

New York State Office of Mental Health



**STATEN ISLAND SUPPORTED HOUSING
FOR ADULTS WITH SERIOUS MENTAL ILLNESS**

Request For Proposals

New York City Field Office

April 2012

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1 Introduction and Background

1.1 Purpose of the Request for Proposal

The New York State Office of Mental Health (OMH) announces this Request for Proposals (RFP) for the availability of funds to assume operation of ten (10) existing Supported Housing beds in Staten Island. Under this RFP, OMH seeks to identify a current New York City housing provider to assume operation of these beds. These units are located in scattered-site apartments in Staten Island. The successful applicant will need to assist residents in advocating with landlords to complete needed repairs in a timely manner. The successful applicant must agree to work with the agency that is surrendering the beds in order to ensure an appropriate transition with minimal disruption to the residents.

2 Proposal Submissions

2.1 Letter of Intent

It is mandatory that agencies interested in responding to the Request for Proposals submit a Letter of Intent to Bid to the OMH Issuing Officer by April 11, 2012. The Letter of Intent to Bid shall be non-binding.

Please mail the Letter of Intent to Bid to the Issuing Officer:

Laurie Danforth
Contract Management Specialist 1
New York State Office of Mental Health
Contracts and Claims – 7th Floor
44 Holland Avenue
Albany, New York 12229

ATTN: Letter of Intent – Staten Island Supported Housing RFP

2.2 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:

[Laurie Danforth](#)
Contract Management Specialist 1
New York State Office of Mental Health
Contracts and Claims-7th Floor
44 Holland Avenue
Albany, NY 12229

2.3 Key Events/Timeline

RFP Release Date	April 4, 2012
Mandatory Letter of Intent Due	April 11, 2012
Questions Due	April 25, 2012
Questions Posted on Website	May 2, 2012
Proposals Due	May 16, 2012
Award Notification	June 15, 2012
Anticipated Start Date	July 1, 2012

2.4 RFP Questions and Clarifications

All questions or requests for clarification concerning the RFP shall be submitted in writing to the Issuing Officer by fax at (518) 402-2529 or by [e-mail](#) by April 25, 2012. The questions and official answers will be posted on the OMH website by May 2, 2012 and will be limited to addressing only those questions submitted by the deadline. No questions will be answered by telephone or in person.

2.5 Addenda to Request for Proposals

It is the bidder's responsibility to periodically review the OMH website to learn of revisions or addendums to this RFP. Changes to the RFP will also be posted in the NYS Contract Reporter. No other notification will be given.

2.6 Eligible Agencies

Agencies eligible to respond to this RFP are: (1) not-for-profit agencies with 501(c)(3) incorporation that have experience providing housing and mental health support services to individuals with serious mental illness in New York City, and who receive funding from OMH for those programs.

2.7 Disqualification Factors

Following the opening of bids, a preliminary review of all proposals will be conducted by the Issuing Officer or a designee to review each proposal's submission for completeness (as defined in Section 2.8) and verify that all eligibility criteria have been met. Proposals that do not meet basic participation standards will be disqualified, specifically:

- Proposals that do not comply with the RFP required format as defined in Section 2.8; and
- Proposals from current providers of OMH licensed programs that are in Tier III, or equivalent, status.
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2.8 Instructions for Bid Submission and Required Format

Each proposal is required to contain:

1. Agency Transmittal Form ([Appendix A](#));
2. Proposal Narrative;

3. Operating Budget ([Appendix B](#));
4. Budget Narrative ([Appendix B1](#)).

The Proposal Narrative should be concise (no more than 20 pages, not including attachments). The Operating Budget and Budget Narrative ([Appendix B](#) and [B1](#)) are separate documents that appear in the RFP section of the OMH website and can be downloaded in Excel or PDF format. Bidders must **not** substitute their own budget format. **Failure to use the provided Operating Budget and Budget Narrative formats may result in disqualification for non-responsiveness.**

Bidders must submit six (6) unstapled copies of the full proposal package by mail or hand delivery to be received by close of business on May 16, 2012. Bidders should allow a sufficient mail delivery period to ensure timely arrival of their proposals. Proposals shall not be submitted via e-mail or facsimile. Any proposal received after the deadline will be reviewed solely at the discretion of OMH.

2.9 Executive Order #38

Pursuant to Executive Order#38 (<http://www.governor.ny.gov/executiveorder/38>), dated January 18, 2012, State agencies are required to promulgate regulations and take any other actions within the agency's authority, including amending agreements with providers, to limit provider administrative costs and executive compensation. Any contract awarded through this RFP will be subject to such restrictions and to related requirements. Once established, the requirements will be posted to OMH's website.

2.10 Packaging of RFP Responses

Proposals should be sealed in an envelope or box and sent to:

Laurie Danforth, Contract Management Specialist 1
New York State Office of Mental Health
Contracts and Claims-7th Floor
44 Holland Avenue
Albany, NY 12229
Attn: Staten Island Supported Housing RFP

3 Administrative Information

3.1 Term of Contracts

Contracts will be written for a total period of five (5) years, with an initial period of one (1) year and four (4) annual renewals, dependent upon appropriated funding. OMH reserves the right to change the contract term for the first or second year so that it is more or less than 12 months in order to align the contract dates with OMH's New York City contract cycle (July 1 through June 30).

If an agency not previously awarded a contract as part of the original RFP evaluation is awarded beds through the reallocation process (see Section 4.3.2), the five (5) year contract term will commence on the award date. OMH reserves the right to change the first year's contract term, as stated above.

The OMH Direct Contract Form is available in [Appendix C](#).

3.2 Reserved Rights

OMH reserves the right to:

- Reject any or all proposals received in response to the RFP that are deemed non-responsive or do not meet the minimum requirements;
- Withdraw the RFP at anytime, at the agency's sole discretion;
- Make an award under the RFP in whole or in part;
- Disqualify a bidder whose conduct 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 a bidder's qualifications, experience, ability or financial standing, and any material or information submitted by the bidder in response to the agency's request for clarifying information in the course of evaluation and/or selection under the RFP;
- Prior to the bid opening, direct bidders to submit proposal modifications addressing subsequent RFP amendments;
- Prior to the bid opening, 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 bidders via the OMH website and the New York State (NYS) Contract Reporter;
- Eliminate any non-material specifications that cannot be complied with by all of the prospective bidders;
- Waive any requirements that are not material;
- Negotiate any aspect of the proposal in order to assure that the final agreement meets OMH objectives;
- Conduct contract negotiations with the next responsible bidder, should the agency be unsuccessful in negotiating with the selected bidder;
- 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 a bidder's proposal and/or to determine a bidder's compliance with the requirements of the solicitation;

- Conduct a readiness review of each selected bidder prior to the execution of the contract as set forth in Section 4.4;
- Cancel or modify contracts due to the insufficiency of appropriations.

3.3 Debriefing

OMH will issue award and non-award notifications to all bidders. Bidders that do not receive an award may request a debriefing in writing, regarding the reasons that their own proposal was not selected or disqualified, within 15 business days of the dated OMH notification letter. Written debriefing requests may be sent to the Designated Contact, as defined in Section 2.2 of this RFP.

3.4 Protests Related to the Solicitation Process

Protests of an award decision must be filed within twenty (20) business days after the notice of award or within 5 business days following the date of a debriefing meeting. The Commissioner or his designee will review the matter and issue a written decision within twenty (20) business days of the receipt of a 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 by mail to:

**NYS Office of Mental Health
Commissioner Michael F. Hogan, Ph.D.
44 Holland Avenue
Albany, NY 12229**

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 bidder's written submission as well as OMH internal reviews.**

The Evaluation will apply points in the following categories as defined in Section 5.5:

Technical Evaluation	
Population	20 points
Housing Implementation	30 points
Agency Performance Bidder's Narrative OMH Internal Reviews	30 points
Financial Assessment	20 points
Total Proposal Points	100 points

For a detailed description of evaluation criteria for the Technical Evaluation and the Financial Assessment components, see Section 5.5 (Proposal Narrative).

The OMH internal review will consist of an assessment of the bidder's organizational competency. This will include a review of the bidder's residential programs over the past two years to assess occupancy rates and admissions from priority populations.

4.2 Method of Evaluating Proposals

Designated staff will review each proposal for completeness and verify that all eligibility criteria are met. A complete proposal shall include all required components as described in Section 2.8. 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 of the deadline for receipt of proposals.

Evaluation of proposals will be conducted in two parts: Technical Evaluation and Financial Assessment. OMH's 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 applied to the final Financial Assessment score to arrive at final scores. Any proposal not receiving a minimum average score of 65 will be eliminated from consideration.

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

4.3 Process for Awarding Contracts

4.3.1 Initial Awards and Allocations

Proposals will be rated and ranked in order of highest to lowest score. An award of all 10 beds will be made to the applicant with the highest score.

4.3.2 Reallocation Process

There are a number of factors that may result in the Supported Housing units awarded to one contractor being reallocated. This includes, but is not limited to, the inability to maintain Supported Housing apartments and retention of clients in the housing. A contractor will be provided notification if the units allocated to it are reallocated.

To reallocate beds, OMH will go to the next highest ranked proposal that did not get the initial award of beds. If the agency does not accept the award, OMH will work its way down the list.

4.4 Award Notification

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

Upon receipt of an approved fully executed contract from NYS, contractors will assume full operation of the Supported Housing program.

5 Scope of Work

5.1 Introduction

This RFP is issued to provide rental assistance, contingency funds, and housing case management services for 10 individuals that meet the Supported Housing eligibility criteria outlined below.

The housing and services provided through this RFP are designated for current and future individuals meeting the following eligibility criteria:

Individuals with a serious mental illness, as defined in [Appendix D](#) (Criteria for Determining Serious Mental Illness) and are an OMH priority population. This includes individuals from Staten Island referred from a State operated psychiatric center or state operated transitional residence, residential treatment facility, acute care psychiatric hospital, or an adult home. Individuals from an OMH licensed housing program are also eligible for admissions to these beds. Within these groups, individuals with an Assisted Outpatient Treatment (AOT) order are eligible for priority access.

The Supported Housing units funded under this RFP are permanently designated to serve OMH priority populations. This means that vacancies that occur as these units “turn over” must also be filled with this population.

5.2 Objectives and Responsibilities

Supported Housing is “extended stay/long term” housing. Residents of Supported Housing can remain in this housing as long as their clinical and financial circumstances render them eligible and allow them to meet their responsibilities as a tenant. Supported Housing is not lost during acute hospitalization (90 days or less), and there are no program attendance requirements. Residents of Supported Housing are tenants and will have the same rights and responsibilities as any other tenant in New York City.

Supported Housing provides affordable, independent housing and access to community based support services based on the needs and desires of the resident. Residents of Supported Housing may be able to live in the community with a minimum of staff intervention from the contract agency. Others may need the provision of additional supports to help with the transition from a hospital setting, such as a bridge, an Assertive Community Treatment (ACT) team or intensive/ supportive case management services. Some residents may be coping with co-occurring substance abuse disorders and be at various stages of recovery.

Services provided by the contractor will vary, depending upon the needs of the resident. Supported Housing staff will encourage and assist residents to develop natural community supports, use community resources and pursue an individualized path towards recovery. Staff will help the individual to establish a household 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.

When possible, tenants should hold their own leases. Renting studio, one-bedroom and two-bedroom apartments scattered throughout the community is the norm. In instances where roommates are involved, the agency must facilitate cooperative arrangements on bill payments, division of household responsibilities and other matters.

Supported 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.

Supported Housing funding provides rent stipends, housing case management services, and contingency funds as specified in the Supported Housing Guidelines. There are no OMH licensing requirements. Contractors must comply with the OMH Supported Housing Guidelines and submit the OMH Verification Form on an annual basis. A copy of the [OMH Supported Housing Guidelines](#) is posted on OMH's website as part of this RFP and should be reviewed prior to responding to the RFP.

In addition, all buildings in which apartments are located must have a valid Certificate of Occupancy. The OMH New York City Field Office monitors Supported Housing and conducts site visits to review compliance with the Guidelines.

5.3 Reporting Requirements

Agencies that receive an allocation of housing resources under this RFP must agree to ensure that these units will only be filled with individuals who meet the eligibility criteria.

Agencies must conform to all OMH fiscal reporting requirements as outlined in the "Aid to Localities Spending Plan Guidelines." These guidelines are available on the Internet at <http://www.omh.ny.gov/omhweb/spguidelines/>.

Agencies awarded a Supported Housing contract will be required to maintain accurate reporting of all admissions and discharges through OMH's Child and Adult Integrated Reporting System (CAIRS) and comply with any requirements OMH may subsequently develop to ensure compliance. An agency must agree to submit the OMH Supported Housing Verification Form on an annual basis. They will be required to participate in the Single Point of Access. In addition, agencies will be required to provide updates on housing vacancies to the Center for Urban Community Services (CUCS) which publishes the "Vacancy and Information Update."

5.4 Operating Funding

Funding for scattered site Supported Housing is a combination of client rent payments and OMH funds. Residents of Supported Housing are required to pay 30 percent of their net income for rent and reasonable utilities. Contractors will receive annual funding for units awarded through an OMH contract at the current New York City Supported Housing rate (currently \$14,493 per unit). This funding is for rent stipends, housing case management services and contingency funds, as specified in the Supported Housing Guidelines.

5.5 Proposal Narrative

When submitting proposals for funding under this RFP, the narrative must address all of the components listed below, in the following order:

5.5.1 Population

1. Describe your experience with the population targeted and the delivery of services available to them in Staten Island. State your commitment to operating and filling vacancies in coordination with the NYC Field Office and the Single Point of Access (SPOA).
2. Describe in narrative form the characteristics of the population to be served in Supported Housing. Discuss such population characteristics as likely service history, present functional level, educational level, job history, forensic history, community living skills, existence of social supports, substance abuse history.
3. Describe in narrative form the service needs of the population, specific to the characteristics described in (2) above. Describe the approach that will be used to ensure their retention in the community.

5.5.2 Housing Implementation

1. State admission criteria and procedures; include time frames. Agencies cannot reject someone for housing based solely on the past history of potential residents.
2. Describe strategies for engagement of potential residents going into Supported Housing. Describe the process for the development of an individualized community re-integration strategy that will address issues of medication compliance, skill development, and substance use prevention. Describe strategies for engagement of existing residents and plans to assess and address their unmet needs.
3. Describe the services that will be provided directly by the sponsoring agency and other service providers. Identify community-based resources that will be available to recipients through referrals and/or linkage agreements. Indicate how these services support the residents' recovery from mental illness and substance abuse. Describe how all services will take into account the cultural and linguistic needs of the individual.

4. Explain recipient choice related to selecting an apartment and household furnishings. Note if the units will be single or shared apartments. If an individual will share an apartment, explain how recipients will be “matched” and how “roommate” issues will be resolved.
5. Supported Housing is considered “extended-stay” housing. Describe how this key principle will be reflected in the development and on-going operation of these units.
6. Include the agency’s policy regarding the recipient’s desire to reunite with children or live with a spouse or significant other while remaining in Supported Housing.
7. Provide a staffing plan. Note if these available beds will be part of the agency’s current Supported Housing, and if so, explain the impact on staffing ratios. Include a description of the roles and responsibilities of each staff member. Indicate the skills and experience each staff member will be expected to have. Describe initial and ongoing staff training and supervision. Describe the use of peer to peer services and supports that will be available.
8. Explain the lease arrangement. Attach a copy of the proposed lease or sublease agreement. For sublease arrangements, provide the rent collection and rent arrears procedure. Describe the supports provided by the agency to appropriately ensure rent payment is made on time by recipients.
9. Describe recipient assessment procedures and the development of a person-centered, strengths-based support plan. Attach a copy of any recipient assessment tools and a sample support plan.
10. Describe the process of support planning that will incorporate strategies to engage and motivate clients towards their recovery and provide an appropriate response to clients who are at risk of relapsing and/or begin refusing their medications. Discuss methods for ensuring integrated services for residents with co-occurring substance abuse disorders. Describe how residents will be assisted when a mental illness or substance abuse relapse occurs.
11. Provide the policy and procedure for terminating tenancy. Include a description of the range of interventions that would be used to prevent someone from losing their housing. In addition, explain how an individual may “graduate” from Supported Housing to permanent, independent housing. Describe the resources the agency will use to help someone achieve independence.
12. Provide discharge planning procedures and explain how the agency will create a culture of transition to ensure that residents are engaged in a process of moving towards more independent housing.

13. Attach the grievance procedure that will be provided to residents. Explain how recipients are empowered to provide input into Supported Housing practice on a formal and informal basis.
14. Explain the process for handling client emergencies after hours and on weekends.
15. Describe how you will work with the agency surrendering the program in order to ensure an appropriate transition with minimal disruption to the current residents of the program.

5.5.3 Agency Performance

1. Describe the agency's experience and approach in providing recovery-oriented housing and/or mental health services to persons with mental illness, including helping these individuals achieve their rehabilitation and recovery goals.
2. 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 Supported Housing agencies should indicate occupancy levels and ability to accept OMH priority populations. Base your response on the most recently published Residential Program Indicators Report. Also, note that agencies will be evaluated on the timeliness of CAIRS reporting.
3. **Note:** The OMH internal review will consist of an assessment of the bidder's organizational competency. This will include a review of the bidder's residential programs over the past two years. Previous OMH actions including, but not limited to, fines, revocations of operating certificates, limitations on operating certificates and/or repeat citations impacting client care will be reviewed in scoring agency performance. Additional areas of organizational competence include: percentage of admissions from OMH Psychiatric Centers or OMH-operated residential programs; transition of residents to more independent housing; and accuracy and timeliness of CAIRS reporting. If an agency received an award of Supported Housing from a previous allocation, the agency's performance in filling the beds within the contractual time frame and with the priority population specified will be rated.

5.5.4 Financial Assessment

1. Describe how client and, when applicable, non-client rent will be calculated. Explain how your agency plans to utilize contingency funds. Highlight other sources of funding, if any. Describe how your agency manages its operating budget.
2. Attach an operational budget. Assume a full year of operating funds (see [Appendix B](#)). Show sources of income including client "rent" and OMH funding. Bidders should list staff by position, full-time equivalence (FTE), and salary.
3. Also, bidders must complete a Budget Narrative which should include the following:
 - detailed expense components that make up the total operating expenses;

- the calculation or logic that supports the budgeted value of each category;
- description of how salaries are adequate to attract and retain qualified employees; and
- a description of how apartment rental assumptions 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.**