



Request for Proposals

**EMERGENCY SHELTER AND SUPPORT SERVICES
FOR DOMESTIC VIOLENCE SURVIVORS**
EPIN: 09616I0011

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IMPORTANT NOTE: This Request for Proposals is issued through the HHS Accelerator system to those organizations prequalified in the relevant service areas. Likewise, proposals must be submitted through the HHS Accelerator system in the manner set forth in the 'Procurements' section of the system by those same prequalified organizations. Go to www.nyc.gov/hhsaccelerator to learn more.

Basic Information

RFP Release Date	June 15, 2016		
Proposal Due Date	<p>This is an “Open-Ended” RFP; therefore, proposals will be accepted and reviewed on an ongoing basis until the available shelter capacity has been met.</p> <p>Proposals will be accepted beginning on July 12, 2016</p>		
Pre-Proposal Conference	Date: June 28, 2016	Time: 2:00PM	Place: 4WTC 150 Greenwich St., 37 th Floor, Bid Room New York, NY
	<p>Please note security at 150 Greenwich Street requires that all visitors provide identification (with picture) to be admitted into the building. To expedite security processing, please send an email to Accoprocurements@hra.nyc.gov with the names of the individuals expected to attend from your organization no later than the day before the Pre-Proposal Conference. Please include RSVP and the title of the RFP in the subject line of the email. Please arrive at least fifteen (15) minutes early to ensure adequate time for security procedures. In addition, proposers should bring a copy of the RFP that would indicate the purpose of the individuals’ visit to the building.</p>		
Anticipated Contract Term	The term for each contract will be five (5) years with one (1) option to renew for four (4) years.		
Agency Contact Person	Tracey Thorne, Director of Administration, Emergency and Intervention Services at thornet@hra.nyc.gov		
Anticipated Funding and Payment Structure	<ul style="list-style-type: none"> • Anticipated total maximum available funding: \$22,763,998.80 • Anticipated annual funding: \$4,552,799.76 • Anticipated # of contracts: depends on proposed number of beds and available funding • Anticipated payment structure: Fee for service based on an anticipated rate of \$93.12/bed/night, pending OCFS review and approval. • Anticipated total number of beds: 141 <ul style="list-style-type: none"> ○ Minimum number of beds proposed: 10 		
Questions Regarding this RFP	<ul style="list-style-type: none"> • Questions regarding this RFP must be transmitted in writing to the Agency Contact Person. • Questions received prior to the Pre-Proposal Conference will be answered at the conference. • Substantive information /responses to questions addressed at the conference will be released in an addendum to the RFP to all organizations that are prequalified to propose to this RFP through the HHS Accelerator system. 		

Proposal Submission Instructions

General Guidelines	<ul style="list-style-type: none"> All Proposals must be submitted utilizing the Procurement Tab of the HHS Accelerator system at www.nyc.gov/hhsacceleratorlogin by providers with approved HHS Accelerator Applications, including Business Application and required Service Application(s) for the areas listed in the Services and Providers Tab. 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 includes entering information, uploading documents and entering log-in credentials. The HHS Accelerator 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, videos, and training dates are listed on at www.nyc.gov/hhsaccelerator. For more information about submitting a proposal through the HHS Accelerator system, please contact info@hhsaccelerator.nyc.gov. 	
Proposal Details		
Basic Information	<ul style="list-style-type: none"> Enter Program Name 	
Provider Contract	<ul style="list-style-type: none"> Select member of your organization who will be the primary contact. 	
Service Units	<ul style="list-style-type: none"> Enter number of proposed beds Enter the annual funding request (cost per service unit will automatically be calculated based on the total number of services units and funding request entered) 	
Site Information	<ul style="list-style-type: none"> Please indicate the borough site addresses where the services will be provided. 	
Proposal Documents		
Required Documents	Document Type	Description
	Proposal	Completed Structured Proposal Form
	Budget	Completed Proposal Budget Summary
	Key Staff - Resumes	Resumes and/or Description of qualifications for Key Staff Positions
	References	Three (3) Letters of Reference from Non-government entities
	Doing Business Data Form	Completed Doing Business Data Form
	Site Control	Proof of Site Control
Optional Documents	Certificate of Occupancy	Certificate of Occupancy or a Temporary Certificate of Occupancy
	<ul style="list-style-type: none"> 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). Only one document file can be added to each required document slot. If you need to combine documents, complete one of the following steps: <ul style="list-style-type: none"> For Word documents: Cut and paste contents of all resumes into one Word document. For PDF documents: Combine files into a single PDF. 	

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Section I – Program Background

A. Program Purpose and Goals

The New York City Human Resources Administration (HRA) is seeking providers to increase the number of emergency beds and transitional shelter units with a focus on single domestic violence survivors including pregnant women, and small families. The goal of this expansion is to provide emergency shelter and support services so that domestic violence survivors and their families can become stable and safely move into permanent housing.

Pursuant to NYS Social Services Law and N.Y.C.R.R. §§ 425-455, HRA, as the local social services district, provides emergency shelter, support services, and care to survivors of domestic violence. Emergency domestic violence shelters provide temporary housing services for to a maximum of 180 days in a safe environment. Supportive programs are developed to help clients manage the crisis and trauma of domestic violence, strengthen their coping skills, and enhance their economic stability. The New York State Office of Children and Family Services (OCFS) have administrative oversight of the emergency shelters. Proposers who are submitting proposals for this Emergency Shelter RFP should review the directives and regulations of OCFS (<http://ocfs.ny.gov/main/dv/regulations.asp>).

For the purpose of this RFP, an emergency shelter is defined as a residential facility organized for the exclusive purpose of providing temporary shelter, emergency services and care to victims of domestic violence and their children, if any.

Clients are referred to the emergency shelters by the New York City Domestic Violence Hotline. The City's domestic violence hotline receives over 7,000 calls per month from domestic violence survivors seeking emergency help.

The Agency's objectives for this RFP are to:

- Expand emergency shelter available to survivors of domestic violence with a focus on serving small families and pregnant women.
- Provide shelter residents with safety and supportive services to address the lasting harm and complexity of domestic violence.
- Prepare and assist families with accessing and obtaining permanent housing, increasing economic stability.

The contractor(s) will provide emergency housing and support services that will deescalate crisis, maximize economic stability, and build client's support systems. Such services would include, but are not limited to shelter resident needs-assessments, permanent housing preparation, information and referrals; individual and group counseling, client advocacy, housing and employment assistance, children's services, first aid, emergency food, security, cleaning and maintenance. Services would be provided twenty-four (24) hours a day, seven (7) days a week. All provided services must comply with the applicable New York State rules and regulations.

In addition, successful proposer(s) must be in compliance with the New York State social services laws, fire safety, facility maintenance laws, New York State Homes and Community Renewal rent guidelines and legal rents, and all other pertinent Federal, State and City regulations, including compliance with the NYS' definition of domestic violence survivors, the process for applying for an operating shelter certificate, maintaining an adequate staffing plan, facility maintenance, and confidentiality of the shelter and its residents.

Proposers should propose services that adhere to the directives of the New York State Office of Children and Family Services (OCFS) (<http://ocfs.ny.gov/main/dv/regulations.asp>).

Section II – Program Expectations and Proposal Instructions

A. Target Population and Experience

1. Program Expectations:

- a. The contractor(s) would have a minimum of three (3) years of experience providing emergency shelter services to domestic violence survivors and their families.
- b. The contractor(s) would have a minimum of three (3) years of experience providing shelter based Domestic Violence focused support services to survivors of domestic violence.
- c. The Contractor(s) would have successful experience assisting families affected by domestic violence move from shelter to permanent housing.

2. Proposal Instructions:

- a. Complete Section II (A): Target Population and Experience, questions 1-2, of the Emergency Shelter and Support Services for Domestic Violence Survivors Structured Proposal Form, Attachment E.

3. Evaluation:

- a. This section will be evaluated based on the proposer's successful relevant experience and approach to serving survivors of domestic violence in emergency shelter settings based on the criteria listed this section. Greater consideration will be given to current HRA domestic violence shelter providers. It is worth a maximum of **25 points** in the Proposal Evaluation.

B. Support Services

1. Program Expectations:

- a. The contractor would provide an emergency shelter as a residential facility organized for the exclusive purpose of providing temporary shelter, emergency services and care to victims of domestic violence and their children, if any.
- b. The contractor would perform the following required services that will include, but are not limited to:
 - i. Twenty-four (24) hour, seven (7) days a week access to the program, including intake.
 - ii. Information and referrals to community services and programs that meet the individual needs of residents.
 - iii. Advocacy including assistance in accessing legal remedies and protections, obtaining medical care, social services, employment and housing; and obtaining and submitting public assistance applications where appropriate.
 - iv. Counseling that addresses the needs identified by the resident; options to ensure a resident's safety with an understanding of the nature of family violence, legal options, and skills in problem solving.
 - v. Counseling, individual and/or through psycho-educational groups and trauma-focused interventions that address the dynamics of domestic violence and the impact on parenting.
 - vi. Screening and referral for appropriate mental health services and on-site training of all staff to ensure competent on-site management of mental health issues.

- vii. Children’s services, including making appropriate arrangements for the education of school-aged children; assisting parents, as needed, in arranging care for their children when such care is needed to enable the parent to seek employment, housing and/or service or activities necessary to alleviate the parent’s need for temporary shelter and emergency services; and age appropriate recreational and social activities on a daily basis during regular business hours.
 - viii. Adequate follow up services as requested by the client.
 - ix. Medical services (through a linkage or referral).
 - x. Transportation.
 - xi. Nutrition.
 - xii. Permanent housing placement.
 - xiii. Access to resources such as benefit empowerment assistance, financial development services and workforce development/employment readiness services to maximize self-sufficiency.
- c. The contractor would comply with all regulations and directives from OCFS (for the complete list of services required in an emergency shelter visit <http://ocfs.ny.gov/main/dv/regulations.asp>).

2. Proposal Instructions

- a. Complete Section II (B): Support Services, questions 3-4, of the Emergency Shelter and Support Services for Domestic Violence Survivors Structured Proposal Form, Attachment E.
- b. Attach three (3) letters of reference from non-government entities that describe the proposer’s successful relevant experience related to the proposed activities.

3. Evaluation:

- a. This section will be evaluated based on the quality of the proposed approach to provide support services and to the extent to which the proposer demonstrates successful relevant knowledge, qualifications, and experience delivering emergency shelter and support services to survivors of domestic violence, based on the criteria in this section. It is worth a maximum of **20 points** in the Proposal Evaluation.

C. Operational Plan and Facilities

1. Program Expectations:

- a. Site Control:
 - i. Contractor would have and demonstrate control of proposed site(s) for a minimum of the initial term of the contract (five years) at the time of proposal. Site control includes, but is not limited to, a letter of agreement with a landlord, or an executed lease.
 - ii. Contractor would provide a Certificate of Occupancy or a Temporary Certificate of Occupancy within 3 months of selection.
- b. Facility Requirements
The contractor would:
 - i. Ensure that building(s), equipment and services adequately meet the physical and social needs of all residents and protect their health, safety, comfort and well-being.
 - ii. Comply with all applicable local and State codes, regulations, ordinances and laws relating to health, safety, sanitation, fire prevention and building standards.
 - iii. Provide reasonable and appropriate twenty-four (24) hour security services to ensure the safety of residents.

- iv. Ensure that all requirements detailed in the regulations are followed including general requirements, and requirements for the following locations in the shelter: sleeping rooms; bathing facilities; living areas, dining facilities (where applicable), child services and recreation, kitchens and furniture and equipment.
- v. Ensure that the safety procedures, including fire safety, are followed.
- vi. Establish procedures to maintain the cleanliness of the entire facility, with periodic cleaning of the public areas and the residential units upon vacancy.
- vii. Conduct and supervise facility evacuation procedures and hold periodic evacuation drills.
- viii. Ensure that the facility has an emergency preparedness plan.

2. Proposal Instructions:

- a. Complete Section II (C): Operational Plan and Facilities, questions 5-6, of the Emergency Shelter and Support Services for Domestic Violence Survivors Structured Proposal Form, Attachment E.
- b. Attach one of the following acceptable forms of documentation demonstrating site control for each proposed site where the services will be delivered: deed, executed contract of sale, executed long term lease, letter of agreement with either proof of ownership or site control.
- c. Attach the Certificate of Occupancy or a Temporary Certificate of Occupancy for proposed site(s), if available at the time of proposal.

3. Evaluation:

- a. This section will be evaluated based on the quality of the proposed operational plan and approach and the extent to which the proposer demonstrates site control and ability to meet the facility requirements based on the criteria in this section. It is worth a maximum of **25 points** in the Proposal Evaluation.

D. Organizational Capacity and Staffing

1. Program Expectations:

- a. The contractor would:
 - i. Establish admission standards and procedures including the clients' rights and responsibilities.
 - ii. Establish written personnel policies.
 - iii. Ensure compliance with training requirements for all employees and volunteers as outlined in the OCFS regulations.
 - iv. Ensure that the staffing requirements in the OCFS regulations are followed, including:
 - (a) health requirements
 - (b) proper staff to resident ratios
 - (c) responsibilities and qualifications for administrative staff
 - (d) responsibilities and qualifications for support services staff
 - (e) availability for meal preparation (where applicable), resident transportation and community education and outreach.
 - v. Maintain records and reports as outlined in the OCFS regulations.
 - vi. Establish procedures for reporting child abuse.
 - vii. Establish a discharge policy for residents.
 - viii. Establish a written grievance process that describes how agency leadership and administrative staff outside of the shelter will investigate, report, and resolve client complaints regarding the quality of services.
 - ix. Comply with all present and future legal and HRA requirements pertaining to fingerprinting, background screening and criminal records review.

- x. Provide updates to HRA on a regular basis regarding residents who are unable to find permanent housing within the prescribed time frames.

2. Proposal Instructions:

- a. Complete Section II (D): Organizational Capacity and Staffing, questions 7-13, of the Structured Proposal Form, Attachment E.
- b. Attach an organizational chart for the proposed program, indicating lines of supervision and how proposed services will fit into the proposer's organization.
- c. Attach resumes and/or description of qualifications for Key Staff Positions.

3. Evaluation:

- a. This section will be evaluated based on the quality of the proposed approach to organizational capacity and staffing and the extent to which the proposer demonstrates successful relevant knowledge, qualifications, and experience based on the criteria in this section. It is worth a maximum of **20 points** in the Proposal Evaluation.

E. Budget Management

1. Program Expectations:

- a. The contractor would operate the program with a budget based on the anticipated available funding stated in the "Basic Information" chart.
- b. HRA anticipates the payment structure for contracts awarded under this RFP will be fee for service based on a standard unit rate. However, the Agency will consider proposals to structure payments in a different manner and reserves the right to select any payment structure that is the City's best interest.
 - i. The anticipated rate per bed per night will be \$93.12, pending OCFS review and approval.
 - ii. Total emergency shelter capacity is anticipated to be 141 beds.
 - iii. Proposals should be for shelters with a minimum of 10 beds; however HRA may consider proposals for less than the minimum or greater than the maximum in the best interest of City, pursuant to PPB Rules.
 - iv. Final rates are subject to change dependent on final approval from OCFS.

2. Proposal Instructions:

- a. Complete Section II (E): Budget Management, question 14, of the Emergency Shelter and Support Services for Domestic Violence Survivors Structured Proposal Form, Attachment E.
- b. Complete and attach the Proposal Budget Summary (Attachment D) for one (1) year of the contract.
 - Total annual budget should be calculated based on a 95% occupancy rate. For example, for emergency shelter, the annual budget would be calculated: # of beds x 366 x 95% (for 2016 because it is a leap year, all other years will be 365 days).

3. Evaluation:

- a. This section will be evaluated based on the quality of the proposed budget based on the criteria in this section. It is worth a maximum of **10 points** in the Proposal Evaluation.

Section III – List of Attachments

All attachments for this RFP can be found in the RFP Documents tab in the HHS Accelerator system.

- Attachment A – General Information and Regulatory Requirements
- Attachment B – Doing Business Data Form
- Attachment C – Doing Business Data Form Question and Answer sheet
- Attachment D – Proposal Budget Summary
- Attachment E – Structured Proposal Form
- Attachment F – Emergency shelter regulations: 18 NYCRR Parts 408, 452-453, 455

Section IV – Basis for Contract Award and Procedures

A. Proposal Evaluation

All proposals accepted by HRA will be reviewed to determine whether they are responsive or nonresponsive to the requirements of this RFP. Proposals which HRA determines to be nonresponsive will be rejected. HRA'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 discussions; therefore, the proposer's initial proposal should contain its best programmatic terms.

This is an open-ended RFP; therefore proposals will be accepted through HHS Accelerator and reviewed on an ongoing basis until the available beds have been awarded.

B. Contract Award

Proposals will be reviewed and evaluated as they are received by HRA. Proposals will be ranked in descending order of their average technical scores and HRA will establish a shortlist through a natural break in scores for technically viable proposals. A contract will be awarded to the responsible proposer(s) whose proposal is determined to be the most advantageous to the City, while remaining within the maximum cost per bed as set forth in the RFP and depending on funding availability. HRA will select all technically viable proposals in descending order until the available number of units in this RFP is expended. Greater consideration will be given to current HRA domestic violence shelter providers.

In the event that a proposer is eligible for more than one contract award, HRA reserves the right to determine, based on the proposer's demonstrated organizational capability and the best interests of the City, how many and at what level of services a contract will be awarded, as well as the dollar amount for each such contract. City reserves the right to tentatively select a total number of beds greater than the designated number of beds needed for emergency shelter for survivors of domestic violence to ensure that the full target is achieved in the minimum feasible amount of time. The City reserves the right to add funding to this RFP, add additional available beds and select additional proposals in the same manner as discussed above.

Contract Awards shall be subject to:

- Timely completion of contract negotiations between HRA and the selected proposer(s)
- Submission of a Certificate of Occupancy or a Temporary Certificate of Occupancy.
- Determination of both contractor responsibility and administrative capability.