

Pre-Proposal Conference - EPIN _26019I0001
September 7, 2018

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CITY OF NEW YORK
DEPARTMENT OF YOUTH AND COMMUNITY DEVELOPMENT

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PRE-PROPOSAL CONFERENCE FOR RESIDENTIAL
SERVICES FOR HOMELESS YOUNG ADULTS (HYA)

REQUEST FOR PROPOSALS

EPIN #26019I0001

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September 7, 2018
2:15 p.m.

Department of Youth and Community Development
2 Lafayette Street - 14th Floor
New York, New York

PANEL:

- RANDY SCOTT - Assistant Commissioner,
Vulnerable and Special
Needs Youth
- ROBERT FRENZEL-BERRA - Director of Research and
Program Development
- DANA CANTELM I - Agency Chief

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SPEAKERS:

Zenaida Marie White - Pre-Proposal Conference
Moderator

John Sentigar - Covenant House New York

Olesha Shaw - Catholic Guardian Services

Meredith Sopher - Sheltering Arms

Shilpa Ramesh - Ali Forney Center

PRESENT:

Dr. Que English - Not On My Watch Inc.

Sal Abuhamda - Project Hospitality

Heather Dailey - Diaspora Community Services

Sue Sampogne - Rising Ground

A. Sabes - The Bridge Fund of NY

Nancy Hruska - Rising Ground

Chris Hellstrom - Project Hospitality

Andrew Luong - The Children's Village

Michelle Richard - Edwin Gould Services for
Children and Families

K. Phipps - Core Services Group

Nicole Brown - Cardinal McCloskey

Lindsay Gebhart - Sheltering Arms

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2 MS. WHITE: O.K. Thank you so
3 much for your patience. We are now going
4 to give -- can you hear me O.K.?

5 (Chorus of yes.)

6 MS. WHITE: Good afternoon, on
7 behalf of Commissioner Bill Chong, I
8 would like to welcome you to the
9 Department of Youth and Community
10 Development's Pre-Proposal Conference for
11 Residential Services for Homeless Young
12 Adults (HYA) Request for Proposals,
13 EPIN 26019I0001.

14 My name is Zenaida Marie White.
15 I am Assistant Deputy Agency Chief
16 Contracting Officer here, and I have the
17 privilege of presenting you with some
18 information and overseeing this
19 conference today, and I'd like to begin
20 with DYCD's mission and vision.

21 The mission: The New York City
22 Department of Youth and Community
23 Development invests in a network of
24 community-based organizations and
25 programs to alleviate the effects of

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2 poverty and provide opportunities for New
3 Yorkers and communities to flourish.

4 Vision: DYCD strives to improve
5 the quality of life of New Yorkers by
6 collaborating with local organizations
7 and investing in the talents and assets
8 of communities to help them develop, grow
9 and thrive. And please note in this RFP
10 there are two sections in particular that
11 will reflect expectations that are
12 closely informed by DYCD's mission and
13 vision, the program approach and
14 community partnerships. A little later
15 you are going to hear from our Assistant
16 Commissioner of Vulnerable and Special
17 Needs Youth, Randy Scott. So that's
18 going to be a little later, and he's
19 going to talk a little bit more about the
20 program of community partnerships.

21 While I'm speaking of Randy
22 Scott, I also would like to introduce the
23 rest of our panel. Next to him we have
24 Dana Cantelmi, our Agency Chief
25 Contracting Officer, and beside her, we

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2 have Bob Frenzel-Berra, Director of
3 Research and Program Development, and
4 they'll be on hand later to help with
5 questions. So let's just give an
6 applause for our panel.

7 (Applause)

8 MS. WHITE: Thank you.

9 Our agenda today is to provide
10 you with a timeline of specific dates
11 that relate to this RFP, prequalifying
12 and proposal submission information,
13 program expectations, post award
14 requirements, and also to provide you
15 with the opportunity to have a question
16 and answer session.

17 The time line for this RFP. The
18 proposals are due for this RFP on
19 September 21st, 2018, at 2:00 p.m.
20 Proposals must be submitted in the
21 HHS Accelerator system. In order to
22 respond to this RFP you must be
23 prequalified in the HHS Accelerator
24 system.

25 Is there anyone here who's not

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2 familiar with the HHS Accelerator system?

3 Oh, great, everyone here is. Good.

4 So you know that DYCD will not
5 be accepting any hard copies of proposals
6 in response to this RFP. You're going to
7 hear this quite often because it's very
8 important, you're going to hear me say
9 it, you're going to hear Randy say it
10 that you must note that a separate
11 proposal must be submitted for each site
12 and bed type.

13 Award announcements. We
14 anticipate that award announcements may
15 be made sometime in the winter of 2018.
16 The anticipated contract term for these
17 awards is January 1st, 2019, to
18 June 30th, 2023, with an option for DYCD
19 to renew for to two additional years.

20 Submitting questions after this
21 pre-proposal conference can be done
22 through rfpquestions@dycd.nyc.gov. When
23 you submit the questions please make sure
24 that you indicate in the title HYA
25 Residential Services RFP in the subject

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2 line. Also, in order to ensure that you
3 receive timely responses, we're asking
4 that all questions be submitted no later
5 than September 14, 2018, a week before
6 the due date and time of the proposals.

7 Moving right along, just a brief
8 overview of our HHS Accelerator system,
9 you want to ensure that you again submit
10 all proposals through this system. The
11 HHS Accelerate system was launched to
12 simplify and improve the competitive
13 contract process for health and human
14 service providers. Agencies publish all
15 requests for proposal (RFP) documents in
16 the HHS Accelerator system.

17 Pre qualified providers approved for
18 relevant services provided are eligible
19 to propose and can submit proposals after
20 RFPs are released. Providers might
21 submit proposals through the
22 HHS Accelerator system by the proposal
23 due date and time, 2 p.m. Again for this
24 RFP, please note that a separate proposal
25 must be submitted for each site and bed

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2 type. If you have any questions
3 regarding the HHS Accelerator system, you
4 can email your questions to
5 help@mocs.nyc.gov.

6 With us today in our audience we
7 have some MOCS representatives in case
8 after the conference you have additional
9 questions, and we have with us Mary Ann
10 Lauria and Jackie Schulze, right back
11 there.

12 And now I would like to allow
13 space for Randy Scott to come. He's our
14 Assistant Commissioner of Vulnerable and
15 Special Needs Youth Division. He's going
16 to present a program overview regarding
17 this RFP.

18 Please make note of any
19 questions you have regarding this RFP and
20 regarding any of the content matter. We
21 are going to give you a chance once the
22 presentations are over to ask your
23 questions.

24 So, again, let's welcome Randy
25 Scott.

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2 (Applause)

3 MR. SCOTT: Good afternoon.

4 Can you hear me? O.K., great.

5 So it's always great to come up
6 and be able to talk about HYA. Not many
7 people know about it, so to be able to
8 share what HYA's accomplishments and what
9 our expectations are is one of the great
10 things.

11 So today I just wanted to give
12 you some key information so that when
13 you're submitting your proposals you are
14 well informed of what you should be
15 looking for and what you should be
16 putting together in order to submit your
17 proposal. And as you can see on the
18 board, we have the RFP Basics. And these
19 are the basics that everyone should know
20 in regards to the information of
21 submitting.

22 And as you know, contracts will
23 be awarded for Crisis Services and TIL
24 programs serving Homeless Young Adults 21
25 to 24 years of age. That's important no

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know because within RHY we have other options that we contract with; however, this particular RFP are only for Crisis Services and TIL programs for Homeless Young Adults, ages 21 to 24. It's a single competition, which is different but we've done different styles, but this is a single competition that covers both types of residential services. A separate proposal, as was stated earlier, must be submitted for each site and bed type. So that means if you're going to submit one for Crisis Services and a TIL, you should be submitting two proposals.

The anticipated contract term, as stated before, January 1st, 2019, to June 30th, 2023, with an option for DYCD to renew for up to an additional two years.

Price per bed for fiscal year '19, which will be from 1/1/19 to 6/30/19, will be \$49,595. So this, we'll be able to inform you on what you're budget will be based on the number of

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beds that you will be proposing for. The price per bed for fiscal year '20 to fiscal year '23 will increase, and it will be 50,410, which reflect cost of living adjustments and increases to indirect costs. So you have to be mindful when you're submitting your budgets based on the year so that you're not incorrectly submitting a budget based on the wrong dollar amount. So that's very important to be mindful of.

And again, minimum of three awards, we're looking at a minimum of three awards for a combined total of 60 beds, 20 Crisis Services beds and 40 TIL beds is anticipated.

The goals of the program are basically to provide a safe and welcoming environment for all Homeless Young Adults. Adopt DYCD's Promote the Positive approach. You can see the link for this in the Flipbook in Section 3 of the RFP under Resources.

We want to make sure that the

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2 proposal addresses both health and mental
3 health needs directly and through
4 referrals. We want to make sure that
5 they facilitate participant access to
6 additional resources through robust
7 community partnerships. We want to make
8 sure that we enable Homeless Young Adults
9 to progress towards stability, economic
10 self-sufficiency and successful
11 independent living, and strive to family
12 connectedness, defining family to include
13 wider kinship groups and significant
14 non-related caring adults.

15 When submitting the proposal,
16 you should think about the program
17 approach, where you adopt strengths based
18 on trauma-informed approaches that focus
19 on relationship-building, responsible
20 decision-making and DEVELOPMENT of
21 abilities to set and achieve goals. You
22 want to make sure that you ensure that
23 staff make all Homeless Young Adults feel
24 safe and welcome through training,
25 protocols and effective supervision.

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And, you want to help participants rebuild family connections, when appropriate, due to histories of abuse/violence and using DYCD's online toolkit Circles of Support.

Also, the RFP is looking for organizational experience. Some of the key expectations are that you have a minimum of three years of experience within the last five providing services to at-risk, vulnerable youth or young adults, including the development of individualized service plans, ISPs. You should have experience providing services to LGBTQ youth and young adults and other vulnerable groups. And, you should have a history of successful collaboration with other community-based organizations and agencies and meeting funders' performance targets.

Now I just want to talk about the target populations, service levels, and hours of operations. These are always important in terms of folks

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needing to know how to operate the service. The target population means Homeless Young Adults ages 21 to 24. Even if the program targets a particular young adults subgroup, for example, LGTBQ, sexually exploited, it must serve all Homeless Young Adults who seek services and ensure services are received through appropriate referrals. Programs must make reasonable accommodation for young adults with disabilities, as defined by the American with Disabilities Act.

The service levels. The maximum number of residents is 20, unless OCFS grants a variance, and your expected bed utilization is 90 percent.

Hours of operation, programs must operate and provide onsite staff supervision 24/7 and participants must have access to the program site at all times.

Program services brief overview.
Intake. Appropriate staff person

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2 available to receive referrals between
3 10:00 a.m. and 8 p.m. Programs that
4 receive emergency referrals from drop-in
5 centers must address all urgent needs of
6 the youth. Emergency referral, I just
7 wanted to give you an example of what an
8 emergency referral is. If, for example,
9 you are a provider and you get a call
10 from, say, OCFS, ACS or NYPD and they
11 have a particular youth that they want to
12 place in your facility and that youth may
13 not have been assessed to see if the
14 youth meets the criteria. That is why
15 you would seek to get a waiver in order
16 for that youth to be placed into your
17 facility. Those are examples of the
18 Emergency referrals that we're talking
19 about in terms of placement in your
20 facilities. So you must be able to
21 receive those referrals from those
22 entities that I named as well as others
23 and from drop-in.

24 The staff must provide
25 information about program services, and

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agency policies and processes, including grievance/complaint procedures, all which will be stipulated in the proposal as well as in your work with OCFS.

Comprehensive services.

In-depth assessment of needs and development of individual service plans within specified time frames. Crisis Shelters must complete these tasks within 48 hours and review ISP weekly and revise as necessary. TILs would complete the comprehensive assessment and develop ISP within 30 days and review ISP at least every 60 days and revise as necessary.

Case management and counseling.

The proposal would include Individual and group counseling, and, if necessary to address participant needs, family counseling. Case management components as described in the RFP, as well as provide advice on housing options helping the resident identify appropriate placement prior to discharge.

Life skills training. Through

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2 coaching, workshops and other approaches,
3 help residents acquire basic life skills,
4 as described in the RFP.

5 Discharge and follow services,
6 all exit interviews must be conducted for
7 each young adult prior to discharge.

8 Follow-up case management and other
9 appropriate services for 30 days,
10 following discharge from the Crisis
11 Services program, 90 days following
12 discharge from a TIL.

13 Involuntary discharges. All
14 young adults must be informed in writing
15 in advance and given the opportunity to
16 challenge the decision.

17 Staffing. Minimum requirements
18 for both Crisis Services and TIL
19 programs: One full-time on-site
20 supervisor with primary responsibilities
21 for the program; one full-time
22 counselor/case manager and other staff
23 necessary for effective program
24 operations. The onsite supervisor and
25 case manager/counselor would have a

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Bachelor's degree or higher. If neither the onsite supervisor nor case manager/counselor has a Master's degree, the contractor would ensure that the case manager/counselor is supported by another staff member in the organization with a Master's degree in Social Work or a related field.

Cultural sensitivity. All staff would be appropriately trained and have the necessary experience to effectively serve youth from any background, especially LGBTQ and sexually exploited youth.

DYCD's Core Competencies for Youth Work Professionals would inform staff training.

Community partnerships. At least five community partnerships with external organizations or agencies are required. At least one partnership with mental health service provider is required. Partnerships are expected to enhance program services and expand

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options for Homeless Young Adults.
Partners may include other DYCD-funded programs provided they are operated by a different organization. Homeless Young Adult programs that do not specifically target LGBTQ or sexually exploited youth or other vulnerable groups must have at least one partnership with specialist providers to ensure cultural sensitivity, and must have signed Community Partnership Agreements, summarizing how services for participants will be enhanced, and submitted with each proposal.

And finally, Program Facility.
Key features that you need to be aware of:

One, it must be located within New York City and be accessible by public transportation.

Two, appropriate in size/design to accommodate staff, participants and services in accordance with the OCFS regulations.

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2 Three, complies with the
3 Americans with Disabilities Act.

4 And finally, OCFS-certified at
5 time of contract award or proposer has
6 submitted application to OCFS and is able
7 to meet applicable state requirements.

8 Thank you very much.

9 MS. WHITE: Thank you, Randy.

10 O.K. Continuing on, we want to
11 just review some information regarding
12 post award requirements. Upon signing
13 in, you should have received an FAQ sheet
14 for the Public Assistance Hiring
15 Commitment Rider. Yes? O.K.

16 We also want to review with you
17 that there is a requirement for all
18 contractors to be determined responsible
19 in the post award stage; therefore,
20 please make sure your passport
21 disclosures are up to date, ensure that
22 your New York State charity filings are
23 current, and ensure that any outstanding
24 liens or adverse information has been
25 resolved. Unresolved issues often cause

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2 significant delays in the post award
3 process.

4 Important information regarding
5 the New York City liability insurance
6 requirement. You are to ensure that you
7 have coverage for commercial general
8 liability, \$1 million per occurrence and
9 a \$2 million aggregate; if applicable,
10 motor vehicle liability, \$1 million per
11 accident combined single limit; and
12 workers' compensation. An original
13 certificate of insurance naming the City
14 of New York, including its officials and
15 employees, as an additional insured.
16 DYCD will not be able to proceed with
17 processing an award contract until it has
18 obtained proof of the necessary insurance
19 coverage.

20 DYCD encourages MWBE
21 participation and recommends the
22 utilization of certified MWBEs.

23 And lastly, transcript,
24 presentation and attendance rosters will
25 be posted to our DYCD website for your

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2 viewing.

3 And now for the moment that
4 you've all been waiting for. Thank you
5 for being so patient with our brief
6 presentation, but now is your opportunity
7 to ask any questions you have, questions
8 solely relating to this RFP.

9 Please come to the podium where
10 you can ask the panel any questions that
11 you may have related to this RFP. It
12 helps if you are able to cite the page or
13 section of the RFP that your question is
14 coming from. You are not limited to the
15 amount of questions you have, but if you
16 leave the microphone and come back, every
17 time you come to the microphone we need
18 you to state your name and the
19 organization that you're representing.
20 So that's it.

21 You can please come up. Don't
22 be shy and ask your questions. Come up
23 right here.

24 MR. SENTIGAR: Hello. John
25 Sentigar, Covenant House New York. How

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2 are you?

3 MR. SCOTT: Fine. How are you?

4 MR. SENTIGAR: I noticed

5 before -- I think I have four questions.

6 I noticed before when you were talking

7 basics under the budget, you stated that

8 for FY '19 we do the 49,000 dollar number

9 and thereafter the 50,000 dollar number.

10 On page 16 of the RFP, Section G(1)(b)

11 under Budget Management Program

12 Expectations, it says, "The proposer's

13 proposal budget summary would reflect the

14 unit price per bed in FY '20, which is

15 fifty-four ten, multiplied by the number

16 of beds proposed. So are you saying

17 something else or am I just confused by

18 the RFP, I'm not sure? So the RFP states

19 that you put the budget together using

20 the 50,000 dollar number, but we were

21 told just now to use the 49,000 dollar

22 number.

23 MR. FRENZEL-BERRA: Yes. So for

24 the exercise of putting a budget, an

25 annual budget for your proposal together,

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2 use the 50,000 dollar figure.

3 MR. SENTIGAR: O.K.

4 MR. FRENZEL-BERRA: But
5 understand that the first six months of
6 it --

7 MR. SENTIGAR: Of course. O.K.,
8 that makes sense.

9 MR. FRENZEL-BERRA: And then the
10 difference will be if you get a contract
11 award and you come in to a fixed
12 contract, the budget will be worked out
13 for those six months.

14 MR. SENTIGAR: O.K., thank you.

15 My next question is about age
16 groups. We already operate TILs that are
17 18 to 21. Can consumers in those TILs
18 transition into a 21 to 24 TIL?

19 MR. SCOTT: So let me make sure
20 I'm clear on the question. So if you
21 were to be awarded a 21 to 24 year TIL,
22 can the youth who are in your current 16
23 to 20 TIL transition into that?

24 MR. SENTIGAR: Yes.

25 MR. SCOTT: The answer is yes.

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2 MR. SENTIGAR: And then a
3 follow-up to that, does the clock reset
4 for TILs? So let's say, there's someone
5 in the lower age TIL and they've been in
6 there for -- what's the max number of
7 years you can be in a TIL?

8 MR. SCOTT: Two years.

9 MR. SENTIGAR: So they've been
10 in there for one year. Does the clock
11 reset if they go to the 21 to 24 TIL at
12 two years or could they because they've
13 spent a year in the lower TIL and thus
14 they only have a year left in the 21 to
15 24 TIL?

16 MR. SCOTT: Based on the way the
17 current system is, so I'll just answer
18 that, if a youth is in a Crisis and you
19 know the Crisis is 16 to 20 and that
20 youth transitions to the TIL, they will
21 not start at the, say, the 61-day of that
22 TIL, for to lose it, the one- or the
23 two-year. So if they were to transition
24 into a new TIL, then the clock restarts.

25 MR. SENTIGAR: O.K. I think

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2 that's it.

3 Do you have any recommendations
4 on borough location?

5 MS. CANTELMY: I mean, I feel
6 like there's a need everywhere and in
7 every borough, so we don't really have a
8 recommendation.

9 MR. SENTIGAR: And then, I know
10 the award says 60 beds, preferably 20
11 Shelter, 40 TIL. Would you accept lower
12 bed numbers, like ten?

13 MS. CANTELMY: Yes. It's a
14 minimum of three, but we do expect there
15 may be proposers that are giving us
16 proposals that are way less than 20.

17 MR. SENTIGAR: O.K., thank you.

18 MS. SHAW: Good afternoon.
19 Olesia Shaw, from Catholic Guardian
20 Services. I just have not one question.
21 For mother-baby placements will we be
22 paid for mothers and babies as separate
23 slots or one slot?

24 MR. SCOTT: Mothers and babies
25 are considered two. So basically if you

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2 were to propose a 20-bed program, you
3 would propose possibly a 10-bed female
4 and 10-bed child. So each one is
5 considered one entity.

6 MS. SHAW: O.K., thank you.

7 MS. SOPHER: Meredith Sopher,
8 Sheltering Arms. So the RFP says that
9 we're required to either have OCFS
10 certification on the site or have our
11 application submitted. Is there any
12 flexibility to propose a site over which
13 we don't yet have full control? So if
14 we, say, we've identified a potential
15 site and are in negotiations for a lease
16 but don't yet have the ability to submit
17 an OCFS application for certification.

18 MS. CANTELMINI: So we need to see
19 at least OCFS application or the actual
20 certificate itself. As long as you've
21 filed it, it doesn't have to be approved
22 but we do need to see that it is in the
23 process.

24 MS. SOPHER: So we have to
25 actually have control of the property,

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2 because we can't file, I don't believe,
3 for certification unless we actually have
4 a signed lease.

5 MR. SCOTT: We definitely do not
6 want you to sign a lease until you have
7 been awarded.

8 MS. SOPHER: That's the problem.

9 MR. SCOTT: So I think having
10 identified a possible location and
11 communicating that would suffice in terms
12 of us knowing that you are on the path to
13 having a space, a place in hand at the
14 time you are awarded.

15 MS. SOPHER: O.K. Thank you.

16 MR. SCOTT: You're welcome.

17 MS. RAMESH: Shilpa Ramesh, on
18 behalf of Ali Forney Center. Is there --
19 I know you mentioned the three minimum.
20 Is there a maximum number of awards that
21 DYCD would allow? And then, in terms of
22 the total funding, is that going to be
23 combined with the other Crisis/TIL money
24 that's out there for 18 to 21 or is this
25 separate funding; and if so, how much?

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2 MS. CANTELMY: We can't speak to
3 the max number of awards, but we do have
4 that max number of beds that will be
5 awarded, the 60. In terms --

6 MS. RAMESH: That's a max
7 number?

8 MS. CANTELMY: Number of beds.

9 MS. RAMESH: That's the max
10 number, 60?

11 MS. CANTELMY: Sixty.

12 But in terms of awards,
13 depending on how the competition looks,
14 how many proposals we get, it's hard to
15 say exactly how many awards we will
16 actually make.

17 MR. SCOTT: But just as I've
18 mentioned in my presentation with respect
19 to the OCFS, the max is number is 20, and
20 you would have to seek a variance to go
21 over the 20 if that's what your question
22 was.

23 MR. SENTIGAR: John Sentigar,
24 covenant House New York. Can we
25 co-locate shelters and TILs or put a 21

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2 to 24 shelter in a space where we already
3 have a DYCD shelter or a TIL in a space
4 where we already have a DYCD TIL?

5 MR. SCOTT: Good questions
6 today. Co-location is a matter that
7 needs to be discussed with our external
8 partner, OCFS, 'cause in regards to
9 certification, that would be a key
10 component of whether or not you can
11 co-locate a program with another program
12 in a site. So that question would need
13 to be fleshed out a little bit more after
14 award so that we can go forth with that.

15 MR. SENTIGAR: Thank you.

16 MS. WHITE: O.K., it seems
17 like everyone asked the questions you
18 needed to ask. Please be reminded that
19 once I conclude the conference, the panel
20 will no longer be available for any
21 questions. So this is your last chance.
22 After that, all questions can be
23 submitted via email to
24 rfpquestions@dycd.gov.

25 As we prepare to close this

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2 conference, I want to remind you that the
3 due date for submitting proposals for
4 this RFP is September 21st, 2018, at
5 2 p.m. in the HHS Accelerator system. Be
6 reminded once again that a separate
7 proposal must be submitted for each site
8 and bed type.

9 If any addenda to this RFP will
10 be issued, it will be made available
11 through the HHS Accelerator system. So
12 please make sure that all information you
13 submitted to us is correct and legible
14 because we want to be able to download
15 any information regarding this RFP in the
16 HHS Accelerator system. And that
17 concludes -- is there any organization
18 who has not signed in upon entering?

19 Good.

20 All right, thank you to much.
21 All the best to you. Have a good
22 afternoon. Have a good weekend. It's
23 Friday.

24 (Whereupon, the conference
25 concludes at 2:45 p.m.)

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CERTIFICATE

STATE OF NEW YORK)
) ss. :
COUNTY OF WESTCHESTER)

I, KATHLEEN T. KEILTY, a
Certified Shorthand Reporter and Notary
Public within and for the State of New
York, do hereby certify:

I reported the proceedings in
the within-entitled matter, and that the
within transcript is a true record of
such proceedings;

I further certify that I am not
related, by blood or marriage, to any of
the parties in this matter and that I am
in no way interested in the outcome of
this matter.

IN WITNESS WHEREOF, I have
hereunto set my hand this 12th day of
September, 2018.

Kathleen T. Keilty

KATHLEEN T. KEILTY, C.S.R.
License No. 000755

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