

**New York City Department of Homeless Services**

**OPENING DOORS PROGRAM**

**Competitive Negotiated Acquisition E-PIN #07116N0005**

**Section I – Purpose**

The Department of Homeless Services (“DHS” or the “Agency”) is seeking Expressions of Interest from qualified vendors to provide overnight space for street homeless individuals referred by outreach providers through the Opening Doors program. The program seeks to provide a supportive environment that will invite homeless individuals in for a bed and meal. The program may be operated in places of worship or any other available community space where there is a need. The selected vendor would provide beds year-round, and sites would be open minimally overnight. However, programs may also choose to remain open 24/7 and provide day time services.

The goals of this program include:

- Providing beds to homeless individuals living on the streets who have been identified and screened by outreach teams for basic capacity. (Note clients will not have a formal medical assessment prior to entry.
- Providing for the basic needs and offering social services to enable homeless individuals to move to permanent housing.

The contracts resulting from this Competitive Negotiated Acquisition will be awarded based on direct negotiations, through a formal interview process, with interested providers pursuant to the evaluation process outlined in Section IV.

It is anticipated that the term of the contract awarded from this Competitive Negotiated Acquisition would be from May 1, 2016 to June 30, 2020. The awarded contract(s) may include a renewal option of up to four years. The option to renew will be subject to maintaining satisfactory performance levels, as well as the availability of funds. The Agency reserves the right, prior to contract award, to determine the length of the initial contract term and option to renew, if any. Please submit Expressions of Interest addressing the Scope of Services and Proposed Budget (maximum 10 pages) by February 1, 2016 to:

The Authorized Agency Contact Persons for this solicitation:

Keli Mills, Director of Competitive Sealed Proposals  
New York City Department of Homeless Services  
33 Beaver Street, Room 1310  
New York, New York 10004  
(212) 607-6032  
kmills@dhs.nyc.gov

The provider selected through this Competitive Negotiated Acquisition process would propose a program model to provide temporary, emergency shelter services and placement for homeless individuals that would include, but not be limited to, the following:

- Site/sleeping Capacity for 10-19 individuals;
- Social Services, including permanency planning of individuals at the site;
- Security;
- Building Management;
- Meals services, providing at least two meals a day, dinner and breakfast, but will provide lunch if open 24 hours.

### **Experience and Prior Performance**

Prior to entering negotiations, the Provider would:

- a. Have at least two (2) years of experience providing housing services.
- b. Have at least two (2) years of experience serving street homeless population.
- c. Have at least two (2) years of experience providing integrated social services.
- d. Ensure that its other programs or services complement and enhance the effectiveness of the proposed program.
- e. Ensure that its existing organizational structure will support the proposed program's success.
- f. Have procedures to develop and implement corrective action plans and indicate time frames for resolution and the respective roles of the Board of Directors and executive/ management staff in the monitoring process.

**Note: The proposer may partner with an organization to fulfill the above experience requirement(s).**

### **Capability**

**Prior to entering direct negotiations, the Provider would:**

- Be a 501(c) (3) nonprofit organization.
- Have a staffing structure, a City-wide network of subcontractors, and linkages to community-based organizations capable of providing a unified system to provide shelter services with an adequate social services staff to client ratio. At a minimum, the staffing structure should include case managers; and supervisors who will oversee the staff responsible for assisting clients in their efforts to move to permanent housing and live independently.
- Ensure that all social services staff have experience serving the homeless population, and that such staff receive ongoing training in assessing risk and needs, effective case management strategies, and evidence-based and/or evidence-informed approaches, such as motivational interviewing.

## Facility Requirements

- a. The proposed site would be located within the five boroughs.
- b. The proposed site would have the capacity and ability to provide bedding from 10 to 19 individuals.
- c. The proposed site should have a valid Certificate of Occupancy.
- d. The proposed site shall have an operating fire system which is appropriate for the size and capacity of the building.
- e. The provider shall submit proof of the landlord's site control. DHS' Administration Division and Office of Legal Affairs shall review all documents regarding site control to verify that the site control documents enable to shelter clients pursuant to DHS policies and procedures and the applicable law; particularly with respect to procedures and laws and governing the enforcement of habitability and maintenance standards.
- f. DHS reserves the right to conduct a site visit in order to assess the proposed Site and, if applicable, the condition of the proposed existing facility.
- g. All proposed sites, and the buildings and units contained therein, should meet all applicable New York City and New York State codes and regulations.
- h. If a proposed site has violations, the proposer must submit a corrective action plan to remove the violations thirty (30) days after registration of the contract. All buildings should be free of any violations which may have an effect on the safety of the clients.
- i. All units shall be subject to DHS inspection, and the Provider would be responsible for maintenance and repairs of the units. Unless the Provider's lease with a landlord stipulates that the landlord is responsible for such maintenance in repair, in which case, it will be the responsibility of the Provider to ensure the landlord performs those duties. See "c" above regarding DHS' Lease Review Process.
- j. Provider will arrange for a bed along with clean linen to be provided. Beds should not be bunk beds and should provide enough space around them to be comfortable when entering or exiting the bed.
- k. Operating Hours: Provider will minimally have their site open every day of the week for a twelve hour period from at least 7pm -7am. However, ideally contractors will have their site open and accessible by clients 24 hours a day.

## Program Approach

During negotiations, the provider would:

Demonstrate an effective programmatic plan that addresses all criteria outlined in Section II – Scope of Services, as well as the ability to help move clients to permanent housing:

- Demonstrate experience working with street homeless populations and providing social services to that population;
- Appropriate staffing plan with sufficient numbers of staff for the proposed number of clients;
- Practice of harm reduction methods to reduce street homeless population;
- Determine and monitoring clients' immediate needs, functional capabilities and the assistance needed to stabilize housing,
- Keeping updated records of meetings and actions taken;
- Linking clients to appropriate community partners;

### Section III – Payment Structure/Basis for Award

#### Budget and Budget Justification, Including Price Proposal (See Budget Template)

- Proposers must submit a line item budget for annual operating costs. Actual funded amounts will be based on negotiations. Proposers can submit budgets with a range of \$45-\$65 per client per night. The end negotiated amount will be based on the space costs, program budget and other items that may impact the overall budget.
- Operational costs include all costs other than occupancy costs (e.g., social service program related costs, personnel, food, linens, utilities, security, etc.).
- Occupancy costs are defined as the cost to occupy the site (e.g. rent under a lease). Occupancy costs should be based on current market rates.
- Start-up costs.
- Each Expression of Interest will be reviewed taking into consideration competitive pricing and costs relative to the program.
- Proposers should fully describe how they would plan for and provide a budget for this program, based on the expectations outlined in this section.

**Opening Doors Program**

Competitive Negotiated Acquisition  
**E-PIN #07116N0005**

**Proposed Budget Summary**

Line Item	Annual Budget
# of Units: _____	
Personnel Services (P/S)	\$ _____
Other than Personnel Services (OTPS) excluding rent	\$ _____
Rent (Occupancy Cost)	\$ _____
Fringe Rate	\$ _____
Administrative Overhead	\$ _____
Total Annual Funding Request	\$ _____
Total Per Diem Total Annual Funding Request/# of Units/365/.97	\$ _____

#### **Section IV – Evaluation and Contract Award Procedures**

All providers that express interest in this solicitation shall be invited to negotiate directly with the Department of Homeless Services. During these negotiations, interested providers will be evaluated based on their answers to questions posed by the evaluation panel. These questions shall be based on the Scope of Services outlined in Section II, and shall pertain to the following:

- The provider's overall experience in providing the services described in Section II, as well as the experience of key staff in providing these services.
- The provider's organizational capability to conduct the work described in Section II;
- The provider's proposed program approach to the provision of all the services required in Section II.

The Agency reserves the right to request that the provider make presentations and/or demonstrations, as the Agency deems applicable and appropriate. Contracts will be awarded to the responsible provider(s) whose offer(s) is/are determined to be the most advantageous to the City, taking into consideration the price and the other factors set forth in this solicitation.

#### **Informational Session**

**An informational session will be held on January 22, 2016**

**New York City Department of Homeless Services**

**33 Beaver Street**

**Conference Room 1770**

**11am**