



# **Office for the Prevention of Domestic Violence**

## **REQUEST FOR PROPOSAL**

### **The New York State Domestic & Sexual Violence Hotline 2021 - 2024**

**Andrew M. Cuomo, Governor**

**Kelli Owens, Executive Director**

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## I. REQUEST FOR PROPOSAL SPECIFICS

### A. IMPORTANT DATES

RFP Release Date:	May 26, 2021
Deadline for Submission of Questions:	June 9, 2021
Pre-Bid Webinar:	June 9, 2021
Response to Questions:	On or About June 11, 2021
Proposal Due Date:	July 9, 2021 12:00PM EST
Anticipated Notification of Awards:	On or About August 2, 2021
Contract Start Date:	October 1, 2021

#### **The NYS Office for the Prevention of Domestic Violence**

##### **Mission**

To improve New York State's response to and prevention of domestic violence with the goal of enhancing the safety of all New Yorkers in their intimate and family relationships.

##### **Vision**

To create a State in which communities and systems are committed to supporting and promoting equality, dignity and respect so that individuals can feel safer in their intimate and family relationships.

## B. OVERVIEW

This document provides program and application guidelines for the NYS Domestic & Sexual Violence Hotline Request for Proposal (RFP). The NYS Office for the Prevention of Domestic Violence (OPDV) is accepting proposals from the following to manage, operate and promote the NYS Domestic & Sexual Violence Hotline, hereinafter referred to as “The Hotline”:

- NYS [domestic violence providers/programs that are licensed and/or approved by the NYS Office of Children and Family Services \(OCFS\)](#);
- NYS [rape crisis programs approved by the NYS Department of Health \(DOH\)](#);
- NYS [victim assistance programs currently funded by the Office of Victim Services \(OVS\)](#);
- Other organizations as designated by the New York State Coalition Against Domestic Violence (NYSCADV) [provider directory](#);
- Other organizations as designated by the New York State Coalition Against Sexual Assault (NYSCASA) [provider directory](#)

OPDV will fund one grant of up to \$1,860,000.00 for the contract period October 1, 2021 – September 30, 2024. Applicants may apply as individual organizations. Joint applications are allowable as long as all parties meet the eligibility requirements outlined above. The primary applicant should include a Letter of Intent from the partnering organization demonstrating the plan for providing joint services as The Hotline. Partnering organizations must also meet the eligibility criteria outlined above. Letters of Intent from entities that do not meet the eligibility requirements outlined above will not be allowed and the application will be disqualified.

The statewide, toll-free, confidential Hotline operates 24 hours per day, 7 days per week, 365 days per year. It provides trained counselors who respond to a variety of service needs including crisis intervention, supportive counseling, and information and referral service. The Hotline can be contacted via phone, text or chat. Individuals contacting the Hotline include victims of domestic and sexual violence, concerned others (e.g., family members, friends and co-workers), and professionals (e.g., professionals from human services, health care and criminal justice). The Hotline provides multi-language accessibility as well as 711 Telecommunications Relay Services (TRS). TRS permits persons with a hearing or speech disability to use the telephone system via a text telephone (TTY) or other device to call persons with or without such disabilities. Additionally, the Hotline connects callers to their local domestic violence service providers by actively listening, responding to caller needs, and directly connecting the caller to their local provider. This is a vital element of the Hotline’s service provision because it assists the caller in making a potential long-term connection to domestic violence services in their communities.

Proposal applications must be completed electronically in the Grants Gateway. All final applications must be received by the **New York State Grants Gateway System** by the Proposal Due Date indicated in the Important Dates section of this RFP.

Applications will be evaluated in accordance with the RFP requirements and selected for funding consistent with the best interests of the state. Applicants are encouraged to demonstrate in their response to this solicitation how their proposal supports New York's commitment to providing hotline services in a survivor-centered and trauma-informed way.

## **C. HOTLINE CORE SERVICES, DATA & PROPOSAL REQUIREMENTS**

### **Hotline Core Services**

Hotline core services include:

- Crisis intervention
- Supportive counseling
- Information services
- Direct referral services
- Technical support to professionals
- Prison Rape Elimination Act (PREA) Hotline
- Hotline management and operations

***Crisis Intervention:*** Crisis calls (via phone, chat or text) may include calls about an active or recent violent incident. In these cases, counselors may contact law enforcement and remain on the telephone/device while police respond. They may also encourage callers to disconnect and contact law enforcement when appropriate. Counselors may also call for emergency medical services. Counselors also receive contacts from individuals in emotional crisis. In these cases, they may provide supportive counseling and planning for future needs associated with the crisis.

Crisis contacts may also include inquiries about basic needs such as lack of shelter, food or money. In these cases, counselors may provide information and referral services.

***Supportive counseling:*** Counselors provide emotional support, information, and referrals and discuss safety plans with individuals.

### ***Information Services:***

***Domestic Violence*** – information may include but not be limited to information about: domestic violence, domestic violence residential and non-residential services, rape crisis programs, legal rights and options, Family Justice Centers, immigration issues, child custody and support rights and options, safety planning, and public benefits available.

***Sexual Violence*** – information may include but not be limited to information about: sexual assault, adult sexual assault vs. child/adolescent sexual assault, sexual

violence in the context of domestic violence, common reactions to sexual violence and trauma, options for medical intervention, rape crisis programs, domestic violence programs, SANE/SAFE programs, Child Advocacy Centers, safety planning, and legal options.

***Direct Referral Services:*** Referrals may include but will not be limited to: residential and/or non-residential domestic violence programs, rape crisis programs, health providers, immigration programs, law enforcement departments, district attorneys' offices, Family Justice Centers, local social services districts, community-based human services programs/initiatives, local children/youth programs, Child Advocacy Centers, public housing departments and culturally specific programs. Successful applicants must commit to ongoing community collaboration, data sharing, and sharing of best practices with local domestic violence service providers to enhance statewide and local relationships.

***Technical Support to Professionals:*** Technical support may include but will not be limited to: the issue of domestic violence, cultural responsiveness, immigration as it relates to immigrant victims of domestic violence, and referrals to programs as requested. Requests for technical assistance regarding sexual assault will be referred to the New York State Coalition Against Sexual Assault.

***PREA Hotline:*** Provide services for incarcerated individuals according to the Prison Rape Elimination Act (PREA) between the hours of at least 8AM and 11 PM and respond/refer per NYS Department of Corrections and Community Supervision (DOCCS) and NYS Office of Victim Services (OVS) protocols.

### ***Hotline Management and Operations:***

#### ***Training***

The Hotline must ensure initial and periodic training of all staff regarding: policies and protocols pertaining to Hotline operation, domestic and sexual violence, cultural responsiveness, referral resources and services, and other relevant issues.

Prior to contract start, as per NYCRR 69-5, all staff/volunteers must have received the required advocate training for the purpose of rape crisis certification. Additionally, prior to contract start, all staff working the PREA Hotline must participate in training as prescribed by DOCCS in conjunction with local PREA partner programs and/or the NYS Coalition Against Sexual Assault (NYSCASA).

#### ***Database Management***

Maintain and update the central database of pertinent resources and informational/referral materials such as contact information for local domestic violence providers and community-based agencies. Any resource developed should be freestanding, as it will be shared with, and primarily owned by, OPDV.

### *Quality Control*

It is essential that contacts to the Hotline are answered in an efficient and professional manner. Incoming contacts must be monitored to ensure service provision is appropriate and meets the needs of those reaching out. Contacts must also be answered quickly to ensure a feeling of dependability by those reaching out. Additionally, there must be English and Spanish speaking staff members present at all times of operation. In the event that an individual whose primary language is not English or Spanish contacts the Hotline, interpretation services will be provided in the language of the person seeking services.

### *Performance Measures*

Hotline data is reported on a quarterly and annual basis through a variety of mechanisms including reporting to the Governor's Office and through OPDV's web site. Data must be available as needed and upon request for trend analysis.

### *Hotline Management*

Meet or conference call periodically with state level stakeholders, which will include a broad spectrum of agencies/individuals, including staff from NYS Office for the Prevention of Domestic Violence (OPDV) as well as NYS Coalition Against Domestic Violence (NYSCADV), the NYS Coalition Against Sexual Assault (NYSCASA), Department of Corrections and Community Supervision (DOCCS) and the Office of Victim Services (OVS) to discuss issues, trends, marketing and promotion of the Hotline. Additionally, the Hotline will meet or conference call periodically with DOCCS and local PREA partner programs to address factors unique to the PREA hotline.

Management assigned to the Hotline should meet periodically to discuss relevant issues.

### **Hotline Data**

OPDV publishes [annual data](#) about calls to the Hotline. Some of the data reported includes, but is not limited to: volume of calls, services requested, demographic information, numbers of referrals made, and data specific to the PREA Hotline.

Additionally, regular requests for data are made to the Hotline provider from OPDV on behalf of sister agencies, outside stakeholders, governmental and legislative partners, and others. These requests must be responded to as expediently as possible with the understanding that data will be shared with necessary parties.

OPDV will work with the awardee to outline specific data points, in addition to those listed above, to be collected once the contract is initiated. On-going conversations about data collection and reporting will be incorporated into the contract workplan.

## **Proposal Requirements**

Successful proposals will describe the applicant's experience:

- Managing, operating and promoting 24/7/365 statewide, multi-lingual, toll-free Hotline providing information and referral services to victims of domestic and sexual violence, concerned others and professionals
- Training hotline counselors, including training to be provided/proposed for operation of the NYS Domestic & Sexual Violence Hotline
- Supervising hotline staff
- Maintaining and updating resources and informational/referral materials such as contact information for local domestic violence providers and community-based agencies
- Responding to text and/or chat communication and providing digital/remote advocacy
- Ensuing quality control and addressing all complaints regarding Hotline calls
- Providing performance measure reporting and trend analysis information for publication including describing infrastructure for data collection/maintenance
- Providing hotline services in a survivor-centered and trauma-informed way
- Corresponding/collaborating with stakeholders on an ongoing basis at the request of OPDV

A workplan for the project is attached. Please review for specific responsibilities.

## **D. ADMINISTERING AGENCY**

OPDV is an Executive-level state agency, created in 1992. OPDV's mission is to improve New York State's response to and prevention of domestic violence with the goal of enhancing the safety of all New Yorkers in their intimate and family relationships. In fulfilling this goal, OPDV has three primary areas of focus:

- Advise the Governor and legislature on policies and practices for the state;
- Train New York State professionals from all systems about the intersection of domestic violence in their daily practice; and
- Serve as a resource regarding the issue of domestic violence by disseminating regular public awareness campaigns, publishing materials for use by not-for-profits and victims, distributing local assistance funds and highlighting best practices in the field.

OPDV is committed to supporting programs that meet the needs of all victims, especially underserved populations.



## **E. FUNDING**

Funds for this contract are provided by the New York State Office for the Prevention of Domestic Violence Aid to Localities appropriation, which is funded by the state general fund, and federal funding administered by the Office of Victim Services (OVS). All agreements and funding are subject to the availability of funds. OPDV reserves the right to revise the award amount as necessary due to changes in the availability of funding.

Funding is not guaranteed. Modifications or additional requirements may be imposed during the award and/or contract period. All funding must support program efforts that will be accomplished during the contract period. Funding under this program must supplement, not supplant, non-grant funds that would otherwise be available for expenditure on the programs proposed. Any unused funds will be redistributed pursuant to a plan approved by the Executive Director of OPDV, or by a designee.

### **Funding Amounts**

The contract is a 36-month (3 year) award of up to \$1,860,000.00. Proposed budgets must reflect amounts not exceeding those stipulated in the Evaluation of Proposals section.

### **Eligible Costs**

- Salary
- Fringe
- Contractual Services
- Travel
- Equipment
- Other (office supplies, printing, telephone, technology {phone, connectivity, etc.}, indirect costs {federally approved rate})

Any additional costs incurred are the responsibility of the provider/program. Proposed budgets that include charges to OPDV in categories other than those identified above will be disqualified. Budgets that reflect match contributions by the applicant are permissible, but not required.

### **Ineligible Costs**

- Audit costs
- Insurance costs
- Vehicles
- Any and all costs that would be disallowed under New York State law, including, but not limited to Office of the State Comptroller regulations and/or guidelines.

## F. ELIGIBLE APPLICANTS

Applicants must be from the following groups:

- NYS [domestic violence providers/programs that are licensed and/or approved by the NYS Office of Children and Family Services \(OCFS\)](#);
- [NYS rape crisis programs approved by the NYS Department of Health \(DOH\)](#);
- NYS [victim assistance programs currently funded by the Office of Victim Services \(OVS\)](#);
- Other organizations as designated by the New York State Coalition Against Domestic Violence (NYSCADV) [provider directory](#);
- Other organizations as designated by the New York State Coalition Against Sexual Assault (NYSCASA) [provider directory](#)

In order to be considered eligible, applicants must have:

- the ability to operate The Hotline in real time and with actual staff 24 hours a day, 7 days a week, every day of the year, with an explanation of the process for handling after-hours contacts;
- the ability to seamlessly assume the duties of The Hotline in all its capacities, without interruption, as of midnight on October 1, 2021;
- a plan for continuation of operation of the Hotline in the event of local, statewide, or national emergencies that may affect ability to continue business as usual. This may include incorporating local program hotlines into existing operations during emergency situations;
- the ability to incorporate local hotline call volume when necessary to ensure there is no gap in services for local communities;
- the ability to implement and maintain The Hotline for the entire prospective term of the contract (October 1, 2021 – September 30, 2024) even if the award amount of each budget period is expended prior to the end date of the period;
- experience and/or demonstrated ability to provide information and referral via a hotline (phone, text and chat functionality);
- experience providing phone, text and chat-based information and referrals related to domestic violence and sexual assault within New York State;
- access to, and appropriate training for, a data collection software system prior to the assumption of Hotline duties;
- English and Spanish speaking staff present to take Hotline calls/chat/texts during all times of operation;
- the ability to communicate with callers (phone, chat and text) in their primary language by use of interpretation services;

- a plan to provide accurate, timely, and up-to-date information and referral services to victims of domestic and sexual violence. Program must exhibit the ability to maintain and update referral and resource listings as the contract progresses;
- proficiency in providing multi-cultural services;
- experience or a plan to provide Hotline services in a survivor-centered and trauma-informed way;
- ability to provide data and data analysis of call/chat/text volume, demographics of help seekers, needs of help seekers, and any other relevant data necessary to improve the Hotline and any other aspects of the statewide service delivery system for survivors of gender-based violence. Data will be required to be reported a minimum of once monthly in a format of OPDV's choosing;
- comprehensive knowledge of the networks of statewide community-based providers of domestic violence and sexual assault services, as well as related local service practice including but not limited to a knowledge of courts, police, civil legal services, and health care provision statewide;
- the capacity (staff, phone lines/connectivity, software, and operational logistics) to provide counseling, information and referrals subject to specific award with regard to population served;
- the capacity to maintain, increase and enhance services in the event of a natural disaster, regional or statewide crisis, or any other situation that may present an increase in call, chat or text volume. Such situations may also require The Hotline to assume duties of local domestic and sexual violence hotline services.

## **G. EVALUATION OF PROPOSALS**

There will be a three-tier evaluation of each application as detailed below.

### **Tier I Evaluation – Pass/Fail**

Tier 1 evaluation assesses whether applications satisfy minimum “pass/fail” requirements for funding consideration. All proposals will initially be screened by OPDV using the following criteria to determine if the applications are complete:

- Application was submitted by the published deadline
- Application is from a NYS OFCS-licensed/approved domestic violence provider/program, NYS DOH licensed rape crisis program, a victim assistance program currently funded by OVS, other organizations as designated by the New York State Coalition Against Domestic Violence (NYSCADV) provider directory, or the New York State Coalition Against Sexual Assault (NYSCASA) provider directory

- Applicant is a not-for-profit and is prequalified in Grants Gateway or a governmental entity
- Applicant has completed the Hotline Operation Acknowledgement Form
- Applicant has completed the Sexual Harassment Prevention Certification Form
- Applicant has completed the RFP Contact Form
- Applicant has attached Workers Comp and Disability Forms
- Applicant has attached a one-page description of the organization's history and mission.
- Applicant uploaded Letter(s) of Intent (only applicable if submitting a joint application) from organizations that meet the eligibility requirements outlined in the RFP

Tier 1 review will receive a pass/fail rating. **Any application that does not meet all of the above criteria will be immediately disqualified from further review.**

## **Tier II Evaluation – Evaluation, Scoring and Ranking**

A team of at least four reviewers will evaluate proposals that have successfully passed the Tier I evaluation. At a minimum, three reviewers will review and evaluate the following programmatic sections of all proposals: Agency Profile; Domestic Violence and Sexual Assault Experience; Cultural Responsiveness, Survivor-Centered & Trauma-Informed; Hotline Program Description; Staff Development; and Data Collection, Reporting System and Trend Analysis. All reviewers will use a standard rating tool to score each proposal. At a minimum, one reviewer will review and evaluate the Budget sections of all proposals. A standard rating tool will be used in that evaluation as well.

For each proposal, each category (Agency Profile; Domestic Violence and Sexual Assault Experience; Cultural Responsiveness, Survivor-Centered & Trauma-Informed; Hotline Program Description; Staff Development; Data Collection, Reporting System and Trend Analysis and Budget) will be scored, and the category scores will be totaled for an overall maximum score of 90 points. A proposal's final score will be determined by averaging the overall scores from each reviewer. Applicants must receive a final score of at least 55 on this RFP to be considered for an award. Discrepancies of 15 points or more between two or more reviewers will receive an additional review unless all scores are below 55 points.

In the event of a tie for the average overall score among two or more applicants, impacted proposals will be ranked against each other based on the combined average score in the **Domestic Violence & Sexual Assault Experience and Hotline Program Description** categories.

Upon initial scoring of all applications, the Tier II recommendations will be submitted for review to OPDV's executive management.

### **Tier III Evaluation – Executive Management Review**

The OPDV Executive Director and/or designee will use a standard rating tool to evaluate and score the 5 proposals with the highest scores from the first round of reviews. The maximum score for this review will be 10 points.

Final decisions regarding the funding of programs will be based on the cumulative Tier 1, 2, and 3 scores.

### **Evaluation Components**

<b>Program Questions</b>	<b>Points</b>
Agency Profile	10
Domestic Violence & Sexual Assault Experience	20
Cultural Responsiveness, Survivor-Centered & Trauma-Informed	10
Hotline Program Description	20
Staff Development	5
Data Collection, Reporting System & Trend Analysis	5
Budget	20
Executive Management Review	10
<b>TOTAL</b>	<b>100</b>

Applications will be scored on the following criteria:

#### **1. Agency Profile (10 Points)**

Briefly describe your agency/organization including:

- Overall annual operating budget with number of employees (full-time and part-time) and hours of operation
- Organizational structure including an organizational chart and corresponding descriptions of operational units or divisions
- Explanation of which operational unit or division will operate the project
- Organizational structure of hotline staffing as well as supervision of staff. English and Spanish speaking staff must be present to take hotline calls/chat/texts during all times of operation
- Experience corresponding/collaborating with stakeholders

#### **2. Domestic/Sexual Violence Experience (20 Points)**

Describe your agency's/organization's knowledge and experience with domestic

and sexual violence service provision including:

- Knowledge of the networks of statewide community-based providers of domestic violence and sexual assault services, as well as related local service practice, including but not limited to a knowledge of courts, police, civil legal services, and health care provision statewide
- Experience in remote forms of advocacy
- Experience providing phone, text and chat-based information and referrals related to domestic violence and sexual assault within New York State

### **3. Cultural Responsiveness, Survivor-Centered & Trauma-Informed (10 Points)**

- Describe your agency's/organization's knowledge and experience with cultural responsiveness issues including service provision to diverse populations including ethnic, cultural and geographic diversity
- Describe your agency's/organization's experience with, or a plan to provide, hotline services in a survivor-centered and trauma-informed way

### **4. Hotline Program Description (20 Points)**

Describe your agency's/organization's experience as a hotline provider and capacity to manage, operate, and innovatively promote the NYS Domestic and Sexual Violence Hotline, including:

- Capacity (staff, phone lines/connectivity, software and operational logistics) to provide counseling, information and referrals subject to specific award with regard to population served/volume of contacts for service annually of over 12,000 (phone calls, text and chat)
  - Policies and procedures guiding hotline functions, including: direct transfers of phone/text/chat communication to local domestic violence service providers, law enforcement and other resources
- Plan for continuation of operation of the Hotline in the event of local, statewide, or national emergencies that may affect ability to continue business as usual
- Experience providing/or plan to provide accurate, timely, and up-to-date information and referral services to victims of domestic and sexual violence. Program must exhibit the ability maintain and update referral and resource listings as the contract progresses
- Experience and/or demonstrated ability to provide information and referral via a hotline (phone, text and chat functionality)
- Experience ensuring quality control and addressing complaints regarding

Hotline calls

- Experience communicating with callers (phone, chat and text) in their native language by use of interpreting services
- Capacity to maintain, increase and enhance services in the event of a natural disaster, regional or statewide crisis, or any other situation that may present an increase in call, chat or text volume. Such situations may also require The Hotline to assume duties of local domestic and sexual violence hotline services

#### **5. Staff Development Program (5 points)**

Discuss agency/organization staff development program particularly for Hotline staff

#### **6. Data Collection, Reporting System and Trend Analysis (5 points)**

Describe data collection, performance measure reporting and trend analysis systems including infrastructure for data collection/maintenance and training for hotline staff related to these systems

#### **7. Budget (20 points)**

Using the Expenditure Based Budget templates provided, prepare six-line item (detailed) budget versions, as indicated in the table below, outlining the costs/expenses pursuant to the Eligible Costs portion of this RFP. For each fiscal year identified in the table below, create a separate budget version for statewide Hotline operations and one for PREA hotline operations (2 per Fiscal Year).

Use the Excel spreadsheet (Budget Overview) provided, to record category totals from each of the line item budget versions. See Budget – Instructions attached. The total of the budget versions should reflect total projected costs for the 36- month contract period.

<b>Budget Version</b>	<b>Covering Expenses for the Period (Fiscal Year)</b>	<b>Contract Costs Cannot Exceed</b>
Version 1 FY 21-22	October 1, 2021 – March 31, 2022	\$200,000.00
Version 1 FY 21-22 PREA	October 1, 2021 – March 31, 2022	\$110,000.00
Version 2 FY 22-23	April 1, 2022 – March 31, 2023	\$400,000.00
Version 2 FY 22-23 PREA	April 1, 2022 – March 31, 2023	\$220,000.00
Version 3 FY 23-24	April 1, 2023 – March 31, 2024	\$400,000.00

Version 3 FY 23-24 PREA	April 1, 2023 – March 31, 2024	\$220,000.00
Version 4 FY 24-25	April 1, 2024 – September 30, 2024	\$200,000.00
Version 4 FY 24-25 PREA	April 1, 2024 – September 30, 2024	\$110,000.00
<b>Total</b>		<b>\$1,860,000.00</b>

Proposed budgets that include charges to OPDV in categories other than those stated in the Eligible Costs portion of the Funding section of this RFP will be disqualified. Budgets that reflect match contributions by the domestic violence service provider/program are permissible, but not required. The detailed project budget lines must be directly related to program implementation and must include sufficient narrative justification demonstrating how each requested line item is essential to implementing the proposed strategy.

Any additional costs in excess of the awarded amounts incurred by work on this project are the responsibility of the provider/program and its partner organizations. Provide a statement on how those costs, if any, would be covered by the organization.

Additionally, applicants will be required to describe the fiscal viability and health of their organization, including the history of successfully managing public grant funding.

Contracts awarded through this RFP must utilize certified Minority and Women Owned Business Enterprises (MWBE) and Service-Disabled Veterans-Owned Businesses (SDVOB) vendors for a predetermined amount of discretionary spending/expenses.

## 8. Executive Management Review (10 points)

The OPDV Executive Director and/or their designee will use a standard rating tool to evaluate and score the 5 proposals with the highest scores from the first round of reviews.

## II. PROPOSAL SUBMISSION

All final grant applications must be received by the **New York State Grants Gateway System** by the Proposal Due Date indicated in the Important Dates section of this RFP. All deadlines for submission are in the Eastern Time zone, and the Grants Gateway system will be locked for submission after these deadlines.

Receipt of an application does not indicate that OPDV has pre-determined a provider's/program's qualifications to receive a grant award. Such determination will be made only after a complete evaluation of the application is compared to specific requirements and qualifications in this RFP.



No material received after or apart from the electronically submitted application will be added to, or considered part of, the application. All forms necessary to complete the application process should be attached to the online application.

## **A. GRANTS GATEWAY REQUIREMENT - SUBMISSION PROCESS**

Pursuant to the New York State Division of Budget Bulletin H-1032, dated June 7, 2013, New York State has instituted key reform initiatives to the grant contract process which require not-for-profits to register in the Grants Gateway and complete the Vendor Prequalification process in order for applications to be evaluated.

Information on these initiatives can be found on the [Grants Management website](#).

All applicants must be registered with the New York State Grants Gateway System and all not-for-profit agencies must be prequalified prior to proposal submission.

### **Register with the Grants Gateway**

Below is a summary of the steps that must be completed to meet registration and prequalification requirements. The Vendor Prequalification Manual on the Grants Management website details the requirements and an online tutorial is available to further explain the process.

On the Grants Management website, download a copy of the Registration Form for Administrator - [Registration forms](#):

- Include your SFS Vendor ID on the form.
- If you are a new vendor and do not have an SFS Vendor ID, include a Substitute Form W-9 with your signed, notarized registration to the Grants Gateway at the address provided in the instructions (also available from the website).
- All registrations must include an Organizational Chart in order to be processed.
- When you receive your login information, and while logging in for the first time, you will be prompted to change your password.
- To change your password, scroll to the bottom of your Profile page. Enter a new password and click SAVE.
- If you have previously registered, you are not required to register again.
- If you do not know your Username, please email [Grantsgateway@its.ny.gov](mailto:Grantsgateway@its.ny.gov) with your organization's details. If you do not know your Password, please click the Forgot Password link from the main log-in page and follow the prompts.

If you are an applicant and have problems complying with this provision, please contact the Grants Gateway Help Desk (Phone: 518-474-5595 or email: [Grantsgateway@its.ny.gov](mailto:Grantsgateway@its.ny.gov).)

## B. PREQUALIFICATION FOR NOT-FOR-PROFIT

All not-for-profit applicants must be prequalified in the Grants Gateway at the time and date the application is due. If you are not prequalified at the time and date the application is due for submission, your application will not be considered. **Such applications will be disqualified from further consideration.**

Applicants are strongly encouraged to begin the prequalification process as soon as possible in order to participate in this grant opportunity. To prequalify:

- Log in to the [Grants Gateway](#). If this is your first time logging in, you will be prompted to change your password at the bottom of your profile page. Enter a new password and click SAVE.
- Click the Organization(s) link at the top of the page and complete the required fields including selecting the state agency you have the most grants with. This page should be completed in its entirety before you SAVE. A Document Vault link will become available near the top of the page. Click this link to access the main Document Vault page.
- Answer the questions in the Required Forms and upload Required Documents. This constitutes your Prequalification Application. Optional Documents are not required unless specified in this document.
- Click the Submit Document Vault link located below the Required Documents section in order to submit your Prequalification Application for State Agency review. Once submitted, the status of the Document Vault will change to In Review. If your Prequalification reviewer has questions or requests changes, you will receive email notification from the Gateway system.

Once your Prequalification Application has been approved, you will receive a Gateway notification that you are now prequalified to do business with New York State.

- Check the status of your Document Vault on a regular basis to ensure that none of your documents expire prior to the application due date.

Three of a not-for-profit's essential financial documents – the IRS990, Financial Statement and Charities Bureau filing – expire on an annual basis. If these documents expire, the not-for-profit's prequalification status expires as well, and it will not be eligible for state grant funding until its documentation is updated and approved, and prequalified status is reinstated.

**Please do not delay in beginning and completing the prequalification process. The State reserves 5 days to review submitted Prequalification Applications. Prequalification Applications submitted to the State for review less than 5 days prior to the application deadline may not be considered. Applicants should not assume that their Prequalification information will be reviewed if they do not adhere to this timeframe.**

## C. HOW TO SUBMIT A PROPOSAL

Listed below are some general guidelines for navigating the Grants Gateway system:

- Log into [Grants Gateway](#) as a Grantee, Grantee Contract Signatory or Grantee System Administrator. The table below shows Grants Gateway roles that will be necessary for your organization to create and submit a proposal.
- Click the “Available Opportunities” button.
- From the “search by funding agency” drop-down menu, select “Office for the Prevention of Domestic Violence.” Click “search.”
- Locate “The NYS Domestic & Sexual Violence Hotline 2020 - 2023” and click on the blue link.
- Click the “Apply for Opportunity” button.
- From the Forms Menu, complete the forms as described on the next page. Sections from the Forms Menu do not have to be completed in any particular order. Certain forms may be left blank if they are not relevant to your application, such as budget items not requested.
- **Important:** You *must* **SAVE YOUR WORK** before moving on to a new screen.
- To check if an upload was successful, click “View File” after uploading a document.
- If you do not complete the application in one session, it will be in your “tasks” box labeled “application in process.” Another way to find an application in process is to click the “applications” tab at the top of the screen.
- **Please note:** While anyone logged in as Grantees may work on the application, **only those logged in as a Grantee Contract Signatory or a Grantee System Administrator can submit the application to the State.** When the application is ready for submission, click the Status Changes tab, then click the “Apply Status” button under “Application Submitted.”
- You will receive a ‘global warning’ error if you try to submit an application without completing required fields or forms.
- To check the status of your application, click on the “Details” link. After submitting your application, the status will say “Assignment of Reviewers.” This means you have successfully submitted the application.

**Applicants are advised to submit their applications as early as possible, to avoid risks of ineligibility resulting from unanticipated delays or other computer problems. Proposals will not be accepted via fax, e-mail, hard copy or hand delivery.**

## D. ADDITIONAL HELPFUL LINKS

If you are not familiar with Grants Gateway, there are many resources available to help you understand how to register, prequalify and/or apply:

- Reference materials and videos are available for Grantees applying for funding opportunities on the NYS Grants Gateway.

Please visit the [Grants Management website](#):

- Refer to the [Prequalification FAQ document for detail requirement and information](#).
  - Refer to the [Vendor User Manual](#) for more detailed information.
- The Grants Management Team offers regular live webinars for anyone who is interested in additional information about Grants Gateway, the Prequalification process, or submitting online applications. Follow the [Live Webinar section under Grants Management website](#).
- Grants Gateway Videos (includes a document vault tutorial and an application tutorial):
  - [Video for Grant Applications](#)
- For assistance or technical questions regarding Grants Gateway:

### **Grants Gateway Help Desk**

Phone: 518-474-5595 or

Email: [grantsgateway@its.ny.gov](mailto:grantsgateway@its.ny.gov)

## E. PRE-BID WEBINAR & QUESTIONS

A Pre-Bid webinar for eligible applicants will be held to review this Solicitation. Although attending the Pre-Bid webinar is not mandatory, it is highly encouraged. The Pre-Bid webinar **will be held on the date and time specified in the Important Dates section of this RFP.**

To register for the webinar, eligible applicants must:

1. Go to:  
<https://meetny.webex.com/meetny/onstage/g.php?MTID=e17e9159dbb7e79538ea408e676c3c5a7>
2. Register for the meeting.

After registration is completed, you will receive a confirmation email with instructions for joining the meeting.

For technical assistance:

1. Go to: <https://meetny.webex.com/meetny/mc>
2. On the left navigation bar, click "Support".

IMPORTANT NOTICE: This WebEx service includes a feature that allows audio and any documents and other materials exchanged or viewed during the session to be recorded. By joining this session, you automatically consent to such recordings. If you do not consent to the recording, discuss your concerns with the meeting host prior to the start of the recording or do not join the session. Please note that any such recordings may be subject to discovery in the event of litigation.

To avoid technical difficulties during the webinar, it is highly recommended that applicants test their WebEx connection prior to the webinar.

At the discretion of OPDV, materials may be provided prior to the Pre-Bid Webinar to the email address(es) submitted with registration. At the discretion of OPDV, inquiries submitted either at or prior to the Pre-Bid Webinar may be discussed by OPDV at the Pre-Bid Webinar. However, any responses to inquiries made at the Pre-Bid webinar are not binding. Only the written responses in the official response to inquiries posted on the OPDV website shall be binding.

All questions about the requirements contained in this RFP must be submitted in writing via email by **the date specified in the Important Dates section of this RFP** to:

Email: [opdvrfpinfo@opdv.ny.gov](mailto:opdvrfpinfo@opdv.ny.gov)

Please type **Questions 2021 – 2024 NYS Domestic & Sexual Violence Hotline** in the Subject line.

OPDV is unable to answer specific questions regarding individual proposals but questions concerning the RFP generally are accepted. Applicants must cite the particular section of the RFP about which they have questions, if applicable. All clarification is to be resolved prior to the submission of a proposal. A list of questions about the RFP received from potential applicants, answers to those questions, as well as any changes, additions, or deletions to the RFP, will be noted on the [OPDV homepage](#).

### **III. APPROVAL AND NOTIFICATION OF AWARD**

Applicants will be advised of award decisions by a letter of notification emailed to the contact person identified on the RFP Contact Form. Once a project is approved, contracts will then be negotiated.

In the event that OPDV and the successful applicant cannot execute a contract within the parameters specified by the grant, OPDV reserves the right to rescind the award and redistribute the funds at the discretion of the OPDV Executive Director.

#### **A. DEBRIEFING**

A debriefing is available to any entity that submitted a proposal or application in response to this RFP who is not successful in receiving an award. Applicants will be

accorded fair and equal treatment with respect to an opportunity for a debriefing. A request for a debriefing must be submitted via email within 15 calendar days of being notified that an application was not selected for award.

The request for a debriefing must be submitted to:

Email: [opdvrfpinfo@opdv.ny.gov](mailto:opdvrfpinfo@opdv.ny.gov)

Please type **Request for Debriefing 2021 – 2024 NYS Domestic & Sexual Violence Hotline** in the Subject line.

The debriefing shall be scheduled to occur within 30 business days of the receipt of the written request by OPDV or as soon after that time as feasible. Debriefings may be conducted in-person or via phone. The debriefing will be limited only to the subject application and will not include any discussion of other applications.

## **B. CONTRACT AWARD PROTEST PROCEDURE**

The State of New York strives to assure a fair, open and competitive process to all vendors qualified to respond to this procurement. In the event that any vendor has a complaint or objection to the RFP requirements, the procurement process, or any matter affecting the submission of a vendor's bid proposal, the vendor is encouraged to informally contact OPDV to address the matter.

## **IV. CONTRACTING**

### **A. ADMINISTRATION OF CONTRACTS**

#### **Contract Approval**

OPDV will negotiate and develop a grant contract with the successful applicants ("grantees"). The grant contract is subject to approval by the NYS Office of the Attorney General and the NYS Office of the State Comptroller before grant funding may be disbursed to reimburse project expenses. Until said approval has been received, the contract shall be of no force and effect.

#### **Contract Period**

OPDV will enter into a contract period as noted in this solicitation. OPDV reserves the right to modify the contract period in the best interest of the State.

#### **Contract Activities**

All grant-funded activities must have prior approval from OPDV and meet the guidelines established by the State of New York and federal government as applicable.

## Contract Changes

Contracts resulting from this RFP may be executed, increased, terminated, renewed, decreased, extended, amended or renegotiated at the discretion of the Executive Director of OPDV or his or her designee in light of a grantee's performance, changes in project conditions, or otherwise.

## Records

The grantee will keep books, ledgers, receipts, and personnel time and effort records pertinent to the project and consistent with OPDV contractual provisions and mandate guidelines. In accordance with the standard contract provisions, grantee staff whose salaries are paid in whole or in part from grant funds shall maintain a time recording system that shows the time and effort devoted to the grant project.

## Liability

Nothing in the contract between OPDV and the grantee shall impose liability on the State of New York for injury incurred during the performance of approved activities.

## Payments

Payments to reimburse project expenses will be made pursuant to a schedule specified in the contract between the State of New York and the grant award recipient. Project expenses will be reimbursed for expenditures incurred during the contract period and made in compliance with the contract budget and compliance with the project work plan.

## Reports

Provisions of the contract require submission of quarterly programmatic and fiscal reports. This reporting is the primary source of information on the progress of the contract. It is important that reporting thoroughly document project activities, progress on meeting objectives and measures, and accurate data that reflect spending, monitoring and evaluation, best practices, lessons learned and plans for sustainability.

The due dates for reports are listed below. **Program and fiscal reporting for the NYS Domestic & Sexual Violence Hotline contract is due on the 12<sup>th</sup> of the month following the end of the reporting quarter. Both program and fiscal reporting must be complete and accurate before invoices will be approved for payment.**

Calendar Quarter	Program & Fiscal Report Due Date
January 1 – March 31	April 12
April 1 – June 30	July 12
July 1 – September 30	October 12
October 1 – December 31	January 12

The quarterly reports must be submitted electronically through the Grants Gateway. Independent of any reporting schedule, all grantees will be required to inform OPDV of any program issues that are significantly impacting program performance. Any

provider/program funded under this RFP must comply with the requirements established by OPDV. The grantee agrees to submit any other reports considered relevant by OPDV.

### **Performance Review**

The grantee's performance in all areas mentioned above, in addition to the services contracted for, will be monitored periodically by OPDV. Monitoring will take the form of site visits, written and telephone communication, and any other methods deemed necessary by OPDV to ascertain the quality of the grantee activities.

### **Disposition of Allocations**

OPDV reserves the right to reject applications or defer applications for future consideration based on insufficient information in the application, lack of accompanying documentation, inappropriateness of the project proposed, an organizational history of unsuccessful projects of a similar nature or a history of contract noncompliance.

### **Revocation of Funds**

Funds awarded to an applicant who does not implement an approved project within the parameters specified by the grant may be revoked and redistributed at the discretion of the Executive Director of OPDV.

### **Standard Contract Provisions**

Any contracts negotiated as a result of this RFP will be subject to the provisions of the standard clauses for all New York State grant contracts with OPDV.

## **B. STATE RESERVED RIGHTS**

OPDV reserves the right to:

- Reject any or all proposals received in response to the RFP;
- Withdraw the RFP at any time, at the agency's sole discretion;
- Make an award under the RFP in whole or in part;
- Disqualify any bidder whose conduct and/or proposal fails to conform to the requirements of the RFP;
- Seek clarifications and revisions of proposals;
- Use proposal information obtained through site visits, management interviews and 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 election under the RFP;
- Prior to the bid opening, amend the RFP specifications to correct errors or oversights, or to supply additional information, as it becomes available;



- Prior to the bid opening, direct bidders to submit proposal modifications addressing subsequent RFP amendments;
- Change any of the scheduled dates;
- Eliminate any mandatory, non-material specifications that cannot be complied with by all prospective bidders;
- Waive any requirements that are not material;
- Negotiate with the successful bidder within the scope of the RFP in the best interests of the State;
- Conduct contract negotiations with the next responsible bidder, should the agency be unsuccessful in negotiating with the selected bidder;
- Utilize any and all ideas submitted in the proposals received;
- Maintain that, unless otherwise specified in the solicitation, every offer is firm and irrevocable for a period of 60 days from the bid opening; and,
- 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 an offeror's proposal and/or to determine an offeror's compliance with the requirements of the solicitation.

### **C. USE OF SERVICE-DISABLED VETERAN-OWNED BUSINESS ENTERPRISES**

Article 17-B of the Executive Law enacted in 2014 acknowledges that Service-Disabled Veteran-Owned Businesses (SDVOBs) strongly contribute to the economies of the State and the nation. As defenders of our nation and in recognition of their economic activity in doing business in New York State, bidders/proposers for this contract for commodities, services or technology are strongly encouraged and expected to consider SDVOBs in the fulfillment of the requirements of the contract. Such partnering may be as subcontractors, suppliers, protégés or other supporting roles. SDVOBs can be readily identified on the directory of certified businesses at <https://ogs.ny.gov/Veterans/>

### **D. MINORITY AND WOMEN-OWNED BUSINESS ENTERPRISES (M/WBE)**

New York State Executive Law Article 15-A promotes opportunities for the participation of certified minority-and women-owned business enterprises (M/WBEs), as well as the employment of minority group members and women as subcontractors or suppliers in the performance of grant contracts. Information on the MWBE initiative can be found at <https://ny.newnycontracts.com/>

## **E. ADDITIONAL DOCUMENTS**

- 2021 – 2024 NYS Domestic & Sexual Violence Hotline Workplan
- 2021 – 2024 NYS Domestic & Sexual Violence Hotline RFP – Budget Instructions
- Expenditure Based Budget Forms
- 2021 - 2024 NYS Domestic & Sexual Violence Hotline RFP – Application Budget Overview Form