

## NYCBenefits: Q&A Addendum Issued on August 12, 2022

*Questions regarding the NYCBenefits Request for Proposals (RFP) and application will be accepted until 11:59 PM EST on August 15, 2022. Please see answers to questions submitted between Tuesday, July 26 and August 9 below. Answers to questions submitted after 5:00 PM EST on August 9 up until 11:59 EST on August 15, 2022, will be released on August 23, 2022 and available at the RFCUNY site.*

1. We would like to register for the Pre-Proposal Webinars RFCUNY, The Deputy Mayor's Office for Strategic Initiatives, and HRA will host one pre-proposal webinar on Wednesday, August 17 at 11 AM EST. Please send the link to register for this session.  
**Register for the pre-proposal webinar through this link:**  
<https://us06web.zoom.us/meeting/register/tZUoduChqzgtHdSxYTjMDXUq0ZBOES-kT-7Y>
2. Thank you for this opportunity but can you please tell me where I can apply?  
**Applicants can apply at [on.nyc.gov/nycbenefits](https://on.nyc.gov/nycbenefits).**
3. I'm working through the online NYCBenefits application, and there's a section titled "Value to Communities Served" that has a text box under it but then also a series of questions with their own text boxes. Rather than inputting redundant information, I was wondering whether the "Value to Communities Served" was intended as a header (and as such wouldn't have a text box)?  
**Thanks for flagging, we added in clarifying language. Please provide an overview of the work your organization does and the value you add to the communities you serve in that box and answer more in-depth in the subsequent questions below.**
4. The budget template link is not available in the online application: could you please add it? This would be under the heading "Please upload your proposed budget for contract work", here : <https://airtable.com/shrBKl8yH26lR56WJ>  
**This has been updated.**
5. We have reviewed the deliverables and understand that our work plan should identify the specific metrics we plan to meet. Is there a minimum number of cases the case managers should carry?

**There is no minimum number of cases that case managers should carry. Final reporting guidelines will be finalized and released during the contracting period. All CBOs selected will work closely with the Deputy Mayor's Office for Strategic Initiatives and HRA to develop a proposed work plan as the first deliverable of the Planning Document. There are multiple factors such as contact and reach, value to community services, and capacity and proposal, described on pages 13 and 14 of the RFP that will be used to determine selection.**

6. The budget instructions refers to personnel and OTPS specifically related to NYCBenefits programming/activities. Are we allowed to charge for indirect or administrative expenses?  
**Yes please include these under the OTPS costs and/or add a section with these costs. Indirect costs should not exceed 10% of the proposed total budget.**
7. Upon review of the Budget Template for the NYCBenefits RFP, it appears as if the auto-calculations and locked cells in either the personnel and OTPS sections don't work as intended. I am wondering whether you will be releasing a corrected version?  
**An updated version has been uploaded to the application.**
8. I wanted to reach out to be added to your mailing list as we are interested in applying to the NYBenefits RFP (due in September).  
**All CBOs who submit questions at [NYCBenefits@rfcuny.org](mailto:NYCBenefits@rfcuny.org) will immediately be added to the email distribution list.**
9. Additionally, I would like to attend the webinar scheduled for August 11th. Is there any available detail about the link and registration yet?  
**There is one webinar scheduled for Wednesday, August 17 at 11:00 AM EST. Register for the pre-proposal webinar through this link:**  
**<https://us06web.zoom.us/meeting/register/tZUoduChqzgtHdSxYTjMDXUq0ZBQES-kT-7Y>**
10. Can an organization submit separate applications for both the service delivery and technical assistance components?  
**Yes please submit separate applications if you are interested in applying for both the service delivery and technical assistance scopes of work. Selection for either or both scopes of work will be at the discretion of the review and selection committees.**

11. Is it possible for an organization to be awarded two contracts (one for service delivery and one for technical assistance)?

**Yes, it is possible to receive funding for two different scopes of work, which would be consolidated under one contract. You must submit two separate applications if you are interested in applying for both the service delivery and technical assistance scopes of work. Selection for either or both scopes of work will be at the discretion of the review and selection committees.**

12. Does the ability to provide both direct service delivery and technical assistance to other providers improve competitiveness?

**No, this will not impact competitiveness.**

13. Is this program/RFP limited to Taskforce for Racial Inclusion & Equity (TRIE) neighborhoods? What if we are in a neighborhood that needs this program but is not a TRIE neighborhood?

**The [33 TRIE neighborhoods](#) are priority neighborhoods for this initiative. That said, we welcome CBOs who serve other neighborhoods with communities in need of benefits to apply. Please specify which neighborhoods you serve in your application.**

14. I would appreciate if you could answer this question about the RFP: can a qualified nonprofit organization apply for and/or potentially receive both a “Service Provider” grant for up to \$250,000 per year *and* a “Technical Assistance & Backbone Provider” grant for up to \$350,000 per year, or can an organization only apply for and/or receive only one of the two?

**Yes, you can apply for both, please refer to the answers given to questions 10 and 11 for more guidance.**

15. Regarding the boxes to insert narratives in the NYC Benefits application, are there character or word limitations for these boxes?

**Yes, there is a maximum word limit of 500 for each question, but no minimum character or word requirement.**

16. In the Contact and Reach section of the application, you ask “how many unique individuals has your organization enrolled in benefits in the past 12 months.” What is meant by “unique individuals?” Can you provide examples?

**We know that many individuals qualify for multiple benefits. With "unique individuals" we want to know how many individuals you've enrolled in benefits,**

**whether it was for one benefit or multiple benefits. For example, if you connected "Individual A" to SNAP benefits and "Individual B" to SNAP benefits, health insurance, and an IDNYC, you would have served 2 unique individuals. You wouldn't count "Individual B" 3 times even though you connected them to 3 benefits.**

17. Please confirm whether we need to “pre-register” to be added to the list of applicants prior to the actual submission on or before September 13, 2022.

**No pre-registration is required for this application.**

18. We already operate a Benefits Access program, we would use this to expand our services into new communities. For the metrics, would we present and report numbers for the entire program, or only the clients served as a result of this specific contract?

**Please report both. Please share the metrics for your existing programs under the “Contact and Reach” section and the proposed metrics for this specific contract under the “Benefits Access Proposed Scope of Work” section.**

19. Are we expected to use our own Benefits Access software?

**This is not an expectation or requirement of this contract but is a decision we will make in partnership with the selected CBOs, based on program needs and participant preferences.**

20. Is this RFP only interested in tracking benefits? From experience we find that to do one application we have to speak to a family many times, so it could be 10 contacts but only one application. Is this something we should track?

**Yes, tracking contacts in addition to applications are welcomed. We recognize that deep engagement and complex case management are required to effectively provide benefits and will provide an opportunity for CBOs funded through NYC Benefits to describe these efforts. Final reporting guidelines will be finalized and released during the contracting period.**

21. I am currently the CBO for an agency and wanted to get full details on the project at hand and when will this begin?

**The project will begin in early/mid-October. The exact start date will be released in the coming weeks.**

22. There does not appear to be any questions in the application asking us about what we *propose* to do (all questions focus on past experience). Where in the application would we describe a. how and what we propose to expand, b. the number we propose to reach, and c. our proposed deliverables, etc?

**The section requesting information on the current scope of work was inadvertently left off of the application.**

### **Benefits Access Proposed Scope of Work**

**Please include a narrative on the proposed scope of work and contract deliverables you will commit to if you receive funding for this project. Additionally, as relevant, address the below questions in your response.**

- 1. How will you expand your capacity and what specific activities will your organization undertake if you receive funding?**
- 2. What are new needs in the communities you serve, new sub-populations that you do not currently serve and/or new benefits programs you would prioritize if you received funding through this RFP?**
- 3. If you are new to benefits access work, describe the current work that you will build on to offer benefits access services to your community (type of work, staff, infrastructure, partnerships, etc.).**
- 4. For Technical Assistance and Backbone Providers, what resources, materials, trainings, etc. will you produce to support the CBOs in your cohort?**

**Based on your proposed scope of work, how would you measure impact? For Service Providers: e.g. # of people enrolled in benefits, # of people who stay enrolled in benefits, # of people enrolled in new benefits, increase in income, self-reported health status, experience accessing benefits, etc.**

**For technical assistance providers: e.g. # of CBO staff trained, # of new benefit program trainings, # of new partnerships formed, experience working with government benefit administrators, etc.**

**Are there other ways your organization would measure success? We are interested in both quantitative and qualitative measures. Please share if applicable.**

**How would your organization coordinate and track progress of long-term goals?**

**What size team will you need to reach your case management and outreach goals?**

**Please include, and specify, full-time staff, part-time staff and volunteers.**

23. What is the total pool of grant funds RFCUNY has to distribute and how many awards does it anticipate making?

**The City of New York is investing over \$26 million in NYC Benefits over 3 years through a partnership with CUNY. As stated in the RFP, award amounts range from \$100,000-\$350,000/year and will vary based on the strength of the application and its alignment with project goals and priorities.**

24. Can we propose to use social work interns to help expand our reach?

**Yes.**

25. Can you provide any guidance on outcome targets and their relationship to funding brackets? E.g. how many we would need to serve for \$100K, \$150K, \$200K, etc

**We will work with CBO partners to co-design outcome targets as a part of the first deliverable of the contract, the planning document. Please propose outcome targets that you believe are achievable for the grant award you seek.**

26. For any direct service SNAP work (e.g. conducting eligibility screenings and application assistance) carried out by the “Service Providers,” would those activities be ones that could be included in HRA’s submission to OTDA for reimbursement under the NY State SNAP Outreach Plan?

**We are in the process of seeking clarity to this question and will share an answer in the following Q&A doc, released on August 23, 2022.**

27. Regarding the work to be carried out by the “Technical Assistance & Backbone Providers,” will the cohort of 10-15 CBOs mentioned in the Deliverables section on p.8 be assigned to the TA & Backbone provider, or would we need to seek out and engage the CBOs ourselves?

**The CBOs in each cohort will be assigned to Technical Assistance and Backbone Providers by The Deputy Mayor’s Office for Strategic Initiatives and HRA.**

28. Section 1, Part B: the RFP states “both questions and answers will be shared with the RFP distribution list once a week starting the week of August 1<sup>st</sup> through August 19<sup>th</sup>, 2022.” How do we get on the distribution list so that we may get Q&A and other updates?

**Please refer to the answer given to question 8.**

29. How do we get information and if necessary register for the pre-proposal webinar on August 17<sup>th</sup> at 11:00 a.m.

**Register for the pre-proposal webinar through this link:**

**<https://us06web.zoom.us/meeting/register/tZUoduChqzgtHdSxYTjMDXUq0ZBOES-kT-7Y>**

30. How many contracts of each type (“Service Providers” and “Technical Assistance and Backbone Providers”) will you be awarding?

**While the final pool of grantees will be determined by the strength of the applications received, we anticipate awarding approximately 2-5 Technical Assistance contracts and 20-30 service provider contracts.**

31. Is there an expectation of how many of the priority populations to reach and Benefits an applicant is expected to focus on providing?

**No, there is no expectation about how many priority populations CBOs reach and benefits an applicant is expected to focus on providing. There is no one way for CBOs to successfully complete benefits access work through this RFP and all CBOs selected will work closely with the Deputy Mayor’s Office for Strategic Initiatives and HRA to develop a proposed work plan as the first deliverable of the Planning Document. There are multiple factors such as contact and reach, value to community services, and capacity and proposal, described on page 13 and 14 of the RFP that will be used to determine selection.**

32. Is there an expectation of a number of clients/services that you expect an awardee to serve each year?

**No, there is no expectation of the number of clients and services that we expect an awardee to serve each year. Please refer to the answer provided to questions 20 and 31.**

33. A major issue we and I think other CBOs face is the disjointed nature and multiple layers of city agencies/departments to successfully link a client to benefits as well as the time the process takes. I know that there will be significant resources for contractors (pg 9-pg10) made available but is there a process that is envisioned in the RFP and cooperative city/nonprofit paradigm to address the complexity of successful linkages?

**Yes in addition to funding and convening CBOs through NYC Benefits, the Deputy Mayor’s Office for Strategic Initiatives and HRA will be forming a cross-agency,**

**cross-sectoral coordinating committee that will serve throughout the term of the program (3 years). The Committee - including City agency, philanthropic, and non-profit representatives - will learn from the experiences of CBO grantees, tackle persistent problems, identify partnership opportunities, fill gaps in service, drive changes in policy and practice, and keep each other accountable.**

34. The application is the same for both Service Providers and Technical Assistance and Backbone Providers (TA&BP). Is that correct? My agency is applying as a TA&BP; there are some questions that specifically relate to direct service providers, so they are not applicable to us. Examples include questions regarding the number of case managers, the number of enrollments, and staff cultural and linguistic competencies related to benefits access.

**The applications are slightly different for Service Providers and Technical Assistance and Backbone Providers. The different questions should automatically appear upon answering the following question: “Which type of funding are you applying for?”**

35. Please clarify the number of CBOs in each of the TA&BP’s cohorts – is the range 5-10? Or 10-15?

**The number of CBOs in each Technical Assistance and Backbone Provider will range from 10-15 CBOs.**

36. The application focuses on the agency’s current capabilities and staffing. Where in the application should we include our proposed scope of work and contract deliverables? It’s not included in either the application section, or in the budget section. We plan to include it at the end of the “Organizational Capacity” section; please confirm this is correct.

**Please refer to the answer given to question 22.**