



**Office of
Mental Health**

**Scattered Site Supportive
Housing for Homeless Adults
Request for Proposals**

December 2022

Table of Contents

1. Introduction and Background.....	2
1.1 Purpose of the Request for Proposal	2
1.2 Allocation of Scattered Site Units	2
2 Proposal Submissions	2
2.1 Designated Contact/ Issuing Officer.....	2
2.2 Key Events/Timeline.....	4
2.3 RFP Questions and Clarifications.....	4
2.4 Addenda to Request for Proposals.....	4
2.5 Eligible Agencies.....	4
2.6 Disqualification Factors.....	5
2.7 Grants Gateway Requirement.....	5
2.8 Instructions for Bid Submission and Required Format.....	7
2.9 Minority and Women-Owned Business Enterprises and Service-Disabled Veteran-Owned Business Enterprises.....	7
2.10 Service-Disabled Veteran-Owned Businesses.....	8
2.11 Equal Employment Opportunity.....	9
2.12 Sexual Harassment Prevention Certification.....	9
3 Administrative Information.....	10
3.1 Reserved Rights	10
3.2 Debriefing.....	11
3.3 Protests Related to the Solicitation Process/Award Outcome	11
3.4 Term of Contracts.....	11
3.5 Bid Response.....	12
3.6 Acceptance of Terms and Conditions.....	12
3.7 Freedom of Information Requirements	12
4 Evaluation Factors for Awards.....	12
4.1 Evaluation Criteria.....	12
4.2 Method for Evaluating Proposals.....	12
4.3 Process for Awarding Contracts	13
4.3.1 Initial Awards and Allocations.....	13
4.3.2 Reallocation Process.....	14
4.4 Award Notification	14
5 Scope of Work.....	14
5.1 Introduction.....	14
5.2 Reporting Requirements.....	16
5.3 Operating Funding.....	17
5.4 Evaluative Criteria/Program Specific Questions	17
5.4.1 Proposal Narrative (45 points).....	14
5.4.2 Agency Performance (15 points)	18
5.4.3 Inclusion and Diversity (10 points).....	18
5.4.4 Financial Assessment (30 points).....	20

1. Introduction and Background

1.1 Purpose of the Request for Proposals

The New York State Office of Mental Health (OMH) is committed to investing in community-based housing that will support individuals currently experiencing homelessness. Based on the need for additional supportive, scattered site housing opportunities to support this mission, NYS OMH is announcing this Request for Proposals (RFP) for the development and operation of up to 500 supportive housing units in the New York City Region for individuals currently experiencing street homelessness or subway dwelling. The individuals may have a mental illness diagnosis, a substance use disorder, physical health care needs, or a combination of all three. Mental health or other diagnostic criteria not required to access housing through this initiative.

Please note that within this target population group, individuals with an Assisted Outpatient Treatment (AOT) must receive priority access.

1.2 Allocation of Scattered Site Units

The 500 units of Scattered-site supportive housing may be sited in either New York, Bronx, Queens or Kings counties. Interested applicants will be bidding to provide housing in two phases. During Phase 1, funding for 50% of the awarded units will be provided. When an awardee reaches 70% occupancy of Phase 1 beds, funding for the remaining beds will be added to the contract for Phase 2.

Applicants may propose to develop a minimum of 15 units and up to a maximum of 60 units. Applicants may also submit a proposal to site a program in more than one county in the same application. There is no capital associated with this RFP. However, agencies are encouraged to consider clustering apartments around a building “hub” to enable the consumers to socialize, obtain peer support, and other services. This “hub” which can act as a centralized meeting place, could be space within a building owned by the applicant agency.

OMH reserves the right to award a higher or lower number of units than were requested in order to award all 500 beds.

The applicant agency will be required to accept referrals from any Safe Options Support (SOS) Team, Shelter-Partnered Assertive Community Treatment (SPACT) Team or Intensive Mobile Treatment (IMT) Team, further described in Section 5.1. The agency will also be required to adhere to an expedited referral and admissions procedure which is currently under development.

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:

Carol Swiderski
Contract Management Specialist II
New York State Office of Mental Health
Contracts and Claims
7th Floor
44 Holland Avenue
Albany, NY 12229

2.2 Key Events/Timeline

RFP Release Date	12/12/2022
Questions Due	12/30/2022
Questions and Answers Posted on Website	01/10/2023
Proposals Due by 2:00:00 p.m. EST	01/30/2023
Anticipated Award Notification	02/27/2023
Anticipated Contract Date	04/01/2023

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 email at Carol.Swiderski@omh.ny.gov by the date indicated in 2.2.

The questions and official answers will be posted on the OMH website 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

In the event that it becomes necessary to revise any part of the RFP during the application submission period, an addendum will be posted on the OMH website, the Grants Gateway and the NYS Contract Reporter. It is the applicant's responsibility to periodically review the OMH website, NYS Contract Reporter and Grants Gateway to learn of revisions or addendums to this RFP. No other notification will be given.

2.5 Eligible Applicants

Eligible applicants are not-for-profit agencies with 501(c)(3) incorporation that have experience providing housing and social services to individuals who are experiencing street homelessness, subway dwelling, chronic homelessness or residing in a safe haven or shelter. If unsure if your agency is an eligible applicant, contact the Issuing Officer identified in Section 2.1.

Any questions regarding Eligibility will be responded to through the official Question and Answer process as stated in Section 2.3. No questions regarding Eligibility will be responded to individually.

2.6 Disqualification Factors

Following the opening of applications, 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 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.

Proposals received from eligible not-for-profit applicants who have not been Prequalified by the proposal due date indicated in 2.2 cannot be evaluated; therefore, such proposals will be disqualified from further consideration.

Please do not delay in beginning and completing the prequalification process. The State reserves five (5) days to review submitted prequalification applications. Prequalification applications submitted to the State for review less than 5 days prior to the RFP due date and time may not be considered. Applicants should not assume that their prequalification information will be reviewed if they do not adhere to this timeframe.

2.8 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

<https://grantsmanagement.ny.gov/register-your-organization>

- 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 at grantsgateway@its.ny.gov -- or -- by telephone: (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 “Grantee Contract Signatory” or a “Grantee System Administrator”.

The ‘Grantee’ role may ONLY Initiate and Save changes to the application such as add/update information to forms, upload documents while the user logged in as a ‘Grantee Contract Signatory’ or a ‘Grantee System Administrator’ role can perform all the tasks of Grantee role and in addition, can SUBMIT the application to the State. When the application is ready for submission, click the ‘Status Changes’ tab, then click the ‘Apply Status’ button under “APPLICATION SUBMITTED” before the due date and time.

For further information on how to apply and other information, please refer to the <https://grantsmanagement.ny.gov/system/files/documents/2020/05/vendor-user-manual-3.2-5.7.20.pdf>

Reference materials and videos are available for Grantees applying to funding opportunities on the NYS Grants Gateway. Please visit the [Grantee Documents](#) section on Grants Management website.

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.

<https://grantsmanagement.ny.gov/frequently-asked-questions>

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 or by phone at 518-474-5595

2.9 Minority and Women Owned Business Enterprises and Service-Disabled Veteran Owned Business Enterprises

OMH recognizes its obligation to promote opportunities for maximum feasible participation of certified minority and women-owned business enterprises (“MWBEs”) and the employment of minority group members and women in the performance of OMH contracts. In accordance with New York State Executive Law Article 15-A, OMH hereby establishes a 16% goal for Minority-owned Business Enterprise (“MBE”) participation, a 14% goal for Women-owned Business Enterprise (“WBE”) participation, and a 6% goal for Service-Disabled Veteran-owned Business Enterprises (“SDVOB”) participation on any award resulting from this solicitation in excess of \$25,000 for commodities and services or \$100,000 for construction. With respect to MWBEs, each award recipient must document its good faith efforts to provide meaningful opportunities for participation by MWBEs as subcontractors and suppliers in the performance of the project to be described in each grant disbursement agreement and must agree that OMH may withhold payment pending receipt of the required MWBE documentation. The directory of MWBEs can be viewed at: <https://ny.newnycontracts.com>. For guidance on how OMH will determine a Contractor’s “good faith efforts,” refer to 5 NYCRR § 142.8.

In accordance with 5 NYCRR § 142.13, each award recipient acknowledges that if it is found to have willfully and intentionally failed to comply with the MWBE participation goals set forth herein and in its grant disbursement agreement, such finding constitutes a breach of contract and OMH may withhold payment from the award recipient as liquidated damages.

Such liquidated damages shall be calculated as an amount equaling the difference between: (1) all sums identified for payment to MWBEs had the award recipient achieved the contractual MWBE goals; and (2) all sums actually paid to MWBEs for work performed or materials supplied under the grant disbursement agreement.

By submitting an application, an Applicant agrees to demonstrate its good faith efforts to achieve its goals for the utilization of MWBEs by submitting evidence thereof in such form as OMH shall require.

Additionally, an Applicant may be required to submit the following documents and information as evidence of compliance with the foregoing:

A. An MWBE Utilization Plan, which shall be submitted in conjunction with the execution of the grant disbursement agreement except as otherwise authorized by OMH. Any modifications or changes to the MWBE Utilization Plan after the execution of the grant disbursement agreement must be reported on a revised MWBE Utilization Plan and submitted to OMH. OMH will review the submitted MWBE Utilization Plan and advise the award recipient of OMH acceptance or issue a notice of deficiency within 30 days of receipt.

B. If a notice of deficiency is issued, the award recipient will be required to respond to the notice of deficiency within seven (7) business days of receipt by submitting to OMH, a written remedy in response to the notice of deficiency. If the written remedy that is submitted is not timely or is found by OMH to be inadequate, OMH

shall notify the award recipient and direct the award recipient to submit, within five (5) business days, a request for a partial or total waiver of MWBE participation goals. Failure to file the waiver form in a timely manner may be grounds for disqualification of the bid or proposal.

OMH may refuse to enter into a grant disbursement agreement, or terminate an existing grant disbursement agreement resulting from this solicitation, under the following circumstances: a) If an award recipient fails to submit a MWBE Utilization Plan; b) If an award recipient fails to submit a written remedy to a notice of deficiency; c) If an award recipient fails to submit a request for a waiver; or d) If OMH determines that the award recipient has failed to document good faith efforts.

The award recipient will be required to attempt to utilize, in good faith, any MBE or WBE identified within its MWBE Utilization Plan, during the performance of the project. Requests for a partial or total waiver of established goal requirements may be made at any time during the term of the project, but must be made no later than prior to the submission of a request for final payment under the grant disbursement agreement.

Each award recipient will be required to submit a Quarterly M/WBE Contractor Compliance & Payment Report to OMH over the term of the project, in such form and at such time as OMH shall require, documenting the progress made toward achievement of the MWBE goals established for the project.

2.10 Participation Opportunities for New York State Certified Service-Disabled Veteran Owned Business

Article 17-B of the New York State Executive Law provides for more meaningful participation in public procurement by certified Service-Disabled Veteran-Owned Business (SDVOB), thereby further integrating such businesses into New York State's economy. OMH recognizes the need to promote the employment of service-disabled veterans and to ensure that certified service-disabled veteran-owned businesses have opportunities for maximum feasible participation in the performance of OMH contracts.

In recognition of the service and sacrifices made by service-disabled veterans and in recognition of their economic activity in doing business in New York State, Applicants are expected to consider SDVOBs in the fulfillment of the requirements of the Contract. Such participation may be as subcontractors or suppliers, as proteges, or in other partnering or supporting roles.

OMH hereby establishes an overall goal of 6% for SDVOB participation, based on the current availability of qualified SDVOBs. For purposes of providing meaningful participation by SDVOBs, the Applicant/Contract would reference the directory of New York State Certified SDVOBs found at <https://online.ogs.ny.gov/SDVOB/search> Additionally, following any resulting Contract execution, Contractor would be encouraged to contact the Office of General Services' Division of Service-Disabled Veterans' Business Development at 518-474-2015 or VeteransDevelopment@ogs.ny.gov to discuss additional methods of maximizing participation by SDVOBs on the Contract.

It would be required that “good faith efforts” to provide meaningful participation by SDVOBs as subcontractors or suppliers in the performance of a resulting awarded Contract to be documented.

2.11 Equal Employment Opportunity

By submission of a bid or proposal in response to this solicitation, the Applicant/Contractor agrees with all of the terms and conditions of Master Contract for Grants – Standard Terms and Conditions. The Contractor is required to ensure that it and any subcontractors awarded a subcontract over \$25,000 for the construction, demolition, replacement, major repair, renovation, planning or design of real property and improvements thereon (the "Work"), except where the Work is for the beneficial use of the Contractor, undertake or continue programs to ensure that minority group members and women are afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status. For these purposes, equal opportunity shall apply in the areas of recruitment, employment, job assignment, promotion, upgrading, demotion, transfer, layoff, termination, and rates of pay or other forms of compensation. This requirement does not apply to: (i) work, goods, or services unrelated to the Contract; or (ii) employment outside New York State.

The Applicant will be required to submit a Minority and Women-Owned Business Enterprises and Equal Employment Opportunity Policy Statement, Form # 4, to the State Contracting Agency with their bid or proposal. To ensure compliance with this Section, the Applicant will be required to submit with the bid or proposal an Equal Employment Opportunity Staffing Plan (Form # to be supplied during contracting process) identifying the anticipated work force to be utilized on the Contract. If awarded a Contract, Contractor shall submit a Workforce Utilization Report and shall require each of its Subcontractors to submit a Workforce Utilization Report, in such format as shall be required by the Contracting State Agency on a monthly or quarterly basis during the term of the contract. Further, pursuant to Article 15 of the Executive Law (the “Human Rights Law”), all other State and Federal statutory and constitutional non-discrimination provisions, the Contractor and sub-contractors will not discriminate against any employee or applicant for employment because of race, creed (religion), color, sex, national origin, sexual orientation, military status, age, disability, predisposing genetic characteristic, marital status or domestic violence victim status, and shall also follow the requirements of the Human Rights Law with regard to non-discrimination on the basis of prior criminal conviction and prior arrest. Please Note: Failure to comply with the foregoing requirements may result in a finding of non-responsiveness, non-responsibility and/or a breach of the Contract, leading to the withholding of funds, suspension or termination of the Contract or such other actions or enforcement proceedings as allowed by the Contract.

2.12 Sexual Harassment Prevention Certification

State Finance Law §139-I requires bidders on state procurements to certify that they have a written policy addressing sexual harassment prevention in the workplace and provide annual sexual harassment training (that meets the Department of Labor’s model policy and training standards) to all its employees. Bids that do not contain the certification may not be considered for award; provided however, that if the bidder cannot make the certification, the bidder may provide a

statement with their bid detailing the reasons why the certification cannot be made. A template certification document is being provided as part of this RFP. Applicants must complete and return the certification with their bid, or provide a statement detailing why the certification cannot be made.

3 Administrative Information

3.1 Reserved Rights

The OMH reserves the right to:

- Reject any or all proposals received in response to the RFP that are deemed non-responsive, do not meet the minimum requirements, or are determined to be otherwise unacceptable, in OMH's sole discretion;
- Withdraw the RFP at any time, at the agency's sole discretion;
- Make an award under the RFP in whole or in part;
- Disqualify an applicant whose conduct and/or proposal 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 an applicant's qualifications, experience, ability or financial standing, and any material or information submitted by the applicant in response to the agency's request for clarifying information in the course of evaluation and/or selection under the RFP;
- Prior to the due date, direct applicants to submit proposal modifications addressing subsequent RFP amendments;
- Prior to the due date, 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 applicants via the OMH website, the Grants Gateway and the New York State (NYS) Contract Reporter;
- Eliminate any non-material specifications that cannot be complied with by all of the prospective applicants;
- Change any of the scheduled dates;
- Waive any of the requirements that are not material;
- Negotiate any aspect of the proposal in order to assure that the final agreement meets OMH's objectives;

- Conduct contract negotiations with the next responsible bidder, should the agency be unsuccessful in negotiating with the selected bidder within fifteen (15) business days from notification of selection for award. This is to include completion of all required documents and signature of the contract;
- 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 an applicant's proposal and/or to determine an applicant's compliance with the requirements of the solicitation;
- Conduct a readiness review of each selected applicant prior to the execution of the contract as set forth in Section 4.4;
- Cancel or modify contracts due to the insufficiency of appropriations.
- Disqualify providers with historically poor performance in developing beds on a timely basis, or chronically poor performance keeping beds filled.

3.2 Debriefing

The OMH will issue award and non-award notifications to all applicants. Both awarded and non-awarded applicants may request a debriefing in writing requesting feedback on their own proposal, regardless of if it was selected for an award, or disqualified, within 15 business days of the 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 / Award Outcome

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 her/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 as 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.

3.5 Bid Response

Neither the State of New York or OMH shall be responsible for the costs or expenses incurred by the applicant in preparation or presentation of bid proposal.

3.6 Acceptance of Terms and Conditions

A bid, in order to be responsive to this solicitation, must satisfy the specifications set forth in this RFP. A detailed description of this format and content requirements is presented in Section 2.9 of this RFP.

3.7 Freedom of Information Requirements

All proposals submitted for OMH's consideration will be held in confidence. However, the resulting contract is subject to New York State Freedom of Information Law (FOIL). Therefore, if a Vendor believes that any information in its bid constitutes a trade secret or should otherwise be treated as confidential and wishes such information not be disclosed if requested, pursuant to FOIL (Article 6 of the Public Officer's Law), the Vendor must submit with its bid a separate letter specifically identifying the page number(s), line(s), or other appropriate designation(s) containing such information, explaining in detail why such information is a trade secret and formally requesting that such information be kept confidential. Failure by a Vendor to submit such a letter with its bid identifying trade secrets will constitute a waiver by the Vendor of any rights it may have under Section 89(5) of the Public Officers' Law relating to the protection of trade secrets. The proprietary nature of the information designated confidential by the Vendor may be subject to disclosure if ordered by a court of competent jurisdiction. A request that an entire bid be kept confidential is not advisable since a bid cannot reasonably consist of all data subject to FOIL proprietary status

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 applicant's written submission as well as an internal review.

The Evaluation will apply points in the following categories as defined in Section 5.4 Evaluative Criteria:

Technical Evaluation	
Proposal Narrative	45 points
Agency Performance: <ul style="list-style-type: none">• Applicant's Narrative• Internal Review	15 points
Inclusion and Diversity	10 points
Financial Assessment	30 points
Total Proposal Points	100

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

The internal review will consist of an assessment of the applicant's organizational competency. This will include a review of the applicant'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. 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. The 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 added to the final Financial Assessment score to arrive at final scores. Any proposal not receiving a minimum average score of 70 will be eliminated from consideration.

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

4.3 Process for Awarding Contracts

4.3.1 Initial Awards and Allocations

Please note any agency awarded housing will have six (6) months from the date of contract approval to develop all Phase 1 units. The inability to develop the housing and occupy the units may result in a reallocation of the housing contract as detailed in Section 4.3.2.

Applications will be scored and units awarded by rank. The OMH reserves the right to award a higher or lower number of units than were requested in order to adhere to the minimum award and total number of units available as described in Section 1.2. For instance, if the lowest reachable application with a passing score has requested a greater number of units than the number remaining available to award, that applicant would be awarded the remaining number of units available.

In the event of a tie score between two proposals, the agency with the

highest score on the Proposal Narrative will receive the higher ranking. In the event of a second tie on the Proposal Narrative, the agency with the highest score on question 1d will receive the higher ranking.

4.3.2 Reallocation Process

There are a number of factors that may result in some or all of the scattered site supportive housing units awarded to a contractor to be reallocated. This includes, but is not limited to, lack of progress in developing the housing units within the approved time frame, and implementation practices, such as stringent admission policies, which create barriers for the target population to access the housing units. A contractor will be provided notification if any or all of the units allocated to it are reallocated.

To reallocate units, OMH will go to the next highest ranked proposal that did not get an initial award of units. 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. OMH also reserves the right to reallocate the housing units through a re-procurement process at the State's discretion.

4.4 Award Notification

At the conclusion of the procurement, notification will be sent to all successful and non-successful applicants. 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 applicant prior to the execution of the contract. The purpose of this review is to verify that the applicant is able to comply with all participation standards and meets the conditions detailed in its proposal.

5 Scope of Work

5.1 Introduction

This RFP is issued to provide scattered site supportive housing to 500 individuals who are experiencing street homelessness or are subway dwelling and referred by the following referral sources: Safe Options Support (SOS) Teams, Shelter-Partnered Assertive Community Treatment (SPACT) Teams, or Intensive Mobile Treatment (IMT) Teams. Any referral with an AOT order must receive priority consideration. The Safe Options Support Teams use an evidenced-based, Critical Time Intervention approach to provide intensive outreach, engagement, and care coordination services to homeless individuals. The team is comprised of licensed clinicians, care managers, peers, and registered nurses. Services are provided for up to 12 months, pre and post housing placement. Shelter-Partnered Assertive Community Treatment (SPACT) teams are another evidenced-based practice that offers mobile treatment, rehabilitation, and support services, using a person-centered, recovery-based approach to individuals with a serious mental illness. ACT uses a multi-disciplinary team that works with individuals to set and achieve meaningful goals and life roles. Sheltered-partnered ACT teams work with individuals residing in the NYC shelter system. Intensive Mobile Treatment (IMT)

teams were developed by the NYC Department of Health and Mental Hygiene. The teams include mental health, substance use and peer specialists who provide support and treatment, including medication, and facilitate connections to housing and additional support services.

The selected agencies are expected to maintain low barrier admission policies that promote a rapid transition from homelessness to housing. Sobriety is not a requirement for housing. The agencies are expected to work closely with the referral source to develop a coordinated support plan for the individual who is housed. The SOS teams will remain involved with the individual for up to a year to ensure that linkages are in place; the agency is required to work collaboratively with SOS to ensure a "warm hand off". ACT and IMT will have a longer involvement and provide clinical treatment and care coordination services to the resident. Under this initiative a 2010E will not be required prior to admission. An expedited referral process will be implemented, and agencies will be required to adhere to this process which is currently being developed.

Given the target population and the needs of this group, an agency should design their proposal with the following considerations in mind. First, an agency may want to consider a staffing plan with off-hour coverage during the evenings and weekends. This will ensure that residents have access to staff for routine assistance as well as to address any emergencies that arise. Hiring peers is essential and all staff must be trained in motivational interviewing, trauma informed care, and harm reduction, among other topics. Secondly OMH encourages agencies to establish one or more partnerships with outside providers. This includes but is not limited to integrated care, providing mental health, substance use and physical health care services all at one site; mobile treatment; educational training and employment opportunities; crisis residential programs, and peer support. Finally clustering apartments around a building "hub" should be considered, if possible, to bring residents together for socialization and support.

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 supportive housing pay 30% of their income towards rent and reasonable utilities. Upon admission, the agency and the consumer develop an individualized support plan with goals and objectives that focus on housing retention, community integration and recovery. This plan is reviewed and updated on a quarterly basis. Supportive housing staff will be expected to meet with newly admitted consumers at least four (4) times per month, through face-to-face meetings and home visits. As the tenant becomes more stable in their housing, visits may be decrease based on need. Due to the increased needs of the individuals eligible for this housing, providers are expected to keep a minimum staffing ratio of 1:15.

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 and culturally consonant community supports, use community resources, and pursue an individualized path towards recovery. Staff will help the individual to establish a household, be a responsible tenant, 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.

Under OMH supportive housing a resident should hold their own lease or sublease and have the same rights and responsibilities as any NYC tenant. Renting studio or one-bedroom apartments is required under this initiative, except in the rare instance where a consumer wishes to live with another resident. 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 are able to interact with non-disabled persons to the fullest extent possible. 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 other eligible costs as specified in the Scattered-Site Supportive Housing Guidelines (Supported Housing Guidelines). There are no OMH licensing requirements. Contractors must comply with the OMH Supportive Housing Guidelines. A copy of the Supported Housing Guidelines is posted on OMH's website and should be reviewed prior to responding to the RFP.
https://omh.ny.gov/omhweb/adults/supportedhousing/supportive_housing_guidelines.pdf

In addition, all buildings in which apartments are located must have a valid Certificate of Occupancy (or equivalent local approval of habitability such as a Letter of No Objection). The OMH NYC Field Office monitors Scattered-Site Supportive Housing and conducts site visits to review compliance with the Guidelines.

Reporting Requirements

Agencies must conform to all OMH fiscal reporting requirements as outlined in the [Aid to Localities Spending Plan Guidelines \(ny.gov\)](#)

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 additional requirements required by the OMH.

5.2 Operating Funding

Funding for Scattered-Site Supportive Housing is a combination of client rent payments and OMH operating funding. Residents of Scattered-Site Supportive Housing are required to pay 30% of their net income for rent and reasonable utilities. OMH acknowledges that the target population may not have benefits in place at the time they accept housing. Contractors will receive annual funding at \$30,000 per unit. This enhanced funding rate will allow the applicants to secure

non-shared units and maintain lower staffing ratios to support the needs of this population. Furthermore, OMH will make additional funding available, up to \$2,000 per unit, to accelerate the rate of admission to the program, cover the residents' portion of the rent, utility costs and other emergency expenses when the consumer does not yet have entitlements in place or initially refuses to pay rent. In these instances, providers are expected to work with the resident on accessing benefits, budgeting skills, and being a responsible tenant. If the providers experience a higher than anticipated rent collection rate this additional fund can be used to increase services for this program, or the provider may choose to return the funding to OMH at the end of the fiscal year. The annual funding rate will include a 2% per year escalator, subject to the availability of funds. Funding for this program may not be utilized in any other program, even if funded on the same contract.

5.3 Evaluative Criteria/Program Specific Questions

Agencies will be evaluated on the following criteria by answering the questions listed below in Sections 5.4.1, 5.4.2, 5.4.3., and 5.4.4

5.4.1 Proposal Narrative (45 points)

- 1a. Describe your plan for the development of supportive housing for persons who are street homeless. Indicate the number of units you propose to develop, the borough where the units will be developed, and configuration of the units (e.g. studios, one-bedroom or two bedroom units). Explain your experience with securing safe and affordable units in the rental market and your ability to maintain good relationships with landlords. If you plan to site the affordable units near an agency hub, describe the services provided at the hub and how they will assist recipients in achieving their goals and being a responsible tenant.
- 1b. Discuss the characteristics of individuals who are street homeless and the needs of this group and give examples of how your agency has successfully housed and supported this population.
- 1c. Describe in detail, the services your agency will provide to the target group directly through the supportive housing program, your agency as a whole, or in partnership with other agencies.
- 1d. Indicate the staff that will be hired, provide titles, job descriptions, FTEs and a staffing schedule. Describe the background and expertise staff will be expected to have. Describe the training and supervision staff will receive. Explain the measures your agency will take to recruit and retain experienced employees. Highlight agency resources that will be made available to implement the program.

Describe admission policies and procedures. Confirm your agreement to expedite admissions and adhere to a low barrier, "housing first" approach. Explain engagement strategies. Describe how you will work with the consumer, their referral source (i.e. SOS, SPACT or IMT), other service providers, and the consumer's natural supports, to develop an individualized, recovery-focused support plan for the consumer.
- 1e. Describe eviction prevention practices and steps your agency will take when the resident is at risk of losing their housing.

- 1f. Demonstrate your understanding of OMH supportive housing. Provide information on assessing needs, support plan development, coordination with other service providers and natural supports, peer support, service documentation, grievance procedures, cultural competence, and addressing emergency situations.

5.4.2 Agency Performance (15 points)

Please respond to either Question 2a. Or 2b.

- 2a. Applicants that hold a current OMH housing contract must provide an overview of the agency's experience in providing housing services to individuals who are experiencing homelessness and knowledge of community resources relevant to this group. In the narrative incorporate Children and Adults Information Reporting System (CAIRS) data and recent Scattered Site Supportive Housing reviews to demonstrate that your agency operates Scattered Site Supportive Housing in accordance with OMH guidelines, targets OMH priority populations, maintains occupancy and has a demonstrated history of maintaining residents successfully in their housing. Current licensed OMH housing agencies must note their agency's ability to target OMH priority populations, average length of stay and ability to transition individuals into independent housing. OMH Housing agencies should indicate occupancy levels, ability to accept OMH priority populations, and any instance of terminating a housing program.

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 and accuracy of CAIRS reporting.

- 2b. Applicants that do not hold a current OMH housing contract must describe their agency's experience with and ability to serve individuals who are experiencing street homelessness. The applicant must also describe a situation where successful interventions were used to assist an individual who is homeless with meeting their goals. Non-OMH contracted providers must attach evidence or correspondence from the most recent monitoring visit for any housing or behavioral health service program the agency operates, that is funded by a city, county, state or federal government agency. Particular emphasis should be placed on describing the agency's experience and awareness of community resources relevant to homeless individuals within the borough proposed to be served.

5.4.3 Inclusion and Diversity (10 points)

- 3a. Provide a mission statement for this program, that includes information about the intent to serve individuals from marginalized/underserved populations.
- 3b. Identify the management level person responsible for coordinating/leading efforts to reduce disparities in access, quality, and treatment outcomes for marginalized populations. This includes activities related to diversity, inclusion, equity, and cultural/linguistic competence. Information provided should include the individual's (title, organizational positioning, education, relevant experience).

- 3c. Provide the diversity, inclusion, equity, cultural/linguistic competence plan as outlined in the National CLAS Standards for this program. Note - plan format should use the SMART framework (Specific, Measurable, Achievable, Realistic, and Timely). Plan should include information in the following domains: workforce diversity (data informed recruitment), workforce inclusion, reducing disparities in access, quality, and treatment outcomes in patient population, soliciting input from diverse community stakeholders and organizations).
- 3d. Describe the process for which the diversity, inclusion, equity, cultural/linguistic competence plan was created using stakeholder input from service users and individuals from marginalized/underserved populations. Additionally, describe how the plan will be regularly reviewed and updated.
- 3e. Describe the demographic makeup of the population in the catchment area using available data (race/ethnicity/gender/sexual orientation/language). Additionally, please describe how this data will be used to shape decisions pertaining to the recruitment and hiring of staff, policies, and the implementation of best practice approaches for serving individuals from marginalized/underserved populations.
- 3f. Describe the agency's committees/workgroups that focus on efforts to reduce disparities in access, quality, and treatment outcomes for marginalized populations (diversity, inclusion, equity, cultural/linguistic competence). Please also describe the membership of these committees/workgroups (organizational positioning). Include:
- how committees/workgroups review services/programs with respect to cultural competency issues within the agency;
 - how this group corresponds and collaborates with the quality assurance/quality improvement/compliance parts of the organization;
 - how committees/workgroups participate in planning and implementation of services within the agency; and
 - how committees/workgroups transmit recommendations to executive level of agency
- Note: It is important to describe membership of representatives from the most prevalent cultural groups to be served in this project.
- 3g. Describe the training strategy on for topics related to diversity, inclusion, cultural competence, and the reduction of disparities in access, quality, and treatment outcomes for marginalized/underserved populations. These include trainings about implicit bias, diversity recruitment, creating inclusive work environments, providing languages access services.
- 3h. Describe program efforts to recruit, hire and retain staff from the most prevalent cultural group of service users. This includes a description of:
- a documented data driven goal to recruit, hire and retain direct service/clinical, supervisory, and administrative level staff who are from or have had experience working with the most prevalent cultural groups of its service users;
 - current staffing levels of direct service/clinical staff members who are from or have experience working with the most prevalent cultural groups of its service users.

- current staffing levels of supervisors who are from or have experience working with the most prevalent cultural groups of its service users. and
- current staffing levels of administrative staff members who are from or have experience working with the most prevalent cultural groups of its service users.

This information can also include information about employment postings on platforms and in places specifically designed to hire diversity, the use of language in employment posting(s) that illustrate that the program is seeking to recruit diverse candidates, efforts to retain diverse employees use of best practice approaches to mitigate bias in interview/hiring processes.

- 3i. Describe efforts to meet the language access needs of the clients served by this project (limited English proficient, Deaf/ASL). This information should include the use of data to identify the most prevalent language access needs, availability of direct care staff who speak the most prevalent languages and the provision of best practice approaches to provide language access services (i.e., phone, video interpretation). Also include information about efforts to ensure all staff with direct contact with clients are knowledgeable about using these resources. Additionally, provide information about the plan to provide key documents and forms in the languages of the most prevalent cultural groups of its service users (consent forms, releases of information, medication information, rights, and grievances procedures).

This section should also include information related to:

- addressing other language accessibility needs (Braille, limited reading skills).
- service descriptions and promotional material

5.4.4 Financial Assessment (30 points)

- 4a. Attach an operational budget. Assume a full year of operating funds Appendix B should be completed in the following manner:

Start-Up Year Budget

This represents “Year 1”, the first year of operating the program. The budget should include operating funding at the amount per bed x number of beds for 12 months. Client contribution and expenses should be consistent with the agency’s phase-in schedule. The phase-in schedule is the number of beds being developed on a monthly basis. Please detail all assumptions and note all start-up related costs are reflected in this budget (furniture, security deposits, moving expenses, client move-in kits, etc.). There is no additional start-up funding. The purchase of air conditioners is an allowable start-up cost. Show sources of income including client “rent” and funding. Applicants should list staff by position, full-time equivalent (FTE), and salary.

Operational Year Budget

This represents “Year 2”, at this point the program should be fully operational and all budget assumptions should reflect a fully functioning program with all beds up and running at the beginning of the year.

- 4b. Describe how client rent will be calculated. Explain how your agency plans to utilize funds to address resident emergencies and other expenses related to maintaining the resident in housing, beyond rent stipends and services staff

expenses. Highlight other sources of funding, if any. Describe how your agency manages its operating budget. Also, applicants must complete a Budget Narrative which should include the following:

- detailed expense categories that make up the total operating expenses;
- the calculation or logic that supports the budgeted value of each category; 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.**