



Steven Banks  
Commissioner

Vincent Pullo  
Agency Chief  
Contracting Officer

33 Beaver Street  
New York, NY 10004

212 361 7946

February 3, 2016

RE: Addendum #2 to the Competitive  
Negotiated Acquisition for the  
Opening Door Program –  
Expression of Interest  
EPIN 07116N0005

Dear Prospective Proposers:

The Department of Homeless Services (“DHS”) appreciates your interest in the Negotiated Acquisition (“NA”) for the provision of overnight space for street homeless individuals, referred by outreach providers through the Opening Doors Program issued on January 15, 2016.

Enclosed are the questions and answers submitted from the informational sessions held on January 22, 2016 and February 1, 2016.

**Please be advised that expression of interest due date has been extended to Wednesday, February 10, 2016 at 5:00pm.**

If you have questions, please contact Keli Mills at (212) 607-6032 or [kmills@dhs.nyc.gov](mailto:kmills@dhs.nyc.gov).

Sincerely,

  
Vincent Pullo

Attachment

## Department of Homeless Services

### Competitive Negotiated Acquisition - Opening Doors Program – EPIN 07116N0005 Questions from Information Session held on January 22, 2016

1. If we provide case management are we required to charge?
  - a. **The provider has to determine the salary for all employees. All PS costs must be contained within the bounds of the per-diem range laid out in the NAQ.**
2. When should liability insurance be added on – before or after proposal submission?
  - a. **Liability insurance must be submitted after the provider is notified that they have been awarded.**
3. Is there a target goal? What will it be measured on? For example will there be a Vendex at the end of the fiscal year.
  - a. **The initial goal of the program is to get homeless persons off the street and provide stable night-time sleeping environment. Long term- placement in permanent housing is the ultimate goal. As with all other similar human services contracts, there will be a performance as required by the New York City Procurement Policy Board Rules**
4. If we already utilize the CARES data base, could we continue to use it for opening doors clients?
  - a. **Yes.**
5. Will there be any accountability and responsibility on the client's part?
  - a. **Yes, clients will need to adhere to the rules of the provider; however clients cannot be refused if they do not what to engage in programing or seek permanent housing.**
6. Will DHS provide the beds, blankets for the program, free of charge or include in the budget?
  - a. **Beds and bedding should be budgeted and purchased by the provider as part of the start-up.**
7. Please explain the procedure to implement corrective action plan that indicate time frames for board resolution, C of O for entire facility capacity?
  - a. **A corrective action plan must address all existing violations of record and other building issues such as Certificates of Occupancy. In some instances where an issue cannot be rapidly addressed, a summary of actions taken, e.g., bids received, professional or technical service contracted, may be considered.**
8. Can we put more than one person in a bedroom how many bathrooms per how many people?
  - a. **The number of people per bedroom is dependent upon square footage. DHS prefers 60 Sq Ft per adult.**
9. Will we have to be open 24 hours?

- a. **7pm through 7am will be the minimum hours of operation, but programs may choose to stay open longer.**
10. How many units in total are needed?
- a. **The program will allow for the provider to apply for a minimum capacity of 10 and a maximum capacity of 19 persons.**
11. How much funding is allocated?
- a. **The budgeted amounts within the proposal should range from \$45 up to \$65 per person, per day.**
12. What is the allowance for fringe and administrative benefits?
- a. **The standard amount is 26% for fringe and 8% for administrative costs.**
13. Is there start up for showers, office constructions etc.?
- a. **Yes. These items should be submitted with a separate start-up budget.**
14. Can we receive start-up before May 1, 2016 to do necessary construction for example offices?
- a. **No start-up cost will be allotted prior to May 1, 2016; however programs may apply for bridge loans for necessary start-up costs, subject to negotiations.**
15. Will time be allowed to build bathrooms and office space for the program ( Is this part of start-up funds)
- a. **Yes, there will be time to build infrastructure, renovations may impact the programs start date. e**
16. How close can the beds be?
- a. **There is not a standard for this program; however there should be ample space between each bed. A general standard used in shelter is 3 feet between beds.**
17. Because of the growing population of children in homeless situations is there the possibility of considering family shelter for this program?
- a. **Opening Doors Programs can only serve single adults.**
18. As a targeted population recognizing the limited options for families (particularly in Brooklyn)
- a. **Not applicable to this program. There is no greater consideration for proposing in certain areas.**
19. Is there grant money for renovation and how much?
- a. **. Please see start-up response above.**
20. Does that include sidewalk violations?
- a. **All violations and associated ECB fines should be taken care of as a pre-requisite to contract registration.**

21. What type of occupancy does this program requires?
  - a. **Minimum capacity is 10 persons and the maximum is 19 persons.**
22. Can a residential two family be acceptable or any type of residential?
  - a. **A two family home would not be able to accommodate 19 persons.**
23. For undocumented people what kind of social service beside temporary housing compare to other legally residents or citizens of U.S.
  - a. **Undocumented individuals can be served by Opening Doors. They permanent housing options for this population will be limited, but staff may be able to assist them in finding housing on the private market.**
24. Does the capital equipment startup cost for the Negotiated Acquisition include the overall operation budget as a line item within the OTPS?
  - a. **Capital costs can be represented in the in start-up budget and should be submitted separate from the program budget.**
25. Is funding for renovation included or available?
  - a. **Some funds may be available for small capital improvements as a part of start-up budgets. These should be submitted separate from the overall program budget.**
26. Can someone from DHS come out to look at the proposed facility?
  - a. **No pre-facility inspections will be conducted by the Department of Homeless Services.**
27. Are we only paid when we fill a bed?
28. **Providers are paid on the number of beds available in their program whether or not the beds are full each night. If you already have a homeless program can you use Opening Doors to expand it?**
  - a. **Opening Doors can be used to support existing programing.**
29. Can you ask for additional time to complete application after final proposal is submitted?
  - a. **The application is due on February 8, 2016 at 5:00pm with no exceptions or extensions.**
30. What time is the proposal due for submission?
  - a. **The application is due on February 8, 2016 at 5:00pm.**
31. Is there a letter of interest required along with the RFP?
  - a. **A letter of interest can be submitted, but it is not required.**
32. If a respite center enhances services will the city provide support with/for acquiring the service like a case manager?

- a. **Respite providers are welcome to apply bearing in mind they meet all program requirements such as taking clients from the streets referred by outreach teams and hiring Case Management staff.**
33. What is the total number of grantees to be awarded and has DHS identified neighborhood to be awarded specifically?
- a. **There is no targeted number of grantees or specified neighborhood for this program. DHS will review all technically viable proposals in the manner as set forth in the solicitation.**
34. Can the number of individuals we serve change over time. For example if we start out serving 12 individuals can we later decrease/increase the amount and change the budget as needed?
- a. **The number served in the program can be ramped up during the initial operating period, but the program will only be paid for the number of beds proposed even if it exceeds that number.**
35. If the medical condition of the homeless person is unknown at entry time what prevents the site from becoming a nursing or hospice facility.
- a. **All potential clients are screened for medical and psychiatric emergency needs and only appropriate referrals will be made.**
36. Can a facility be referred more residents other than contract limit of 19?
- a. **The program may have a minimum capacity of 10 and maximum capacity of 19 persons.**
37. Can non-referrals enter the facility?
- a. **Only on a case by case basis – approval will be required by the Department.**
38. Will we follow the NYC food standard guidelines?
- a. **Yes, NYC food guidelines will be expected to be followed with food purchased under this contract.**
39. What database will be needed to use client data?
- a. **There are no existing databases to track client usage, but programs will be required to submit basic occupancy and referral data. Additionally, as the Department builds out its existing data system for this model, programs will be expected to utilize and comply.**
40. What is the timeframe of the review process if the client becomes sick or goes to the hospital because the beds remain empty?
- a. **Beds are to be made available for persons living on the street. If someone is sent to the hospital, a program may choose to hold the bed until they return. If the hospitalization is long-term they will accept the next outreach referral.**

41. Does non-profit have to be in place by the start date
  - a. **The not for profit corporation structure and all necessary approvals, etc. must be in place before the start of services.**
42. What is the start-cost?
  - a. **Varies by needs identified by the provider**
43. How much is provided for leasing/renting a property?
  - a. **Varies by needs identified by the provider. Please keep in mind the range of costs discussed in the solicitation.**
44. Are we allowed to have scatter sites for this grant?
  - a. **No.**
45. Will the funding help secure a building for the program?
  - a. **Costs will cover rental of space, if needed, only.**
46. My church really wants to help the homeless but we don't have money to upgrade our facilities to exactly meet the requirements of Open Doors. We do have beds, showers and so on. What is the best way we can help?
  - a. **Submit a proposal for the Opening Doors Program. Please review the requirements of the solicitation.**
47. What if you want to provide more than 19 beds or would like to offer a full service shelter?
  - a. **Please apply for the open ended Safe Haven RFP in HHS Accelerator.**
48. Who is the contact person for this application?
  - a. **Keli Mills – her information is listed on the application.**
49. This program will need money for social workers to find housing or for real estate brokers to assist with finding housing.
  - a. **Broker's fees are not an allowable cost.**

## **Department of Homeless Services**

Competitive Negotiated Acquisition - Opening Doors Program – EPIN 07116N0005

### **Questions from Information Session held on February 1, 2016**

1. Will it be different people every day?
  - a. **Clients will be referred daily, however many of the same clients may choose to return to the same provider.**
2. Will they be escorted or are they allowed to walk in? If escorted do they stay until cleared by security?
  - a. **Initially a client will be escorted, clients can return without an escort. Clients should not be assessed and cleared by security personnel. The outreach teams will assess clients to determine if suitable for placement.**
3. Do they get screened every day?
  - a. **Escorted clients will be screened when brought to the provider, clients who return on their own will not be screened by outreach.**
4. If they want to leave in the middle of the night, what do we do? Or go outside to smoke after curfew?
  - a. **Clients have the freedom to leave at any time of their own free will.**
5. What if they don't want to shower?
  - a. **Clients have a right to not shower if they do not desire to take a shower.**
6. If you have a building with multi stories can each floor be counted a separate 10-19 location?
  - a. **No, a program can only accommodate 10 to 19 people in total.**

**Note: Please indicate startup funds in your line item budget.**