total personnel wages and fringe cost. **The fringe rate is based on total personnel wages and cannot exceed 28.5%.** Final determination of Fee-for-Profit and Indirect Costs will be determined during contract negotiations. The proposer is expected to be familiar with the **HHS Cost Policies and Procedures Manual** and be ready to adhere to the timelines and requirements stipulated therein. The Agency reserves the right to update the **HHS Cost Policies and Procedures Manual,** and its policies stated therein to comply with USDOL and NYSDOL requirements.

f. 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 accepted.

g. Indirect Cost Rate (ICR) **10%** de minimis.

2. Proposal Instructions:

a. Complete the "**Price Proposal**" section in the PASSPort questionnaire.

b. Complete and attach the Price Proposal (Attachment A). Proposers should complete the budget for 100% line-item budget; however, the payment of Fee-For-Profit will be based on performance against milestones and include an additional Budget Narrative justifying all costs.

c. If a Start-Up Budget is required, proposers must also complete the Start-Up Budget (Attachment A1) and attach an additional separate price proposal/budget summary and include an additional Budget Narrative justifying all costs.

d. Attach a copy of the Proposers most recent annual audit report or a statement as to why no report is available..

3. Evaluation

This section is for informational purposes. It will not be scored as part of the proposal.

Section 3 – List of Attachments

**All attachments for this RFP can be found in the RFP Documents tab in PASSPort.*

Attachment A – Price Proposal Forms (Years 1-3)
Attachment A1 – Price Proposal Form Start Up Budget (if required)
Attachment B – General Information and Regulatory Requirements
Attachment C – Identifying Information Rider
Attachment D – Access to Non-Public Areas Human Services Rider
Attachment E – Labor Peace Agreement Rider (the selected vendor will be required to submit a Certification and Attestation)
Attachment F – EO64 Responsibility of Contracted Providers of Human Services in Relation to Matters Involving Allegation of Sexual Harassment
Appendix A – General Provisions Governing Contracts
Appendix B – Uniform Federal Contract Provisions Rider
Appendix C – Combined Federal-State Certifications – WIOA-Specific Rider

A. Proposal Evaluation

All proposals received on or before the submission deadline will be reviewed to determine whether they are responsive or non-responsive to the requirements of this RFP. Proposals that are determined by SBS to be non-responsive will be rejected. SBS's Evaluation Committee will evaluate and rate all remaining proposals.

SBS reserves the right to conduct site visits and/or interviews and/or to request that Proposers make presentations or demonstrations, as SBS deems applicable and appropriate. Although discussions may be conducted with Proposers submitting acceptable proposals, the Agency 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.

B. Evaluation Criteria

Experience – 25points	
Experience providing Workforce Development Services	25
Proposed Approach – 45 points	
Business Engagement	23
Job Placement, Training and Career Development Services	22
Organizational Capability – 30 points	
Organizational Structure and Staffing	12
Data Management, Reporting and Technology	10
Location and Facilities	8

C. Basis for Contract Award

A contract award will be made to the highest technically rated, responsive, and responsible proposer whose proposal is determined to be the best value to the City by optimizing quality, cost, and efficiency and therefore 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 the RFP.

Proposals will be ranked in descending order of their overall average technical scores and, if applicable, SBS will establish a shortlist through a natural break in scores for technically viable proposals. SBS may request best and final offers (BAFOs) and will then consider price by negotiating a fair and reasonable price with the highest technically ranked Proposer whose price is determined to be within the Maximum Funding Amount as stated in the RFP. In the event that such a price is not successfully negotiated, the Agency may conclude such negotiations and enter negotiations with the next highest technically ranked Proposer, as necessary.

In the event of a tie score—defined as an identical score within a hundredth of a decimal point—among two or more Proposers eligible SBS will give first priority to a Proposer's score on the Approach section of this RFP (70%) to break the tie, and if a tie still remains, give priority to a Proposer's score on the Experience section of this RFP (15%).

SBS reserves the right to:

- To award less than the full amount of funding requested based on (a) the demonstrated capacity of the Proposer and/or (b) the best interests of the City.
- Prior to contract award, to determine the length of the initial contract term and each option to renew, if any.
- Prior to contract registration and during the term of the contract, to change the Program service size, Program type, and model of its population depending on the needs of the Program.
- To change the location and number of centers associated with this contract at any time during the term of the contract. Although the contracts that are the subject of this RFP will be awarded for Specialized Centers, each Specialized Center works in concert with the other Workforce1 Career Centers and NYC Business Solutions Centers to serve jobseekers, low-income workers, and businesses to support jobseekers and businesses citywide. Proposers are permitted to propose a site different from the current location(s).
- To encourage the use of subcontractors and/or additional vendors to provide targeted services for prioritized populations if the Proposer demonstrates limited capacity and/or experience.
- To open and/or close Centers during the term of any contract(s) awarded pursuant to this RFP to meet market conditions or for any other reason(s) that are in the best interests of the City.

Please note: The contract award shall be subject to the timely completion of contract negotiations between the Agency and the selected Proposer and determination of contractor responsibility.

Attachment A – Price Proposal

Price Proposal Form – Fair Chance Program
EPIN: 80126P0035

Instructions:

1. Complete and attach the Proposal Budget Summary (Attachment A). Proposers should complete the budget for a 100% line-item budget; however, the payment of Fee-For-Profit will be based on performance against milestones.

2. Proposers should supplement this form by completing the Item Grid in PASSPort.

3. For Rent and Occupancy for an existing location, please use $100,000 as the annual rent cost and $25,000 for annual utility costs in the budget proposal.

4. For an alternative site proposal, describe the space costs, including those involving a rental expense, their importance in the proposed program, and how costs were determined.

5. If a Start-Up Budget is required, Proposers must also complete the Start-Up Budget on the second page and attach an additional separate price proposal/budget summary and include an additional Budget Narrative justifying all costs.

Attachment A - Price Proposal

Price Proposal Form –Fair Chance Program

EPIN: 80126P0035

Proposer:_____ **Service Area:** _____

Personnel Budget

# of Full Time Equivalent Staff (FTEs)	Job Title	Average Annual Salary	Cost to Contract	Total Cost
		Total Wages		
		(*) Fringe @ __%		
		Total Personnel Cost		

Other than Personnel Services (OTPS) Budget

Expenses	Cost to Contract	Total Cost
Total OTPS		

Total Budget (Personnel + OTPS) Year 1		

(*) The maximum indirect cost rate is 10% and it is based on total wages and fringe cost. The fringe rate is based on total personnel wages.

Print First/Last Name: _____Signature: _____

Attachment A1 –

Start Up Price Proposal (if required)

Price Proposal Form–Fair Chance Program

EPIN: 80126P0035

Proposer:_____ **Service Area:** _____

Personnel Budget

# of Full Time Equivalent Staff (FTEs)	Job Title	Average Annual Salary	Cost to Contract	Total Cost
		Total Wages		
		(*) Fringe @ __%		
		Total Personnel Cost		

Other than Personnel Services (OTPS) Budget

Expenses	Cost to Contract	Total Cost
Total OTPS		

Total Start Up Budget (Personnel + OTPS) Year 1		

(*) The maximum indirect cost rate is 10% and it is based on total wages and fringe cost. The fringe rate is based on total personnel wages.

Print First/Last Name: _____Signature: _____

Attachment A - Price Proposal

Price Proposal Form – Fair Chance Program

EPIN: 80126P0035

Proposer:_____ **Service Area:** _____

Personnel Budget

# of Full Time Equivalent Staff (FTEs)	Job Title	Average Annual Salary	Cost to Contract	Total Cost
		Total Wages		
		(*) Fringe @ __%		
		Total Personnel Cost		

Other than Personnel Services (OTPS) Budget

Expenses	Cost to Contract	Total Cost
Total OTPS		

Total Budget (Personnel + OTPS) Year 2		

(*) The maximum indirect cost rate is 10% and it is based on total wages and fringe cost. The fringe rate is based on total personnel wages.

Print First/Last Name: _____Signature: _____

Attachment A – Price Proposal

Price Proposal Form – Fair Chance Program
EPIN: 80126P0035

Proposer:_____ **Service Area:** _____

Personnel Budget

# of Full Time Equivalent Staff (FTEs)	Job Title	Average Annual Salary	Cost to Contract	Total Cost
		Total Wages		
		(*) Fringe @ __%		
		Total Personnel Cost		

Other than Personnel Services (OTPS) Budget

Expenses	Cost to Contract	Total Cost
Total OTPS		

Total Budget (Personnel + OTPS) Three Months		

(*) The maximum indirect cost rate is 10% and it is based on total wages and fringe cost. The fringe rate is based on total personnel wages.

Print First/Last Name: _____Signature: _____