



Request for Proposals

**TRANSITIONAL (TIER II) HOUSING AND SUPPORT SERVICES
FOR DOMESTIC VIOLENCE SURVIVORS**
EPIN: 09616I0002

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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	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. Proposals will be accepted beginning on July 12, 2016		
Pre-Proposal Conference	Date: June 28, 2016	Time: 2:00 PM	Place: 4WTC 150 Greenwich St., 37 th Floor, Bid Room New York, NY
	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 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.		
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: \$93,622,500 • Anticipated annual funding: \$18,724,500 • Anticipated # of contracts: depends on proposed number of units and available funding • Anticipated payment structure: Fee for service based on a rate of \$136 per unit per night pending OTDA review and approval. • Anticipated total number of units: 400 <ul style="list-style-type: none"> ○ Minimum number of units proposed 40 ○ Maximum number of units proposed 75 		
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 units 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	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
	Organizational Chart	Program Organizational Chart, showing how the proposed services fit into Proposer's organization
Optional Documents	Certificate of Occupancy	Certificate of Occupancy or a Temporary Certificate of Occupancy
Additional Requirements for Documents	<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 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 transitional shelters and support services to domestic violence survivors and their families so they can become stable and safely move into permanent housing.

Transitional (Tier II) Shelter

Tier II shelters are transitional residential domestic violence programs that are regulated by the New York State Office of Temporary and Disability Assistance (OTDA) under [18 NYCRR Part 900](#). Tier II shelters provide a much needed extension of shelter services for families already residing in the domestic violence emergency shelters. Upon the end of the 180 day maximum length of stay in emergency shelters, survivors of domestic violence may be placed into transitional shelter to continue to receive on-going support and services while working to obtain safe permanent housing and reintegrate in the community.

HRA's goal and objectives for this RFP are to:

- Expand Transitional (Tier II) shelter capacity to survivors of domestic violence and their families who need longer term support after their emergency shelter stay.
- Provide shelter residents with safety and supportive services to address the lasting harm and complexity of domestic violence.
- Prepare families for and assist families with accessing and obtaining permanent housing.

For the purpose of this RFP, a Tier II Shelter is defined as a facility that provides shelter and services to families affected by domestic violence referred directly by HRA including private rooms, access to three nutritious meals a day, supervision, assessment services permanent housing preparation services, recreational services, information and referral services, health services, and child-care services

The contractor(s) will provide temporary transitional housing and support services that will deescalate crisis, strengthen life skills, maximize economic stability, and build client 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 services would be provided in accordance with the applicable New York State rules and regulations.

In addition, successful contractor(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 the 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 submitting proposals for this RFP should propose services that comply with the New York State Office of Temporary and Disability Assistance (OTDA) directives and regulations including, <https://otda.ny.gov/programs/shelter/documents/PART-900.pdf>.

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 shelter services to domestic violence survivors and their families.
- b. The contractor(s) would have a minimum of three (3) years of experience providing Domestic Violence shelter- based - focused support services to survivors of domestic violence including providing financial counseling and workshops, referring clients to workforce development/employment readiness services, providing children and recreational services in shelters.
- c. The contractor(s) would have successful experience assisting families affected by domestic violence move from shelter to permanent housing.
- d. The contractor(s) would have extensive knowledge and experience handling sensitive, complex domestic violence issues and managing programs of a similar scale and scope including supportive services.

2. Proposal Instructions:

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

3. Evaluation:

- a. This section will be evaluated based on the extent to which the proposer demonstrates successful relevant experience serving survivors of domestic violence in transitional shelters based on the criteria listed in 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 a Tier II Shelter facility that offers shelter and services to homeless families including private rooms, access to three (3) nutritious meals a day, supervision, assessment services permanent housing preparation services, recreational services, information and referral services, health services, and child-care services.
- b. The contractor would perform the following required services that will include, but are not limited to:
 - i. Assessment services and development of a service plan for families based on their needs as well as the steps that will be taken to achieve the service needs of the family.
 - ii. Individual counseling, advocacy, psycho-educational groups and trauma-focused interventions that address the experience of domestic violence and its impact on parenting.
 - iii. Screening and referrals for appropriate mental health services and on-site training of all staff to ensure competent on- site management of mental health needs when applicable.
 - iv. Child care services. Providing on-site child care by experienced and trained personnel, to enable parents or caretaker relatives to seek employment and/or permanent housing, or to attend school or training.
 - v. Providing age-appropriate recreational services to all children residing in the facility.

- vi. Ensure school attendance by school-age children residing in the facility, including making necessary transportation arrangements.
- vii. Assistance and resources to secure permanent housing.
- viii. Access to resources such as benefit empowerment assistance, financial development services and workforce development/employment readiness services to maximize self-sufficiency.
- ix. Preparation for permanent housing including assistance in locating adequate available housing, providing referrals to such housing, providing assistance in obtaining needed documents, providing advocacy assistance in the completion and filing of housing applications and referral for aftercare services to assist in retention of safe permanent housing.
- x. Preparation for permanent housing, such as financial skills development, community resources identification, independent living skills development, and advocacy for home repairs and tenant rights.
- xi. Recreational services that are designed to strengthen family relationships, communication skills, build cultural competency and diversity tolerance.
- c. The contractor would comply with [regulations and directives from OTDA](#); please visit the OTDA website for the full list of required support services for Tier II **shelters**.

2. Proposal Instructions:

- a. Complete Section II (B): Support Services, questions 3-4, of the Transitional (Tier) II 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 delivering transitional (Tier II) 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 three (3) months of the selection.
- b. Facility Requirements
The contractor would:
 - i. Comply with environmental standards: The facility must be maintained in a state of good repair and sanitation and must conform to applicable State and local laws, regulations and ordinances. For more details please see the OTDA regulations.
 - ii. Maintain, at all times, a safe, clean and comfortable environment for the residents of the facility.
 - iii. Maintain the cleanliness of the entire facility, with periodic cleaning of the public areas and the residential units upon vacancy.
 - iv. Provide reasonable and appropriate twenty-four (24) hour security services to ensure the safety of residents.

- v. Ensure that proper safety procedures are established and followed.
- vi. Ensure that the nutrition guidelines in the regulations are followed as applicable.
- vii. Provide minor facility maintenance as needed. Comply with local law required by the Department of Buildings when conducting any repair, maintenance, and/or replacement of an essential building system or its components such as: major roof repair, replacement of a damaged ceiling or floor caused by water leakage or flood, and the pointing of the outside building façade.
- viii. Conduct and supervise facility evacuation procedures and hold periodic evacuation drills.
- ix. The contractor(s) would be required to create an operational plan as detailed in the OTDA regulations.

2. Proposal Instructions:

- a. Complete Section II (C): Operational Plan and Facilities, questions 5-6, of the Transitional (Tier) II 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 for each proposed site (if applicable).

3. Evaluation:

- a. This section will be evaluated based on the quality of the proposed operational plan and approach and extent to which the proposer demonstrates site control and ability to meet the facility requirements based on the criteria listed 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 ensure:
 - i. The Facility Director has experience operating a shelter facility for families affected by domestic violence.
 - ii. Supervisors have a Master degree and five (5) years' experience working with victims of domestic violence and their dependent children.
 - iii. Social workers are licensed and/or certified and have a minimum of three (3) years of relevant experience.
 - iv. Staff responsible for the supervision of children have prior experience in child care and the effects of domestic violence on children or receive adequate training to enable them to perform such functions.
 - v. At least one staff person on each shift is trained and certified to administer first aid.
 - vi. A sufficient number of qualified staff are onsite at all times to supervise, operate and maintain the premises in a safe and sanitary condition and to provide the necessary services 24 hours per day.
 - vii. All staff are finger printed and have an ACS background clearance.
 - viii. All staff are initially trained on domestic violence (to include definition, power and control dynamics, impact on children and families, safety issues, services, etc.) and that updated and on-going training is provided.
 - ix. Time and leave records are maintained according to prescribed procedures.
 - x. Client complaints are investigated, reported and resolved.
 - xi. Preliminary and on-going staff training, including training concerning the emergency and disaster plan for the facility and fire safety is provided.

- xii. Updates are provided to HRA on a regular basis regarding residents unable to find permanent housing within the prescribed time frames.
- xiii. A discharge policy is established for all residents.

2. Proposal Instructions:

- a. Complete Section II (D): Organizational Capacity and Staffing, questions 7-13, of the Transitional (Tier) II Shelter and Support Services for Domestic Violence Survivors 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. If the proposer is submitting proposals to operate more than one site, demonstrate that the proposer has the organizational capability to effectively operate and provide quality services for all sites proposed.
- 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 to operate the program 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 that 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 unit per night will be \$136, pending OTDA review and approval.
 - ii. Total Tier II capacity is anticipated to be 400 units.
 - i. Proposals should be for shelters with a minimum of 40 units and a maximum of 75 units; however, HRA may consider proposals for fewer than the minimum or greater than the maximum in the best interest of City, pursuant to PPB Rules.
 - iii. Final rates are subject to change dependent on final approval from OTDA.

2. Proposal Instructions:

- a. Complete Section II (E): Budget Management, question 14, of the Transitional (Tier) II 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 transitional (Tier II) shelter, the annual budget would be calculated: # of units 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 – Tier II shelter regulations: 18 NYCRR Part 900

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 units 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 unit 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. The City reserves the right to tentatively select a total number of units greater than the designated number of units needed for transitional housing (Tier II) 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 units 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.

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