

Scope of Work

Adult Protective Services (APS) RFx EPIN: 06926P0014

Table of Contents

I. Program Background

- A. Program Purpose and Goals
- B. Target Populations

II. Program Expectations

- | | |
|--|-----|
| A. Qualifications and Experience | 10% |
| B. Assessment and Referral Services | 10% |
| C. Case Management Services | 30% |
| D. Support and Administrative Services | 15% |
| E. Monitoring and Reporting | 15% |
| F. Organizational Capability and Staffing Plan | 10% |
| G. Budget Management | 10% |

III. List of Reference Links

- Link: [New York State Social Service Law, Section 457](#)
- Link: [New York State Senate, Article 81](#)
- Link: [New York State Administrative Directive 96 ADM 18](#)
- Link: [New York Code of Rules and Regulations](#)
- Link: <https://codes.findlaw.com/ny/social-services-law/sos-sect-473.html>

IV. Evaluation Procedures and Basis for Contract Award

- A. Proposal Evaluation
- B. Evaluation Criteria
- C. Contract Award

Basic Information

General Guidelines	- To respond to this Request for Proposals (RFP)/RFx and all other Human/Client Services RFx’s, organizations must have a PASSPort account and have an Approved HHS Prequalification application in PASSPort. Proposals and prequalification applications will ONLY be accepted through PASSPort. If you do not have a PASSPort account or an approved HHS Prequalification Application in PASSPort, please visit www.nyc.gov/passport to get started. - Please allow sufficient time to complete and submit proposals, which include entering information, uploading documents, and entering log-in credentials. - Providers are responsible for the timely electronic submission of proposals. - Vendor resources can found at Resources Library MOCS. - If you need additional technical assistance with PASSPort, please contact the MOCS Service Desk at www.nyc.gov/mocshelp.																																										
Anticipated Contract Term	It is anticipated that the contract will begin on 7/1/2027, and that the term of the contract will be for three (3) years until 6/30/2030, with one (1) option to renew it for up to three (3) years.																																										
Anticipated Funding and Payment Structure	- Anticipated total maximum available funding: \$32,770,035.00 over the three (3) year contract term. - Anticipated annual funding for all awards: not to exceed \$10,923,345 annually. - Anticipated number of contracts: Four (4) - Payment structure: It is anticipated that the payment structure of the contract awarded from this solicitation will be one hundred percent (100%) line-item reimbursement based. <table><tr><th>Award</th><th>Service Area</th><th>Anticipated # of Contracts</th><th>Annual Cases</th><th>Total 3 - year Contract Cases</th><th>Annual Funding</th><th>Total 3 - year Contract Funding</th></tr><tr><td>1</td><td>Citywide</td><td>1</td><td>505</td><td>1515</td><td>\$2,744,422.50</td><td>\$8,233,267.50</td></tr><tr><td>2</td><td>Citywide</td><td>1</td><td>505</td><td>1515</td><td>\$2,744,422.50</td><td>\$8,233,267.50</td></tr><tr><td>3</td><td>Citywide</td><td>1</td><td>500</td><td>1500</td><td>\$2,717,250.00</td><td>\$8,151,750.00</td></tr><tr><td>4</td><td>Citywide</td><td>1</td><td>500</td><td>1500</td><td>\$2,717,250.00</td><td>\$8,151,750.00</td></tr><tr><td></td><td></td><td>4</td><td>2010</td><td>6030</td><td>\$8,151,750.00</td><td>\$32,770,035.00</td></tr></table> - The amounts above do not include the 25 percent allowance. Such allowance shall be added after selection and during contract negotiation. - An Indirect Cost Rate of 10% is included in the funding above.	Award	Service Area	Anticipated # of Contracts	Annual Cases	Total 3 - year Contract Cases	Annual Funding	Total 3 - year Contract Funding	1	Citywide	1	505	1515	\$2,744,422.50	\$8,233,267.50	2	Citywide	1	505	1515	\$2,744,422.50	\$8,233,267.50	3	Citywide	1	500	1500	\$2,717,250.00	\$8,151,750.00	4	Citywide	1	500	1500	\$2,717,250.00	\$8,151,750.00			4	2010	6030	\$8,151,750.00	\$32,770,035.00
Award	Service Area	Anticipated # of Contracts	Annual Cases	Total 3 - year Contract Cases	Annual Funding	Total 3 - year Contract Funding																																					
1	Citywide	1	505	1515	\$2,744,422.50	\$8,233,267.50																																					
2	Citywide	1	505	1515	\$2,744,422.50	\$8,233,267.50																																					
3	Citywide	1	500	1500	\$2,717,250.00	\$8,151,750.00																																					
4	Citywide	1	500	1500	\$2,717,250.00	\$8,151,750.00																																					
		4	2010	6030	\$8,151,750.00	\$32,770,035.00																																					
Questions Regarding this RFx	- Questions regarding this RFP must be sent in writing to the Agency Contact Person. - Questions received at least one (1) day prior to the Pre-Proposal Conference will be answered at the Conference. - Substantive information/responses to questions addressed at the Conference will be released in an addendum to the RFx to all organizations that are prequalified to propose to this RFx through PASSPort.																																										

Subcontracting Information	• Subcontractors may be used with the Agency’s prior approval. • All subcontractors must be fully approved by HRA prior to starting any work. • While subcontracting is permitted, there must be one lead agency. Strong partnerships with complementary community organizations and businesses are strongly encouraged. • Requirements, as set forth in the Program Expectations and other sections of this RFX, apply equally to any proposed subcontractor(s). • All contractors and subcontractors shall be subject to HRA approval before expenses are incurred, and payments are made.
---------------------------------------	--

Proposal Documents		
Required Documents	Document Type	Description
	Proposal Cover Sheet	Completed Proposal Cover Sheet
	Key Staff Resume	Resumes and/or Job Descriptions for Key Staff Positions.
	Organizational Chart	Program Organizational Chart, showing how the proposed services fit into the Proposer's organization. If applying with a proposed subcontracted entity or as a consortium, the Proposer must clearly show the proposed subcontract/consortium structure.
	Proposal Budget Summary	Provide a completed Proposal Budget Summary using the Excel template.
	IRS Documentation Letter [501 (c) (3)]	Proof of non-profit organization status.
	Linkage Agreements	From organizations providing community service, health services, social services, sub-contractors and partners.
	Letters of Reference	Three (3) letters of reference from non-government entities required.
	Staffing Plan	Plan that describes all the staff assignments necessary to adequately provide all the mandated support services.
Additional Requirements for all Documents	Proposal document file size cannot exceed 12 MB. Proposal documents must be in one of the following file formats: Word (.doc, .docx), PDF (.pdf), and Excel (.xls, .xlsx). If you need to combine documents, complete one of the following steps: ○ For Word documents: Cut and paste contents of all resumes into one Word document. ○ For PDF documents: Combine files into a single PDF. ○ For Printed documents: Scan the multiple documents into a single document.	

Section I – Program Background

A. Program Purpose and Goals and Target population

The Department of Social Services/Human Resources Administration (DSS/HRA) Adult Protective Services (APS) Program is seeking four (4) appropriately qualified Contractors (one per award) to provide Protective Services for individuals eighteen (18) years of age and older. Section 457.1 (b) of New York State Social Service law defines the target population of Protective Services eligibility as adults, eighteen (18) years of age and older, without regard to income, who, because of mental and/or physical impairments, meets all three (3) of the following criteria based on APS, as mandated by the State:

1. Unable to meet their essential needs for food, shelter, clothing, or medical care: secure entitlements due to them; or protect them from physical, sexual or emotional abuse; active, passive, or self-neglect; or financial exploitation.
2. In need of protection from actual or threatened harm, due to physical, sexual, or emotional abuse; active, passive, or self-neglect, or financial exploitation, or by hazardous conditions caused by the action or inaction of either themselves or other individuals.
3. Have no one available who is willing and able to assist them responsibly.

The selected Proposer(s) will perform assessments, develop service plans, and provide case management, referral, advocacy and financial management services to ensure that all needs of the adult at risk are met. Referrals are assessed for presumptive eligibility and are then assigned to the Contractor by the APS Central Intake Unit if a comprehensive assessment is needed. The rate of referrals to the Contractors are monitored by APS to ensure proper caseloads. The Contractor will provide Adult Protective Services in accordance with the New York Code of Rules and Regulations (NYCRR), Title 18, and Section 457.

- Link: [New York State Social Service Law, Section 457](#)
- Link: [New York State Senate, Article 81](#)
- Link: [New York State Administrative Directive 96 ADM 18](#)

Agency Goals and Objectives

The Agency's goal for this Request for Proposals (RFP)/RFX is to protect and maintain the stability of at-risk clients in the community. The Agency's objectives are to determine clients' eligibility for Adult Protective Services in all five (5) boroughs (citywide), and for clients identified as eligible, the Contractor will:

- develop and implement appropriate service plans;
- assist clients in obtaining benefits and entitlements; and
- coordinate other services in order to stabilize the individual's situation and provide for their safety and wellbeing.

HRA is seeking a total of four (4) appropriately qualified social service organizations to serve citywide up to two thousand ten (2,010) caseload level, broken down into four (4) awards. Awards 1, and 2 will be awarded five hundred five (505) annual caseloads; and Awards 3, and 4 will be awarded five hundred (500) annual caseloads for a total of two thousand ten (2,010) maintained caseloads per year. The total number of contracts awarded under this RFP will be four (4).

HRA reserves the right to award contracts to more than one contractor in any service area if, in HRA's sole opinion, the apparent winning proposer does not have the requisite capacity to manage the service

area's cases effectively, or the complexity of cases in the service areas requires more than one vendor in a particular service area. In addition, HRA reserves the right to allow any resultant contractor in a service area to provide services in another service area if, in HRA's sole opinion, the resultant contractor has failed or is failing to perform services in an unsatisfactory manner.

Section II – Program Expectations

A. Qualifications and Experience (10%)

1. Program Expectations:

The Proposer would have at least three (3) years of successful relevant experience within the last five (5) years including, but not limited to: Serving adult, individuals eighteen (18) years of age and older, without regard to income, who are mentally and/or physically impaired in all five (5) boroughs (citywide).

The Proposer would demonstrate the following qualifications and experience:

- Experience providing social services to individuals diagnosed with mental health, cognitive impairment, developmental disabilities, and/or substance abuse.
- Ability to provide Protective Services for adults including, but not limited to, case management, Assistance in applying and recertifying benefits, Referrals to outpatient medical and mental health providers, Assistance with relocation and/or applications to subsidies, including CityFHEPS, Referrals to the NYPD and District Attorney to address allegations of abuse and exploitation.
- A proven track record of acting as an effective partner with government, for-profit, and non-profit funding agencies.
- Capability to coordinate appropriate community interventions to stabilize individuals and ensure their immediate safety.
- Experience in ensuring housing stability through referrals to legal advocacy and direct services.
- Ability to work with landlords to stabilize tenancy, including the coordination of:
 - Heavy-duty cleaning and homecare services (provided by an HRA/APS vendor).
 - Representative payee services (Provided by HRA/APS).
- Skill in identifying and securing alternative housing resources or appropriate community living arrangements when a client can no longer remain in their current home.

2. Evaluation

This section will be evaluated based on the Proposer's relevant knowledge, and professional qualifications in serving mentally and/or physically impaired adults. This section is worth 10% of the total proposal score.

B. Assessment and Referral Services (10%)

1. Program Expectations:

The Proposer must demonstrate at least three (3) years of successful experience within the last five (5) years in citywide referral and assessment services, including the following requirements:

Rapid Response & Investigation:

- Commence investigations and conduct home visits within 24 hours for life-threatening situations, such as reports of no food, limited or no heat during winter months or no cooling mechanism during the summer months.
- Commence investigations and conduct visits within three (3) working days for referrals that do not indicate a life-threatening situation, including visits to hospitals or institutions if the client is not at home.

Comprehensive Assessment:

- Evaluate each client's ability to manage resources, perform activities of daily living (ADLs), and protect themselves from neglect or hazards.

Eligibility & Planning:

- Determine APS eligibility as defined by the NYS Social Service Law § 473 within 60 days of referral:
 - Individual, 18 or over, who is Mentally and/or physically impaired; AND
 - Due to these impairments, are unable to manage their own risks; AND
 - Have no one available who is willing and able to assist them responsibly.
- Complete an initial assessment and service plan addressing immediate risks and needs within 60 days of referral.
- Develop and implement service plans designed to maintain clients safely within their own communities.
- Maintain full, accurate case activity documentation in each client's records.

Caseload Management:

- Accept all HRA referrals up to contracted limits.
- Capacity to manage up to 115% of the maximum contracted caseload at any given time (up to 580 clients for awards 1 and 2 and 575 clients for awards 3 and 4) at no additional cost to the Agency.

2.Evaluation

This section will be evaluated on the quality of the proposed approach and the proposer's demonstrated expertise in referral and intake processes for impaired populations. This section is worth 10% of the total proposal score.

C. Case Management Services (30%)

1. Program Expectations

The Proposer must demonstrate at least three (3) years of successful experience within the last five (5) years providing comprehensive Case Management for adults (18+), diagnosed with mental

and/or physical impairment, including service plan development, home visits, and psychiatric consultation.

Caseload Requirements:

- Maintain a minimum active caseload of 505 (Awards 1 & 2) or 500 (Awards 3 & 4).
- Staffing ratio: One (1) supervisor per five (5) case managers, with an average of 30 cases per manager at any given time.

Service Standards & Documentation:

- Complete face-to-face contact at the client's residence at least once a month to reassess the client's environment, risk and continued eligibility criteria. Follow-up visits are required when face-to face contact is incomplete due to client not being home, or inability to access the premises.
- Develop initial plans within 60 days of eligibility; update and review every six (6) months with maximum client participation.
- Complete detailed notes in APS Net, the APS case management system, within three (3) working days of any contact.

Housing & Stabilization:

- Assist clients with housing subsidies, grants, and legal advocacy.
- Coordinate HRA cleaning and extermination services to address health/safety risks or facilitate homecare.

Financial & Legal Advocacy:

- Refer clients to HRA Financial Management Services (FMS) for representative payee needs.
- Request HRA's Office of Legal Affairs to petition for Article 81 Community Guardian via if efforts to address the client's risks were unsuccessful and the client appears to lack capacity and remains at imminent risk despite intervention. Requests must be submitted timely to ensure the safety and wellbeing of the client.

Preventive Service Program (PSP): Apply for PSP within 30 days of stabilizing cases.

- PSP I (Contact person available): Home visits every third month (counts as 25% of caseload weight).
- PSP II (No contact person): Home visits every other month (counts as 50% of caseload weight).

Case Closure:

- Terminate and close-out services when risks are resolved, the client no longer needs services, the client dies, or the client is institutionalized long-term.

2.Evaluation

Evaluation is based on the Proposer's approach to serving impaired populations and their demonstrated expertise in case management, stabilization, and mandated reporting. This section is worth 30% of the total proposal score.

D. Support and Administrative Services (15%)**1. Program Expectations**

The Proposer would demonstrate at least three (3) years of successful experience within the last five (5) years in managing administrative services for programs serving similar populations.

Program & Fiscal Administration

- Emergency Imprest Fund: The Proposer would establish and manage a sub-imprest fund to address clients' short-term emergency cash needs. The Proposer would maintain rigorous documentation (e.g., receipts), comply with Agency internal controls, and cooperate with fiscal audits conducted by HRA's Bureau of Internal and Vendor Audit.
- Internal Controls: The Proposer would implement robust inventory and fiscal controls for all administrative expenses, program support costs, and overhead.
- Grievance Procedures: the Proposer would establish a formal system for clients to file grievances. The Proposer would advise clients of their rights and the fair hearing process, while actively investigating, reporting, and resolving complaints regarding service quality.

Records Management

- The Proposer would maintain individual client files in a secure location, complying with City record retention policies. All records would be kept for at least seven (7) years following contract expiration.
- The Proposer would secure and maintain copies of critical client identification (e.g., SSN, ID, award letters) within case files.
- The Proposer would acknowledge that all case records, data, and images are the property of HRA and must be provided to the Agency in an electronic format.
- The Proposer would certify that all client information will be held in strict confidence. Data may not be disclosed to any third party except as authorized by law or with prior written approval from HRA.

2. Evaluation

This section will be evaluated based on the quality of the administrative approach and the Proposer's demonstrated qualifications in program administration and fiscal oversight. This section is worth 15% of the total proposal score.

E. Monitoring and Reporting (15%)**1. Program Expectations**

The Proposer would demonstrate at least three (3) years of successful experience within the last five (5) years in the monitoring and reporting of Adult Protective Services (APS) or similar mandated programs.

- The Proposer would implement a comprehensive self-evaluation plan with specific performance standards to ensure continuous compliance with contractual obligations and New York State regulations.

- The Proposer would complete all required New York State and HRA forms and data collection. All electronic record systems must conform to applicable confidentiality laws, rules, and privacy policies.

Reporting Deliverables:

- The Proposer would submit monthly statistical reports alongside billings in the format and forms prescribed by HRA/APS.
- The proposer would provide reports according to the timeframes and deadlines established by HRA.
- The Proposer would grant HRA administrators' immediate access to case files, managerial reports, and any dashboard data from the electronic case management system for review or audit purposes upon request.

2. Evaluation

This section will be evaluated based on the quality of the monitoring approach and the Proposer's demonstrated expertise in data management and regulatory reporting for the target population. This section is worth 15% of the total proposal score.

F. Organizational Capability and Staffing Plan (10%)**1. Program Expectations:**

The Proposer would demonstrate the capacity to provide services for the target population as evidenced by a minimum of at least three (3) years of successful relevant experience within the last five (5) years.

The Proposer would have:

- a. The organizational structure and capacity to integrate the program into overall operations, as demonstrated by existing infrastructure, or would develop/expand infrastructure in order to support the program.

The Proposer would:

- b. Hire qualified staff who can provide evidence of successful and relevant paid or volunteer experience in serving mentally and/or physically impaired individuals in either a mental health facility or agency; a protective services agency or other human service agency; a home care agency; or in a hospital, or other health care agency. Staff qualification and experience for each title (Program Director, Supervisor, Caseworker/Case Manager, Accountant, and Bookkeeper) with the following qualifications:

- a) **Program Director** dedicated 100% to the Adult Protective Services program with at least a master's level degree in gerontology, social work psychology, sociology, or a related social services area and case management experience working with elderly, mentally ill, and/or physically impaired clients; if master's level is not in majors listed above, then a Bachelor's level degree in social service related field is acceptable, plus a master's degree and five (5) or more years supervisory, administrative/management experience.

- b) **Supervisory Staff** with at least a master's level degree in gerontology, social work, psychology, sociology, or a related social services area and case management experience working with elderly, mentally ill, and/or physically impaired clients, a Bachelor's or an Associate level degree in social

service related field with a master's degree plus two (2) or more years senior supervisory or management experience.

c) **Caseworker / Case Manager** with at least a bachelor's level degree in gerontology, social work, psychology, sociology, criminal justice, or a related social services area and case management experience working with elderly, mentally ill, and/or physically impaired clients.

d) **Accountant** with at least a bachelor's degree in either accounting, finance, or economics with related accounting work experience; and

e) **Bookkeeper** with at least an Associate or bachelor's level degree in accounting or related field, or related work experience, or a certificate in bookkeeping.

c. The proposer would ensure that a supervisor / manager, with access to a line worker, would be available to address twenty-four (24) hour emergencies as needed.

d. The proposer would provide training for all new case workers and supervisors; provide on-going staff training, monitoring, and supervision.

e. The proposer would provide, when scheduled, State or Agency-sponsored staff training regarding special topics or mandatory procedures. on monthly home visits, cold alerts, heat alerts, or any emergency situations.

f. The proposer would replace any vacant position with a new hire within three (3) months or earlier of the position's vacancy.

2. Evaluation:

This section will be evaluated based on the quality of the proposed approach to Organizational Capacity and Staffing Plan and the extent to which the Proposer demonstrates successful relevant knowledge, qualification, and experience based on the criteria in this section. This section is worth 10% of the total proposal score.

G. Budget Management (10%)

1. Program Expectations:

The proposer would have at least three (3) years of successful relevant experience within the last five (5) years managing contract budgets for programs serving similar populations as outlined in this RFP.

a. The Proposer would include in their Proposal document a Budget Narrative that fully describe how they would plan and manage budgets for this program, based on the program expectations outlined throughout this RFP and consistent with the proposed program design.

Budget Narrative would include:

b. Justification for each cost item with a description of how the budget would support the proposal, including the identification and justification of all Personnel Services (PS) and Other than Personnel Services (OTPS), including administrative costs, fringe benefits, and startup costs (if applicable), and indirect cost.

For Personnel Services (PS):

List the titles of each position (full time and part time) for this program and explain how the costs for each position were determined (such as a percentage of full-time salary or hourly rate multiplied by the number of hours).

For Other than Personnel Services (OTPS):

- d. For Operation, Utilities and Other Support Expenses, list each item and explain how the costs (of each one) were determined.
- e. For Rent and Occupancy, describe the space cost including those involving a rental expense, their importance in the proposed program and how costs were determined.
- f. For Contracted Services, list the associated cost included in the funding request, explaining how the cost of the assigned work for the program was calculated. If it is a non-program service would be purchased from a vendor, describe the nature of the service, why it is needed, and how the costs relating to its purchase were determined.

For Indirect Costs:

- g. Identify the proposed Indirect Costs Rate (ICR) and explain how the rate was determined and applied to the proposed budget. The proposed rate must be supported by applicable documentation and prepared in accordance with the City of New York's Health and Human Services Cost Policies and Procedures Manual (Cost Manual).

2. Evaluation:

This section will be evaluated based on Proposer's demonstrated successful relevant experience and the quality of the proposed approach to operate and manage the budget based on the criteria in this section. This section is worth 10% of the total proposal score.

Section III – List Reference Links

- New York State Social Service Law, Section 457 and Title 18
Link: [New York State Social Service Law, Section 457](#)
- New York State Administrative Directive 96 ADM 18
Link: [New York State Administrative Directive 96 ADM 18](#)
- New York State Mental Hygiene Law, Article 81
Link: [New York State Senate, Article 81](#)
- New York State Social Service Law, Section 473
Link: <https://codes.findlaw.com/ny/social-services-law/sos-sect-473.html>
- New York Code of Rules and Regulations
Link: [New York Code of Rules and Regulations](#)

*All attachments to this RFP can be found in the PASSPort System.

Section IV – Evaluation Procedures and Basis for Contract Award

A. Proposal Evaluation

All Proposals accepted by HRA will be reviewed to determine whether they are responsive or non-responsive to the requirements of this RFP. Proposals which HRA determines to be non-responsive will be rejected. HRA's Evaluation Committees will evaluate and rate all remaining proposals based on the Evaluation Criteria outlined in this RFP. HRA reserves the right to conduct site visits, to conduct interviews, or to request that Proposers make presentations, as deemed applicable and appropriate. Although HRA may conduct discussions with proposers submitting acceptable proposals, it reserves the right to award contracts on the basis of initial proposals received without discussion; therefore, the Proposer's initial proposal should contain its best programmatic terms.

B. Evaluation Criteria

Qualifications and Experience	10%
Assessment and Referral Services	10%
Case Management Services	30%
Support and Administrative Services	15%
Monitoring and Reporting	15%
Organizational Capability and Staffing Plan	10%
Budget Management	10%

C. Contract Award

A contract award will be made to the responsible proposer whose proposal is determined to be the most advantageous to the City, taking into consideration the price and such other factors or criteria that are set forth in this solicitation. Award selection will be based on the highest technically rated proposal whose price does not exceed the maximum cost set forth in this solicitation. The service area for this RFX is Citywide. DSS/HRA will award four (4) contracts Citywide, NY.

Contract awards shall be subject to the timely completion of contract negotiations between the Agency and the selected proposers and a determination of both vendor responsibility and administrative capability.

However:

- DSS/HRA reserves the right to award less than the full amount of funding requested based on the proposer's demonstrated organizational capability, programmatic distribution, geographic distribution, and the best interests of the City.
- DSS/HRA reserve the right to skip proposers and make awards that ensure the availability of services across the entire service area, and/or to ensure appropriate coverage of the service area's target populations.
- DSS/HRA reserves the right, prior to contract award, to determine the length of the initial contract term and each option to renew, if any, as allowed by the New York City Procurement

Policy Board Rules.

- Should any additional funding become available prior to the beginning of the contract, negotiations may also include capacity increases as compared to the proposed capacity criteria set forth in the RFP.
- DSS/HRA reserves the right to assign winning proposer to work sites or areas other than might have initially been proposed after selection and award.
- HRA reserves the right to award contracts to more than one contractor in any service area if, in HRA's sole opinion, the apparent winning proposer does not have the requisite capacity to manage the service area's cases effectively, or the complexity of cases in the service areas requires more than one vendor in a particular service area. In addition, HRA reserves the right to allow any resultant contractor in a service area to provide services in another service area if, in HRA's sole opinion, the resultant contractor has failed or is failing to perform services in an unsatisfactory manner.

Community Hiring Requirements

Pursuant to Section 3502 of the New York City Charter, the contract(s) to be awarded from this solicitation would be subject to the Community Hiring requirements set forth in the rules promulgated under Title 74 of the Rules of the City of New York ("Community Hiring Rules"). The contract(s) awarded with a total/cumulative value more than three million dollars (\$3,000,000) will require the Vendor to make best efforts to employ Income-Based Community Hires as defined under Section 1-02 of the Community Hiring Rules, in order to meet the workforce goal (the "Community Hiring Goal"). Any sub-vendor awarded to perform services or other obligation under a sub-agreement exceeding twenty thousand dollars (\$20,000) in total dollar value would be required to make best efforts to extend offers of employment to Income-Based Community Hires.

The Community Hiring Goal is to hire one Income-Based Community Hire for every five hundred thousand dollars (\$500,000) in total value of the Contract(s) awarded. For credit towards the Community Hiring Goal, the Income-Based Community Hire hired by the Vendor or sub-vendor does not need to perform services under this Contract to be credited towards the fulfillment of the goal.