



Scattered-Site Supportive Housing for Adults with Serious Mental Illness  
Request for Proposals (Re-allocation of Existing Units)

Queens

Grant Procurements

(On-Line Submission Required)

January 10, 2018

## Table of Contents

<b>1. Introduction and Background.....</b>	<b>3</b>
1.1 Purpose of the Request for Proposal .....	3
<b>2 Proposal Submissions .....</b>	<b>3</b>
2.1 Designated Contact/Issuing Officer.....	3
2.2 Key Events/Timeline.....	3
2.3 RFP Questions and Clarifications .....	4
2.4 Addenda to Request for Proposals .....	4
2.5 Eligible Agencies .....	4
2.6 Disqualification Factors .....	4
2.7 Grants Gateway Requirement.....	4
2.8 Proposals Executive Order #38.....	5
2.9 Instructions for Bid Submission and Required Format .....	5
<b>3 Administrative Information.....</b>	<b>6</b>
3.1 Reserved Rights .....	6
3.2 Debriefing .....	7
3.3 Protests Related to the Solicitation Process.....	7
3.4 Term of Contracts .....	8
3.4.1 Minority and Women Owned Business Enterprises .....	8
<b>4 Evaluation Factors for Awards .....</b>	<b>8</b>
4.1 Evaluation Criteria.....	8
4.2 Method for Evaluating Proposals .....	8
4.3 Process for Awarding Contracts .....	9
4.3.1 Initial Awards and Allocations.....	9
4.3.2 Reallocation Process .....	9
4.4 Award Notification .....	9
<b>5 Scope of Work.....</b>	<b>10</b>
5.1 Introduction .....	10
5.2 Reporting Requirements.....	11
5.3 Operating Funding .....	11
5.4 Evaluative Criteria/Program Specific Questions.....	11
5.4.1 Proposal Narrative (40 points).....	11
5.4.2 Agency Performance (30 points) .....	12
5.4.3 Financial Assessment (30 points) .....	12

## Appendices

[Appendix B: Operating Budget Form](#)

[Appendix B1: Budget Narrative](#)

[Appendix C: OMH Direct Contract Form](#)

[Appendix D: Criteria for Determining Serious Mental Illness](#)

## 1. Introduction and Background

### 1.1 Purpose of the Request for Proposal

The Office of Mental Health announces this Request for Proposals (RFP) for the operation of a 30 bed Scattered-Site Supportive Housing Program located in Queens that is currently operated by a not-for-profit agency. All 30 beds target adults with serious mental illness who are eligible under the NY/ NY III Agreement for Population A (Chronically homeless single adults with a serious mental illness or who have a co-occurring serious mental illness and substance use disorder). This Scattered-Site Supportive Housing Program has been operational for many years and the units are currently tenanted; any future vacancies must be sited in Queens for NY/ NY III Population A referrals. Referrals for the NY/ NY III units will be determined eligible by the Human Resources Administration (HRA) and referrals will be generated by the Department of Homeless Services. Referrals with an Assisted Outpatient Treatment (AOT) order must receive priority consideration for any housing vacancy.

## 2 Proposal Submissions

### 2.1 Designated Contact/Issuing Officer

OMH has assigned an Issuing Officer for this project. The Issuing Officer or a designee shall be the sole point of contact regarding the RFP from the date of issuance of the RFP until the issuance of the Notice of Conditional Award. To avoid being deemed non-responsive, a bidder is restricted from making contact with any other personnel of OMH regarding the RFP. Certain findings of non-responsibility can result in rejection for a contract award. The Issuing Officer for this RFP is:

Deborah Beaudin  
Contract Management Specialist Trainee  
New York State Office of Mental Health  
Contracts and Claims  
7<sup>th</sup> Floor  
44 Holland Avenue  
Albany, NY 12229

### 2.2 Key Events/Timeline

RFP Release Date	01/10/18
Questions Due	02/01/18
Questions and Answers Posted on Website	02/15/18
Proposals Due	03/01/18
Anticipated Award Notification	03/30/18
Anticipated Contract Date	07/01/18

### **2.3 RFP Questions and Clarifications**

All questions or requests for clarification concerning the RFP shall be submitted in writing to the Issuing Officer by fax at (518) 402-2529 or by email at Deborah.Beaudin@omh.ny.gov by 4:00:00 PM on the “Questions Due” Date indicated in 2.2. The questions and official answers will be posted on the OMH website as well as a link in the Grants Gateway by the date indicated in 2.2 and will be limited to addressing only those questions submitted by the deadline. No questions will be answered by telephone or in person.

### **2.4 Addenda to Request for Proposals**

It is the bidder’s responsibility to periodically review the OMH website and Grants Gateway to learn of revisions or addendums to this RFP. Changes to the RFP will also be posted in the NYS Contract Reporter. No other notification will be given.

### **2.5 Eligible Agencies**

Eligible applicants are not-for-profit agencies with 501(c) (3) incorporation that currently operate scattered site supportive housing in NYC and who are in good standing with the Office of Mental Health or the Department of Health and Mental Hygiene (DOHMH). If unsure if your agency is an eligible applicant, contact the Issuing Officer identified in Section 2.1.

### **2.6 Disqualification Factors**

Following the opening of bids, a preliminary review of all proposals will be conducted by the Issuing Officer or a designee to review each proposal’s submission for completeness and verify that all eligibility criteria have been met. Proposals that do not meet basic participation standards will be disqualified, specifically:

- Proposals from applicants that do not meet the eligibility criteria as outlined in 2.5; or
- Proposals that do not comply with bid submission and/or required format instructions as specified in 2.9 or
- Proposals from eligible not-for-profit applicants who have not completed Vendor Prequalification, as described in 2.7, by the “Proposal Due” date of 4:00:00 PM on the date indicated in 2.2.

### **2.7 Grants Gateway Requirement**

Pursuant to the New York State Division of Budget Bulletin H-1032, dated June 7, 2013, New York State has instituted key reform initiatives to the grant contract process which require not-for-profits to register in the Grants Gateway and complete the Vendor Prequalification process in order for proposals to be evaluated and any resulting contracts executed. Information on these initiatives can be found at <http://www.Grantsreform.ny.gov>. 

Proposals received from eligible not-for-profit applicants who have not been Prequalified by the “Proposal Due” date of 4:00:00 PM on the date indicated in 2.2 cannot be evaluated; therefore, such proposals will be disqualified from further consideration.

## 2.8 Proposals Executive Order #38

Pursuant to Executive Order #38 (<http://governor.ny.gov/executiveorder/38>), dated January 18, 2012, OMH promulgated regulations regarding limits on administrative costs of and executive compensation paid by covered providers. See 14 NYCRR Part 513. Any contract awarded through this RFP will be subject to such restrictions and to related requirements. Please refer to Appendix C of this RFP for a link to OMH Master Contract Forms and Instructions, Attachment A-1, Section A.12 (Mental Health Regulations). See also <http://executiveorder38.ny.gov/>.

## 2.9 Instructions for Bid Submission and Required Format

### Proposal Submission Process

All applicants must be registered with the New York State Grants Gateway System (GGS) and all Not-for-Profit agencies must be prequalified prior to proposal submission.

If you are not already registered:

### REGISTER WITH THE GRANTS GATEWAY

Registration forms are available at the GGS website:

<http://www.grantsreform.ny.gov>

- Include your SFS Vendor ID on the form; if you are a new vendor and do not have a SFS Vendor ID, include a Substitute for W-9 with your signed, notarized registration (also available from the website).
- All registration must include an Organization Chart in order to be processed. When you receive your login information, log in and change your password.

If you are an applicant, and have problems complying with this provision, please contact the GGS help desk via email: [Grantsgateway@its.ny.gov](mailto:Grantsgateway@its.ny.gov) -- OR -- by telephone: 1-518-474-5595.

### How to Submit a Proposal

Proposals must be submitted online via the Grants Gateway by the date and time posted on the cover of this RFP. Tutorials (training videos) for use of the [Grants Gateway](#) (and upon user log in):

To apply, log into the Grants Gateway as a Grantee, Grantee Contract Signatory or Grantee System Administrator and click on the View Opportunities button under View Available Opportunities. To get started, in the Search Criteria, enter the Grant Opportunity name provided on the cover page of this RFP, select the Office of Mental Health as the Funding Agency and hit the Search button. Click on the name of the Grant Opportunity from the search results grid and then click on the APPLY FOR GRANT OPPORTUNITY button located at the bottom left of the Main page of the Grant Opportunity.

In order to access the online proposal and other required documents such as the attachments, you MUST be registered and logged into the NYS Grants Gateway system in the user role of either a "Grantee" or a "Grantee Contract Signatory".

For further information on how to apply, please access the Grantee Quick Start Guide under the Pre-Submission Upload Properties for this opportunity.

Reference materials and videos are available for Grantees applying to funding opportunities on the NYS Grants Gateway. Please visit the [Grants Reform website](#): and select the “Grantee Quick Start Guide” from the menu.

There is a more detailed “Grantee User Guide” available on this page as well. Late proposals will not be accepted. Proposals will not be accepted via fax, e-mail, hard copy or hand delivery.

### **Helpful Links**

Some helpful links for questions of a technical nature are below.

<http://www.grantsreform.ny.gov/grantees>

Grants Reform Videos (includes a document vault tutorial and an application tutorial) on YouTube:

<http://www.youtube.com/channel/UCYnWskVc7B3ajjOVfOHL6UA>

(Technical questions)

Grants Team Email: [grantsgateway@its.ny.gov](mailto:grantsgateway@its.ny.gov) or by phone at 518-474-5595.

## **3 Administrative Information**

### **3.1 Reserved Rights**

OMH reserves the right to:

- Reject any or all proposals received in response to the RFP that are deemed non-responsive or do not meet the minimum requirements;
- Withdraw the RFP at any time, at the agency’s sole discretion;
- Make an award under the RFP in whole or in part;
- Disqualify a bidder whose conduct fails to conform to the requirements of the RFP;
- Seek clarifications of proposals for the purposes of assuring a full understanding of the responsiveness to the solicitation requirements;
- Use proposal information obtained through the state’s investigation of a bidder’s qualifications, experience, ability or financial standing, and any material or information submitted by the bidder in response to the agency’s request for clarifying information in the course of evaluation and/or selection under the RFP;
- Prior to the bid opening, direct bidders to submit proposal modifications addressing subsequent RFP amendments;
- Prior to the bid opening, amend the RFP specifications to correct errors or

oversight, supply additional information, or extend any of the scheduled dates or requirements and provide notification to potential bidders via the OMH website and the New York State (NYS) Contract Reporter;

- Eliminate any non-material specifications that cannot be complied with by all of the prospective bidders;
- Negotiate any aspect of the proposal in order to assure that the final agreement meets OMH objectives;
- Conduct contract negotiations with the next responsible bidder, should the agency be unsuccessful in negotiating with the selected bidder;
- Require clarification at any time during the procurement process and/or require correction of arithmetic or other apparent errors for the purpose of assuring a full and complete understanding of a bidder's proposal and/or to determine a bidder's compliance with the requirements of the solicitation;
- Conduct a readiness review of each selected bidder prior to the execution of the contract as set forth in Section 4.4;
- Cancel or modify contracts due to the insufficiency of appropriations.

### **3.2 Debriefing**

OMH will issue award and non-award notifications to all bidders. Both awarded and non-awarded bidders may request a debriefing in writing requesting feedback on their own proposal, regardless if it was selected for an award, or disqualified, within 15 business days of the OMH dated letter. OMH will not offer ranking, statistical, or cost information of other proposals until after the NYS Office of the State Comptroller has approved all awards under this RFP. Written debriefing requests may be sent to the Designated Contact, as defined in Section 2.1.

### **3.3 Protests Related to the Solicitation Process**

Protests of an award decision must be filed within fifteen (15) business days after the notice of conditional award or five (5) business days from the date of the debriefing. The Commissioner or his designee will review the matter and issue a written decision within twenty (20) business days of receipt of protest. All protests must be in writing and must clearly and fully state the legal and factual grounds for the protest and include all relevant documentation. The written documentation should clearly state reference to the RFP title and due date. Such protests must be submitted to:

NYS Office of Mental Health  
Commissioner Ann Marie T. Sullivan, M.D  
44 Holland Avenue  
Albany, New York 12229

### 3.4 Term of Contracts

The contracts awarded in response to this RFP will be for five years with an anticipated start date indicated in 2.2. Selected applicants awarded a contract under this RFP will be required to adhere to all terms and conditions in OMH's Master Grant Contract. OMH reserves the right to change the contract term for the first year so that it is more or less than 12 months in order to align the contract dates with OMH's New York City contract cycle (July 1 through June 30).

#### 3.4.1 Minority and Women Owned Business Enterprises

In accordance with Section 312 of the Executive Law and 5 NYCRR 143, it is expected that all contractors make a good-faith effort to utilize Minority and/or Women Owned Business Enterprises (M/WBE) when there is an opportunity to subcontract or purchase supplies to carry out a contract with the lead contracting agency.

## 4 Evaluation Factors for Awards

### 4.1 Evaluation Criteria

All proposals will be rated and ranked in order of highest score based on an evaluation of each bidder's written submission as well as OMH internal reviews. The Evaluation will apply points in the following categories as defined in Section 5.4 Evaluative Criteria:

#### Technical Evaluation

Proposal Narrative	40 Points
Agency Performance	30 Points
• Bidder's Narrative	
• OMH Internal Reviews	
Financial Assessment	30 Points

For a detailed description of evaluation criteria for the Technical Evaluation and the Financial Assessment components, see Section 5.4 (Evaluative Narrative).

The OMH internal review will consist of an assessment of the bidder's organizational competency. This will include a review of the bidder's residential programs over the past two years to assess occupancy rates and admissions from priority populations.

### 4.2 Method for Evaluating Proposals

Designated staff will review each proposal for completeness and verify that all eligibility criteria are met. A complete proposal shall include all required components as described in Section 2.9. If a proposal is not complete or does not meet the basic eligibility and participation standards as outlined in Sections 2.6 and 2.7, the proposal will be eliminated from further review. The agency will be notified of the rejection of its proposal within 10 working days.

Evaluation of proposals will be conducted in two parts: Technical Evaluation

and Financial Assessment. OMH's evaluation committee, consisting of at least three evaluators, will review the technical portion of each proposal and compute a technical score. A financial score will be computed separately based on the operating budget and budget narrative submitted.

Evaluators of the Technical Evaluation component may then meet to discuss the basis of those ratings. Following the discussion, evaluators may independently revise their original score in any section. Once completed, final Technical Evaluation scores will then be recalculated, averaged, and applied to the final Financial Assessment score to arrive at final scores. Any proposal not receiving a minimum average score of 65 will be eliminated from consideration.

In case of a tie in the scoring process, the proposal with the highest score on the Agency Performance section will be ranked higher.

### **4.3 Process for Awarding Contracts**

#### **4.3.1 Initial Awards and Allocations**

Proposals will be ranked, and one award made to the applicant with the highest score to assume the operation of the 30-bed Supportive Housing program (30 units in Queens).

#### **4.3.2 Reallocation Process**

There are factors that may result in some or all the Scattered-Site Supportive Housing units allocated to one or more contractors being reallocated. This includes, but is not limited to, failure to develop the housing within the approved time frame, inability to find scattered site supportive housing apartments, lack of referrals and retention of clients in the housing. A contractor will be provided notification if any or all the units allocated to it are reallocated.

To reallocate beds, OMH will go to the next highest ranked proposal that did not get an initial award of beds. If there are no agencies left with a passing score, OMH will go to the top of the list and work its way down the list to reallocate units.

### **4.4 Award Notification**

At the end of the procurement, notification will be sent to all successful and non-successful bidders. All awards are subject to approval by the NYS Attorney General and the Office of State Comptroller before an operating contract can be finalized.

OMH reserves the right to conduct a readiness review of the selected bidder prior to the execution of the contract. The purpose of this review is to verify that the bidder will comply with all participation standards and meets the conditions detailed in its

proposal.

## **5 Scope of Work**

### **5.1 Introduction**

Scattered-Site Supportive Housing is “extended stay/ permanent” housing. Residents of Scattered-Site Supportive Housing can remain in this housing provided their clinical and financial circumstances render them eligible and allow them to meet their responsibilities as a tenant. Scattered-Site Supportive Housing is not lost during absences of short duration, and there are no program attendance requirements. Residents of Scattered-Site Supportive Housing are tenants and will have the same rights and responsibilities as any other tenant in New York City.

Scattered-Site Supportive Housing provides affordable, independent housing and access to community based support services based on the needs and desires of the resident. Residents of Scattered-Site Supportive Housing may be able to live in the community with a minimum of staff intervention from the contract agency. Others may need the provision of additional supports, such as an Assertive Community Treatment (ACT) team and intensive or supportive case management services. Some residents may be coping with co-occurring substance abuse disorders and be at various stages of recovery.

Services provided by the contractor will vary, depending upon the needs of the resident. Scattered-Site Supportive Housing staff will encourage and assist residents to develop natural community supports, use community resources and pursue an individualized path towards recovery. Staff will help the individual to establish a household and facilitate the resolution of landlord-tenant issues. It is expected that the need for services provided by the contractor and other agencies will decrease over time as integration in the community improves and the residents make progress in their recovery.

When possible, tenants should hold their own leases. Renting studio, one-bedroom and two-bedroom apartments scattered throughout the community is the norm. In instances where roommates are involved, the agency must facilitate cooperative arrangements on bill payments, division of household responsibilities and other matters.

Scattered-Site Supportive Housing is integrated housing that consists of scattered site apartments located in multiple buildings throughout the community. The goal is to provide individuals with a setting in which they live in their own apartments and can interact with non-disabled persons.

There is no capital funding associated with this initiative to purchase or renovate an existing apartment building.

Scattered-Site Supportive Housing funding made available through this RFP provides rent stipends, housing case management services, and funds to cover consumer emergencies as specified in the Scattered-Site Supportive Housing Guidelines (Supported Housing Guidelines). There are no OMH licensing

requirements. Contractors must comply with the OMH Scattered-Site Supportive Housing Guidelines. A copy of the [OMH Scattered-Site Supportive Housing Guidelines](#) is posted on OMH's website as part of this RFP and should be reviewed prior to responding to the RFP.

In addition, all buildings in which apartments are located must have a valid Certificate of Occupancy (where the C of O is applicable). The OMH New York City Field Office monitors Scattered-Site Supportive Housing and conducts site visits to review compliance with the Guidelines.

The 30 units are currently located in Astoria, Jamaica, Hollis, and Cambria Heights sections of Queens. There are 13 studios in an affordable housing complex operated in Astoria, two (2) one-bedroom apartments and seven (7) two-bedroom apartments. One (1) unit has not been developed. The new provider will be expected to develop new leases with landlords and if possible, retain the existing housing case manager. The current rent expense for all apartments is \$24,076 per month which includes the utility allowance. The consumer's portion of the rent is \$6,971 per month, but this amount is expected to increase once three vacant units are tenanted. Please note this is a point in time calculation and these figures are subject to change and may be different when the program transitions to a new provider.

## **5.2 Reporting Requirements**

Agencies must conform to all OMH fiscal reporting requirements as outlined in the "Aid to Localities Spending Plan Guidelines." These guidelines are available on the Internet at <http://www.omh.ny.gov/omhweb/spguidelines/>.

Agencies awarded these units will be required to maintain accurate reporting of all admissions and discharges through OMH's Child and Adult Integrated Reporting System (CAIRS), and adhere to any requirements OMH may subsequently develop. In addition, admissions and discharges for the NY/NY III units must be reported to HRA via the Turn Around Document (TAD).

## **5.3 Operating Funding**

Funding for Scattered-Site Supportive Housing is a combination of client rent payments and OMH funds. Residents of Scattered-Site Supportive Housing are required to pay 30 percent of their net income for rent and reasonable utilities. Contractors will receive annual funding for units developed under this initiative through an OMH contract at the New York City Scattered-Site Supportive Housing rate (\$16,775 per unit, effective April 1, 2018). This funding is for rent stipends, housing case management services and funding to cover consumer emergencies, as specified in the Scattered-Site Supportive Housing Guidelines.

## **5.4 Evaluative Criteria/Program Specific Questions**

Agencies will be evaluated on the following criteria by completing the questions listed below in Sections 5.4.1, 5.4.2 and 5.4.3.

### **5.4.1 Proposal Narrative (40 points)**

- 1a. Describe your agency's ability to serve the target population, include service needs, ability to provide culturally competent care and services to individuals with serious mental illness. Explain at a minimum, support plan development, coordination with other service providers, eviction prevention procedures, peer support, and relapse prevention. Attach a sample copy of the assessment tool and support plan that will be used with individuals. Explain the process for handling resident emergencies after hours and on weekends.
- 1b. Describe linkages with Health Homes and other Queens based treatment and support services the agency will make available to the consumers directly and through referral.
- 1c. Provide a detailed description of the agency's ability to assume operation of the program in a timely manner and how these units will be incorporated into the agency's larger NYC scattered site supportive housing program. Include steps the agency would take to engage and transition the current tenants, ensure continuity of care and develop new leases with current landlords. Include experience with past take overs. Provide a detailed plan outlining the availability of agency's resources to accomplish a rapid transition.
- 1d. Attach a copy of the proposed lease or sublease agreement. For sublease arrangements, provide the rent collection and rent arrears procedure. Describe the supports provided by the agency to appropriately ensure rent payment is made on time by residents. Provide the policy and procedure for terminating tenancy. Include a description of the range of interventions that would be used to prevent someone from losing their housing. Attach the grievance procedure that will be provided to residents.
- 1e. Provide a staffing plan. Include a description of the roles and responsibilities of each staff member. Indicate the skills and experience each staff member will be expected to have. Describe initial and ongoing staff training and supervision. Describe the use of peer to peer services and supports that will be available.

**5.4.2 Agency Performance (30 points)**

- 2a. Provide an overview of your current OMH funded Scattered Site Supportive Housing Program. The narrative should: a) demonstrate that your agency operates Scattered Site Supportive Housing in accordance with OMH guidelines; b) demonstrate that your agency has successful experience targeting OMH priority populations and maintaining consumers successfully in their housing; and c) incorporate CAIRS data, including length of stay and occupancy rates, as well as recent Scattered Site Supportive Housing reviews.

OMH providers shall base their response on the most recently published Residential Program Indicators Report. Also, please note that OMH agencies will be evaluated on the timeliness of CAIRS reporting.

**5.4.3 Financial Assessment (30 points)**

- 3a. Attach an operational budget. Assume a full year of operating funds (see [Appendix B](#)). The start-up should include the amount needed for the establishment of the units, including cost of staffing, broker fees, security deposits, furniture, moving

expenses and other expenses. Show sources of income including client “rent” and OMH funding. Applicants should list staff by position, full-time equivalent (FTE), and salary.

- 3b. Describe how client and, when applicable, non-client rent will be calculated. Explain how your agency plans to utilize contingency funds. Highlight other sources of funding, if any. Describe how your agency manages its operating budget. Also, bidders must complete a Budget Narrative which should include the following:
- detailed expense components that make up the total operating expenses;
  - the calculation or logic that supports the budgeted value of each category;
  - description of how salaries are adequate to attract and retain qualified employees; and
  - description of how apartment rental assumptions and utility costs are calculated within the geographic area in which they are located.

Use the Operating Budget ([Appendix B](#)) and the Budget Narrative ([Appendix B1](#)) to submit with your proposal. The Operating Budget ([Appendix B](#)) is a separate document on the RFP section of the OMH website and can be downloaded in PDF format. Do **not** substitute your own budget format. **Failure to complete the Operating Budget using the correct form may be cause to reject your proposal for non-responsiveness.**