

May 30, 2013

RE: Addendum # 1 to the Request for Proposals for the Provision of Critically Needed Support Services for At-Risk Individuals 18 years of age and older suffering from physical and/or mental impairment and who meet Adult Protective Services Program Eligibility Criteria.

PIN: 06914H082400 EPIN: 09612P0012

Robert Doar
Commissioner

Roy A. Esnard
General Counsel

Vincent Pullo
Agency Chief
Contracting Officer

180 Water Street
New York, NY 10038

212 331 3434

Dear Prospective Proposer:

The Human Resources Administration (“HRA”) appreciates your interest in the Request for Proposals (“RFP”) for the Provision of Critically Needed Support Services for At-Risk Individuals 18 years of age and older suffering from physical and/or mental impairment and who meet Adult Protective Services Program Eligibility Criteria issued on May 6, 2013.

Please find attached Addendum # 1 for the above-referenced RFP. Addendum # 1 contains:

- **Revisions to the Provision of Critically Needed Support Services for At-Risk Individuals 18 years of age and older suffering from physical and/or mental impairment and who meet Adult Protective Services Program Eligibility Criteria RFP:** HRA made revisions to the RFP, and has released the revisions as Attachment A to this Addendum. **All new language is bolded and underlined. Language that is crossed out is being deleted from the RFP.**
- **Attachment B:** Attachment B contains revisions to the cover page of the RFP.
- **Answers to Questions, Submitted to HRA in Writing:** Attached to this Addendum as Attachment C are the answers to questions received subsequent to the Pre-proposal Conference and submitted in writing to HRA.

Please acknowledge your receipt of Addendum # 1 by listing it on the Acknowledgement of Addenda (Attachment C of the RFP package) and include it in your proposal submission.

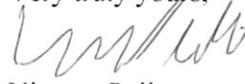
The deadline for submission of proposals is **Friday, June 28, 2013 at 2:00 P.M.**

Proposers are reminded that they must deliver their proposals by **June 28, 2013 at 2:00 P.M.** to:

NYC Human Resources Administration
Office of Contracts
180 Water Street, 14th Floor,
New York, NY 10038

Proposals received at this location after the proposal due date and time are late and shall not be accepted by the Agency, except as provided under the New York City Procurement Policy Board Rules.

Very truly yours,

A handwritten signature in black ink, appearing to read 'Vincent Pullo', written in a cursive style.

Vincent Pullo

Addendum #1 to the Provision of Critically Needed Support Services for At-Risk Individuals 18 years of age and older suffering from physical and/or mental impairment and who meet Adult Protective Services Program Eligibility Criteria
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ATTACHMENT A

Revisions to the Provision of Critically Needed Support Services for At-Risk Individuals 18 years of age and older suffering from physical and/or mental impairment and who meet Adult Protective Services Program Eligibility Criteria RFP

Addendum #1

REQUEST FOR PROPOSALS

For

PROVISION OF CRITICALLY NEEDED SUPPORT SERVICES FOR AT-RISK INDIVIDUALS 18 YEARS OF AGE AND OLDER SUFFERING FROM PHYSICAL AND/OR MENTAL IMPAIRMENT AND WHO MEET ADULT PROTECTIVE SERVICES PROGRAM ELIGIBILITY CRITERIA PIN: 06914H082400 EPIN: 09612P0012

Please be advised that the subject RFP is revised as described below. All new language is bolded and underlined. Language that is crossed out is being deleted from the RFP. The affected language is organized by Sections below.

Page 2 through 23 HEADER SECTION

PIN: ~~096~~**069**14H082400

Note to all proposers: The pin number in the header section of this RFP as been revised.

Page 7 SECTION III-SCOPE OF SERVICES

B. Agency Assumptions Regarding Contractor(s) Approach

Contractor Qualifications/Experience

- The proposer will have the demonstrated capability to serve in all five boroughs and have a main office ~~in New York City.~~ **within any of the five boroughs of New York City .**

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Program Services Requirement

- Establish a Preventive Service Program (PSP) within six months of contract initiation.
- PSP clients must be: (1) active at least six months; (2) ~~stable~~ **stable** with all services in place; and (3) require continued case management, such as financial management or other services.

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SECTION IV-FORMAT AND CONTENT OF PROPOSAL

B. Organizational Capability

- Demonstrate that the proposer has the organizational capability to successfully provide services City-wide. The proposer should have a main office ~~in New York City~~, **within any of the five boroughs of New York City.**

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- b) Conducting ~~at least~~ monthly visits to clients for supervision and monitoring of services and completing case notes within five working days of the visit.

Addendum #1 to the Provision of Critically Needed Support Services for At-Risk Individuals 18 years of age and older suffering from physical and/or mental impairment and who meet Adult Protective Services Program Eligibility Criteria
Pin: 06914H082400 EPIN: 09612P0012

ATTACHMENT B
Revisions to the RFP cover page

**THE CITY OF NEW YORK
HUMAN RESOURCES ADMINISTRATION (“HRA”)
EMERGENCY AND INTERVENTION SERVICES
ADULT PROTECTIVE SERVICES**

REQUEST FOR PROPOSALS

For the

**Provision of Critically Needed Support Services for At-Risk Individual 18 years of age and older
suffering from physical and/or mental impairment and who meet Adult Protective Services
Program Eligibility Criteria**

PIN: 06914H082400 EPIN: 09612P0012

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AUTHORIZED AGENCY CONTACT PERSON

Proposers are advised that the Authorized Agency Contact Person for all matters concerning this Request for Proposals is:

**Mohammed Bhuiyan
Director of Contracts
Human Resources Administration/EIS
Adult Protective Services
109 E 16th Street, 5th Floor
New York, N.Y. 1000303
Tel: (212)824-0622 Fax: (212) 896-5732
E-mail: bhuiyanm@hra.nyc.gov.**



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Pin: 06914H082400 EPIN: 09612P0012

ATTACHMENT C
Answers to Questions, Submitted to HRA in Writing

Addendum # 1

REQUEST FOR PROPOSALS

For

**PROVISION OF CRITICALLY NEEDED SUPPORT SERVICES FOR AT-RISK INDIVIDUALS 18 YEARS OF AGE AND OLDER SUFFERING FROM PHYSICAL AND/OR MENTAL IMPAIRMENT AND WHO MEET ADULT PROTECTIVE SERVICES PROGRAM ELIGIBILITY CRITERIA
PIN: 06914H082400/EPIN: 09612P0012**

QUESTIONS & ANSWERS

Question 1. Can a relatively new program forward a Proposal for this project?

Answer: The proposer has to make that determination but the RFP states that the proposer should have at least five years of successful relevant experience.

Question 2. Is \$3,586.00 the cost per year of each individual client served?

Answer: Yes.

Question 3. Why has the amount of maximum case cost \$3,586.00 not increased since the last RFP in 2006/07? The cost of living, salaries, rent and especially benefits have increased in seven years.

Answer: In previous years the contracted budget per client was not fully utilized. The maximum cost per case has been determined on the basis of past expenses.

Question 4. If submitting the proposal for 1,260 clients, can staff be working out of one main location or are they expected to be located in the different boroughs?

Answer: A proposer could have one main office within any of the five boroughs.

Question 5. Is there a ratio for financial management cases and financial management staff?

Answer: No, there is not a ratio for financial management cases or staff.

Question 6. Which of the 3 options do the current contracted agencies have?

Answer: HRA currently has three vendors, the first vendor has a caseload of 300, the second vendor has a caseload of 450 and the third vendor has a caseload of 1,260.

Question 7. Does any agency's profit or non-profit status affect consideration?

Answer: No, it does not affect consideration.

Question 8. Can a provider's certified social worker do the assessment of a client's diagnosis as it relates to the person's mental health status? Will this be accepted by the agency?

Answer: No, this will not be accepted. A client's mental health status assessment has to be done by a HRA Psychiatrist.

Question 9. If someone is identified as a hoarder but is able to maintain him/herself, yet prevents others from assisting him/her, can that individual still qualify for services?

Answer: This will be determined on a case by case basis.

Question 10. Can providers based upon their assessment of the referred client, reject a referral?

Answer: Yes, providers can reject a referral based upon their assessment. Roughly 40% of referrals are accepted after assessment.

Question 11. What does the provider's investigation look like? Is it what we should call an assessment, or does it require the interview of a friend or family member associated with the subject referral?

Answer: Collateral interviews are not required, but are often done because client is not cooperating with investigation / assessment.

Question 12. Is each borough a stand alone? If applying for 1,260 cases, do we need to break down the number of cases by borough in a proposal or have the ability to provide for all boroughs?

Answer: The proposer has to provide services Citywide.

Question 13. At what point will payment for services be issued? For example, if we assess a case and within 60 days, and find that no additional services are needed, are we able to bill for the full amount?

Answer: The Contracting Agency Monthly Fiscal Report (CAMFR), which is based on the line item annual budget, needs to be submitted monthly to get

reimbursement for the previous month's actual expenses in full. Each CAMFR submitted varies based on actual expenses (PS and OTPS), not caseload.

Question 14. Typically, how soon can an agency expect payment after submitting its invoice?

Answer: Payment is usually within 30 days from submission. All payments are subject to the prompt payment guidelines delineated in the New York City Procurement Policy Board Rules.

Question 15. Is there an average length of time (for cases that require services) to be open for?

Answer: No, there is not an average length of time it depends on client's condition.

Question 16. How quickly are vacant slots filled?

Answer: Vacant slots are filled within 1-2 weeks.

Question 17. When a provider reports a vacancy will there be a drop in revenue until the vacancy is filled?

Answer: No, there will not be a drop in revenue.

Question 18. What financial arrangement, if any, will be made for emergency housing, and/or personal supplies/services, given that some referrals are coming in as an emergency referral?

Answer: In cases of emergencies, requests for personal supplies or services may need to be reviewed for funding via a FIA grant. Additionally, providers may utilize a sub-imprest fund for emergency services, like food, medication and clothing; however they are not permitted to be used for rent / housing. All emergencies or exceptions should be discussed with the Operation Director on a case by case basis.

Question 19. What constitutes full payment?

Answer: Please refer to the answer to Question #13.

Question 20. Would providers receive the full 300/450/1260 (depending on their RFP) referrals immediately, or will the referrals will be phased in over time?

Answer: Providers will not receive full referrals immediately; case transfers would be incremental. The proposer needs to staff up to a certain time frame as determined during contract negotiation.