



RFP Number: 2556  
Date: 7/30/2021

Request for Proposals  
for  
NYC Care Outreach and Direct Enrollment

All communication regarding this RFP must be to:

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With a courtesy copy to:

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**I. RFP Timeline**

	<b>Date</b>	<b>Time (EST)</b>
RFP Release:	7/30	n/a
Pre-Proposal Conference Call RSVP: (by emailing the person designated on the first page of this RFP)	8/13	5:00 PM
Mandatory Pre-Proposal Conference Call:  Conference Call Dial-in Number: (844) 621-3956  Access Code: 172 449 1077#	8/17	10:00 AM
Proposer Questions Due:	8/18	5:00 PM
Proposal Due:	9/03	3:00 PM
Anticipated Contract Start:	11/01	n/a

## **II. NYC Health + Hospitals**

New York City Health and Hospitals Corporation (NYC Health + Hospitals) is an integrated health care system of hospitals, neighborhood health centers, long-term care, nursing homes and home care – the public safety net health care system of New York City. NYC Health + Hospitals is committed to the health and well-being of all New Yorkers and we offer a wide range of high quality and affordable health care services to keep our patients healthy and to address the needs of New York City's diverse populations.

[www.nychealthandhospitals.org](http://www.nychealthandhospitals.org)

### III. Project Description

NYC Care, announced in January 2019 by Mayor Bill de Blasio, is a health care access program that provides primary, preventive, and specialty care at NYC Health + Hospitals locations to New Yorkers who are ineligible for health insurance or those who cannot afford insurance. New Yorkers who are ineligible for health insurance are generally undocumented immigrants. Enrollees in NYC Care (the “Program”) are able to access comprehensive healthcare across NYC Health + Hospitals’ more than 11 hospitals and numerous clinics. The healthcare available through NYC Care will be priced on a sliding scale, to ensure affordability. NYC Care, through NYC Health + Hospitals, will provide a primary care doctor, access to specialty care, prescription drugs, mental health services, and more. As part of this initiative, NYC Health + Hospitals is enhancing 24/7 customer service to seamlessly connect patients to healthcare.

NYC Care rolled out by borough, starting in the Bronx in August 2019, followed by Staten Island and Brooklyn in January 2020, and Queens and Manhattan in September 2020. The Program reflects an investment by the City of at least \$100 million annually. The program currently has over 80,000 active members.

Outreach and public education efforts have been crucial to the successful implementation of NYC Care. They ensure that eligible New Yorkers understand the support available to them and learn how to enroll in and maximize the benefits of the program. Particularly crucial is public education around telehealth services and the importance of primary care. Screenings, enrollment, and primary care appointments are increasingly conducted electronically since the start of the COVID-19 pandemic and it is important that community members are informed about and do not feel intimidated by the process.

During the COVID-19 pandemic, the virus had a devastating impact on immigrants and people of color. An analysis by the NYC Department of Health found that Black and brown New Yorkers are much more likely to die from COVID-19 than white New Yorkers.<sup>1</sup> It is more crucial than ever that we work to close the gaps that prevent these communities from accessing quality and affordable health care by conducting active, culturally sensitive, and linguistically accessible community education through outreach. To achieve this, the program has a specific interest in reaching “hard-to-reach” communities. However, we will consider applications from all community-based organizations that serve immigrant communities. Applications should clearly demonstrate whether their organization serves particularly underserved populations or community districts. Geographic targets include but are not limited to the following community districts:

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<sup>1</sup> <https://www1.nyc.gov/assets/doh/downloads/pdf/imm/covid-19-deaths-race-ethnicity-04162020-1.pdf>

Queens Community District 3 Jackson Heights & North Corona
Queens Community District 7 Flushing, Murray Hill & Whitestone
Brooklyn Community District 7 Sunset Park & Windsor Terrace
Queens Community District 4 Elmhurst and South Corona
Manhattan Community District 12 Washington Heights, Inwood & Marble Hill
Brooklyn Community District 11 Bensonhurst & Bath Beach
Queens Community District 5 Ridgewood, Glendale & Middle Village
Bronx Community District 5 Morris Heights, Fordham South & Mount Hope
Bronx Community District 9 Castle Hill, Clason Point & Parkchester
Queens Community District 12 Jamaica, Hollis & St. Albans
Queens Community District 9 Richmond Hill and Woodhaven
Queens Community District 2 Sunnyside & Woodside
Staten Island Community District 1 Port Richmond, Stapleton & Mariners Harbor
Brooklyn Community District 4 Bushwick
Queens Community District 8 Briarwood, Fresh Meadows & Hillcrest

Brooklyn Community District 10 Bay Ridge & Dyker Heights
Brooklyn Community District 13 Brighton Beach & Coney Island
Bronx Community District 4 Concourse, Highbridge & Mount Eden
Brooklyn Community District 14 Flatbush & Midwood
Bronx Community District 1 & 2 Hunts Point, Longwood & Melrose

**Program Partners**

NYC Health + Hospitals

NYC Health + Hospitals, a public benefit corporation created under the laws of the State of New York, operates the City’s municipal hospital system which provides essential inpatient, outpatient, and home-based services to more than one million New Yorkers every year in more than 70 locations across the City’s five boroughs.

Mayor’s Office of Immigrant Affairs (MOIA)

The Mayor’s Office of Immigrant Affairs is a City chartered agency that promotes the well-being of immigrant communities by recommending policies and programs that facilitate successful integration of immigrant New Yorkers into the civic, economic, and cultural life of the City.

The Program is led by NYC Health + Hospitals. The outreach efforts are managed by MOIA, and may also include coordination with the Public Engagement Unit (PEU) GetCoveredNYC Initiative.

Outreach Partners

Outreach Partners will be the community-based organizations awarded Outreach Contracts. See *Scope of Work* for full details.

Direct Enrollment Partners

Direct Enrollment Partners will be the community-based organizations awarded Direct Enrollment Contracts. See *Scope of Work* for full details.

**IV. Minimum Criteria**

The proposer must meet and attest that it meets all of the following minimum qualifications in order to participate in this RFP (see Section VIII.B.4):

- Applicants must be not-for-profit corporations that are either organizations recognized as tax exempt under IRC501(c) (3) or have a fiscal sponsor that is a 501(c) (3) recognized organization.
- Applicants must have general commercial liability insurance of at least \$1M.
- Applicants must have been in business for at least three years.

**V. Scope of Work: NYC Care Outreach**

NYC Health + Hospitals seeks proposals to participate in a community-based outreach initiative for the NYC Care program. Outreach will be conducted during the 12-month period from November 2021 through October 2022, with outreach activities to begin no later than November 2021. This community outreach initiative will educate the immigrant community on NYC Care and the importance of primary care. It will additionally identify, engage, and refer uninsured New Yorkers for screening and enrollment in health insurance, and if ineligible, NYC Care.

**Program Expectations**

Successful Outreach contract applicants will be expected to:

- a. Dedicate staff to conduct outreach and public education on NYC Care (including maximizing the program benefits), telehealth, the importance of primary care, and vaccine safety and access.
- b. Ensure dedicated staff conducts a variety of outreach work to reach the deliverables including but not limited to, conducting presentations in person or remotely, phone calls, one on ones in person or remotely, canvassing, and tabling.
- c. Ensure staff conducts outreach in accordance with current social distancing guidelines and provide Personal Protective Equipment (PPE) when staff conducts in person outreach.
- d. Dedicate staff to conduct case management and ensure dedicated staff connect individuals contacted through the aforementioned outreach work to financial screening appointments with NYC Health + Hospitals or official Direct Enrollment partners to determine eligibility for insurance or NYC Care.
- e. Maintain privacy and confidentiality for information collected in connection with NYC Care, subject to NYC Health + Hospitals' guidance.
- f. Send participating staff member(s) to program training organized by NYC Health + Hospitals and MOIA.
- g. Provide, in collaboration with NYC Health + Hospitals and MOIA, technical and logistical support to staff members involved in the Project, including, but not limited to, maintaining and pulling data, cutting turf, mapping, and tracking relevant populations to assess needs.
- h. Provide, in collaboration with NYC Health + Hospitals and MOIA, the Program's materials to staff members involved in the Project, including, but not limited to, scripts and toolkits, best practices, fact sheets, and outreach materials.
- i. Provide training, in collaboration with NYC Health + Hospitals and MOIA, to staff members involved in the Project, including but not limited to training in:
  - community organizing;
  - information protection and privacy;

- online marketing;
  - tech and software for remote work;<sup>2</sup>
  - public speaking;
  - convening community meetings;
  - building connections with trusted community groups;
  - outreach activities and messaging; and
  - the details of the Program and its potential benefits to eligible New Yorkers.
- j. Provide support to staff members involved in the Project in planning and organizing community meetings, or joining existing community meetings with external partners, to conduct outreach and community education activities.
- k. Provide necessary technology to outreach staff to conduct outreach in person and remotely.
- l. Submit weekly data reports and brief monthly reports describing progress made, challenges faced while executing the Outreach Plan, and program success stories.
- m. Report program data and progress and challenges to the NYC Care Outreach Coordinator who will be based at MOIA and who will work closely with NYC Health + Hospitals leadership. Selected applicants and their outreach staff will be expected to maintain ongoing communication with the NYC Care Outreach Coordinator regarding the outreach strategy, activities, and outcomes.
- n. Prepare a *final* “Outreach Plan” which in collaboration with MOIA and NYC Health + Hospitals outlines the following:
- how the organization will meet monthly outreach and appointment targets (refer to the *Expected Deliverables* section);
  - strategies and tactics the organization will execute to reach eligible populations in the targeted neighborhoods (including additional internal goals); and
  - proposed staffing structure to successfully execute the Outreach Plan, which should include the staff person at the organization responsible for overseeing the Outreach Plan and coordinating with MOIA.

Successful Direct Enrollment contract applicants will be expected to:

- a. Determine individuals eligibility for insurance or NYC Care by conducting financial screenings using the New York State of Health (NYSOH).
- b. Work with the individual to collect and upload all required documentation for enrollment.
- c. Ensure staff conducts work in accordance with current social distancing guidelines and provide Personal Protective Equipment (PPE) when staff conducts in person outreach.
- d. Maintain privacy and confidentiality for information collected in connection with NYC Care, subject to NYC Health + Hospitals’ guidance.

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<sup>2</sup> MOIA will provide a series of webinars on different technological tools that are available and can be useful in conducting remote outreach such as Zoom, WebEx, Google Hangout, etc.

- e. Send participating staff member(s) to program trainings organized by NYC Health + Hospitals and MOIA.
- f. Provide, in collaboration with NYC Health + Hospitals and MOIA, with technical and logistical support to staff members involved in the Project including equipment.
- g. Report program data and progress and challenges to the NYC Care Outreach Coordinator who will be based at MOIA and who will work closely with NYC Health + Hospitals leadership. Selected applicants and their staff will be expected to maintain ongoing communication with the NYC Care Outreach Coordinator regarding the program activities and outcomes.

### **Expected Deliverables**

Each Outreach Funding Line will have a **target of at least 400 individuals reached** per month, of which **40 should make appointments for insurance eligibility screenings**. Each Direct Enrollment Funding Line will have a target of **10 enrollments per month**. MOIA and NYC Health + Hospitals define “reached” as having *at least* a brief conversation with an individual about the program or other specified topics. This may be through phone, video chat, in person, etc. Prior to finalizing NYC Care Outreach contracts, awarded applicants will work in collaboration with NYC Health + Hospitals and MOIA to determine the final outreach targets. Targets can be achieved via citywide outreach as long as approximately 60% of outreach is in the designated borough and the remaining 40% of outreach is in priority community districts above.

Organizations who are awarded both outreach and direct enrollment funding lines, may not double count enrollments. The direct enrollment deliverables would be in addition to the outreach appointments.

**NYC Health + Hospitals reserves the right to terminate the agreement on 15 days’ notice if the Vendor is not making substantial progress toward the deliverables.**

**VI. Evaluation Criteria**

The evaluation criteria shall be as follows:

Category	Weight %
<p><b>Organizational experience, capacity, and approach to outreach:</b> Leadership, structure, and unique qualifications (including prior experience) to serve priority populations through community engagement, organizing, and outreach. For outreach applicants, include the goals (including experience in outreach and community engagement efforts, in particular those aimed at reaching uninsured residents; training capability; organizational capabilities).</p>	40%
<p><b>Cultural expertise and cultural humility,</b> Experience developing culturally responsive messaging and outreach strategies, including during the COVID-19 pandemic. Share what languages staff speak and how the organization has gone about serving populations new to them.</p>	30%
<p><b>Prior experience demonstrating an ability to execute the proposed Outreach Plan or Project Plan, depending on the type of funding line they are applying for.</b></p>	20%
<p><b>The organization employs health insurance enrollment assistance navigators</b> or in-person assisters that will be available to assist with insurance screening as part of the NYC Care enrollment process. This is a requirement for Direct Enrollment applicants.</p>	10%

Awards will be made to the applicants that best meet the criteria outlined below. An award will be made to the best technically rated applications.

All applications will be reviewed to determine if they are responsive to the requisites of this RFP (i.e., all the necessary documentation is attached). An evaluation committee will review and score all applications based on the above evaluation criteria. The NYC Health + Hospitals and MOIA reserve the right to conduct site visits and/or interviews and/or to request that proposers make presentations and/or demonstrations, as it deems applicable and appropriate. Although discussions may be conducted with applicants, The NYC Health + Hospitals and MOIA reserve the right to award the contract only on the basis of initial applications received, without discussions, therefore, the applicant's initial application should contain its best technical and price terms.

Applicants will not be reimbursed for any costs incurred to prepare applications or, if applicable, to make presentations and/or demonstrations if requested by NYC Health + Hospitals and MOIA. NYC Health + Hospitals reserves the right to postpone or cancel this RFP, in whole or in part, and to reject all applications.

## VII. Contract and Payment

The term of the contract resulting from this RFP shall be for a term of November 2021 – October 2022 with the option of a one-year renewal.

### Available Funding

**Outreach Contracts:** Up to 42 total funding lines to conduct NYC Care outreach across the five boroughs. Bronx (8), Brooklyn (11), Manhattan (4), Queens (17), Staten Island (2).

**Direct Enrollment Contracts:** Up to 19 funding lines to enroll eligible New Yorkers into the NYC Care program citywide.

### Outreach Contracts

Applicants selected pursuant to this RFP will receive funding for staffing, administrative costs, and one month of ramp up costs to help hire new staff and build internal infrastructure needed to implement the Project. *See breakdown below.*

- **Ramp Up:** Awarded applicants will receive **\$3,000 to cover start-up costs** associated with the hiring of staff and the construction of the internal infrastructure needed to implement the program. This funding will cover the 1 month period prior to the launch of the 11 month program. Each selected organization will receive \$3,000 for ramp up, regardless of the number of Funding Lines awarded.
- **Funding Lines:** Awarded applicants will receive **\$40,000 per Funding Line** to cover hourly salary and operational costs dedicated to the Project for the period of the contract. Applicants may propose to dedicate multiple staff for the Project. Selected applicants must pay staff funded through the Project *at least* \$15/hour for 35-hour work weeks in accordance with the New York State minimum wage.
- **Case Worker:** Awarded applicants will receive **\$30,000 per organization** to cover the hourly costs dedicated to the Project for the period of the contract. Applicants may propose to dedicate multiple staff for the Project, though one is recommended. Selected applicants must pay staff funded through the Project *at least* \$15/hour for 35-hour work weeks or no less than a 27-hour work week in accordance with the New York State minimum wage.
- **Administrative Costs:** Awarded applicants will receive funds to support incidental administrative costs. Awarded applicants will receive **up to 10%** of the total funding received for Funding Lines. *For example, an awarded applicant granted one (1) Funding Line will receive \$4,000 in administrative funds, and an awarded applicant granted four (4) Funding Lines will receive \$16,000.* Administrative funds may be spent to support the outreach work. Examples

of acceptable expenses include, but are not limited to, printing, MetroCards for organizers, technology and software for remote work, personal protective equipment (PPE), etc.

One funding line does not necessarily need to equal one full time employee. We also welcome proposals that present alternative models, such as subcontractor arrangements in which an applicant engages another group to host outreach staff, using funds to support administrative and IT work needed for the project to function post COVID-19, as well as proven online organizing strategies that could reasonably be expected to achieve the intended outreach targets. It is a priority under this RFP to engage a diverse set of partners to ensure outreach for the NYC Care Program is provided across a diverse range of neighborhoods, language groups, and cultural communities.

### **Direct Enrollment Contracts**

Applicants selected pursuant to this RFP will receive funding for the completion of deliverables and administrative costs. *See breakdown below.*

- **Funding Lines:** Awarded applicants will receive **\$4,000 per Funding Line** for the completion of 120 NYC Care enrollment over the period of the contract. Applicants may propose to dedicate multiple staff for the Project.
- **Administrative Costs:** Awarded applicants will receive funds to support incidental administrative costs. Awarded applicants will receive **up to 10%** of the total funding received for Funding Lines. *For example, an awarded applicant granted one (1) Funding Line will receive \$300 in administrative funds, and an awarded applicant granted four (4) Funding Lines will receive \$1,200.* Administrative funds may be spent to support the enrollment work. Examples of acceptable expenses include, but are not limited to, printing, technology and software for remote work, personal protective equipment (PPE), etc.

### **Payment Structure**

Payment for the project will be disbursed in 3 phases:

1. Contract Execution: 25% of the award amount + ramp-up;
2. Midway through the contract period: 50% of the award amount; and
3. The end of the contract period: 25% of the award amount.

## **VIII. RFP Process and Rules of Participation**

### **A. RFP Process**

1. Questions. Substantive questions regarding the Scope of Work must be received by email before the date and time in the RFP Timeline and by the person designated on the first page of this RFP. Questions not timely received by such person are not guaranteed a response. Emails sent to the person on the first page of this RFP must include the RFP Number as written in this document in the Subject Line.
2. Conference. Pre-proposal conference call shall be held at the time set forth in the RFP Timeline. RSVP by emailing the person designated on the first page of this RFP.
3. Submission. Proposers shall submit the Proposal Package in digital format (by email) by the time and date set forth in the RFP Timeline to the persons designated on the first page of this RFP with the subject heading “NYC Care RFP” and whether the applicant is applying for outreach, direct enrollment, or both types of funding lines. For example, “NYC Care RFP-O”, “NYC Care RFP-DE”, or “NYC Care RFP-O&DE.” Applicants may apply for funding to conduct outreach in any combination of boroughs and must indicate on the cover page which boroughs they are applying for. Proposers are responsible for the timely electronic submission of applications. It is strongly recommended that applicants complete and submit their applications at least 24 hours in advance of the Application Due Date & Time.

B. Proposal Package Contents

1. Proposal Package size limit. The Proposal Package shall not exceed 20 megabytes.
2. Cover Sheet. A cover sheet containing the following information (see provided template at the end of this document):
  - a. RFP Title
  - b. Vendor Name and Address
  - c. Principal contact person name and contact information
  - d. Website
  - e. Which grant are you applying for? Outreach, Direct Enrollment, or both. If Outreach, also include the number of funding lines requested.
  - f. Please list the intended target community (languages and community districts).
3. Table of Contents. The proposer must provide a table of contents with page numbers.
4. Minimum Criteria. The proposer must attest and provide some description of how the minimum criteria are met.
5. Executive Summary. Provide a summary of no more than one page describing how you will meet the goals of the RFP and a summary of the cost information.
6. Vendor's Background and Organization: In this section provide the following information:
  - a. Number of employees
  - b. Organization chart
  - c. Audited financial statement for the last 3 years
  - d. Background of principals
  - e. Recently completed similar size projects
  - f. A copy of any licenses relevant to this project
  - g. Duration you have been doing business in this service or product line
7. References. List of three current clients and one former client, including client email addresses and phone numbers.
8. Technical Proposal. The Technical Proposal must address all issues in the Scope of Work and include any other information you believe would be relevant. The technical proposal shall not exceed 3 pages.

**Outreach contract applicants** should include the following information as a part its proposal:

- a. A brief description of the applicant’s past and current experience with the eligible populations in the targeted communities, specifically highlighting the applicant’s work involving uninsured immigrant New Yorkers.
- b. A *proposed* Outreach Plan that describes how the organization will meet the monthly outreach and enrollment targets listed in the *Expected Deliverables* section. The Outreach Plan should provide details on the following:
  - how the organization will meet monthly outreach and appointment targets (refer to the *Expected Deliverables* section);
  - strategies and tactics the organization will execute to reach eligible populations in the target neighborhoods and languages (including additional internal goals) with a particular focus on how the organization will conduct outreach in accordance with social distancing guideline and overcome the digital divide in their communities; and
  - staffing structure in place to successfully implement a plan which should include a staff person at the organization responsible for overseeing the plan and coordinating with MOIA and NYC Health + Hospitals.

**NOTE:** The *final* Outreach Plan and goals will be finalized collaboratively between the selected applicant, NYC Health + Hospitals and MOIA. *See Scope of Work.*

- c. A description and outline of the applicant’s staffing and management structure. The outline should include the following information:
  - The number of outreach staff proposed to be dedicated to the Project;
  - Whether the organization will use existing outreach staff, or if the organization will hire new outreach staff. If new outreach staff will be hired, provide a schedule for recruitment and onboarding showing completion in time for the start of outreach activities no later than February. Applicants are expected to begin work on the launch date.
  - Whether outreach staff will be working on NYC Care outreach part time or full time.
  - Whether the organization will use existing outreach staff and use the funds to cover administrative and IT support for the program.
  - Languages spoken by the outreach staff who will be working directly on the program.
  - Name of the staff person or persons who will supervise the outreach staff, including brief biographical information (such as a bio or resume). The applicant should indicate who will be the permanent staff that will report to the NYC Care Outreach Coordinator.

**Direct Enrollment contract applicants** should include the following information as a part its proposal:

- a. A brief description of the applicant’s past and current experience with the eligible populations in the targeted communities, specifically highlighting the applicant’s work involving uninsured immigrant New Yorkers.
- b. Proof of existing Certified Application Counselors, Marketplace Facilitated Enrollers, or Navigators at the organization.
- c. A proposed project plan outlining the completion of the deliverables.
  - Timeline, staffing structure, and how the applicant will identify potential enrollees.

Selected applicants will be expected to enter into contracts with NYC Health + Hospitals and MOIA with a term from November 2021 through October 2022, with the possibility of extension or renewal of contract. Organizations applying for both Outreach and Direct Enrollment funding lines do not need to submit separate proposals but should ensure that all requirements for both are met in the single proposal.

9. Cost Proposal. Confirm your proposal and agreement to the cost structure outlined in Section VII.

10. MWBE Utilization Plan (attached). NYC Health + Hospitals follows New York State Executive Law Article 15-A which requires 30% participation of New York State Certified Minority or Women-Owned Business Enterprises (MWBE) as subcontractors. An MWBE Utilization Plan shall be submitted with the names of the MWBE subcontractors the proposer plans to use to meet such goal. Alternatively, proposers may meet this requirement by being a certified MWBE with the State of New York or the City of New York. Waiver of the 30% goal, total or partial, may be given but only after good faith efforts have been demonstrated.

11. Doing Business Data Form (“DBDF”) (attached). In accordance with New York City Local Law 34 of 2007, the proposer must submit an accurate and complete DBDF, enclosed in a separate envelope. Failure to do so will result in rejection of the proposal.

Additional Forms (attached). Upon contract award the proposer will be required to submit the following:

Vendor Demographics Form with W9

C. Rules of Participation

1. Communication with NYC Health + Hospitals. From the date this RFP is issued until the award of contract proposer and its staff shall direct all communications relating to this RFP solely to the person set forth on the first page of this RFP. Emails sent to the person on the first page of this RFP must include the RFP Number as written in this document in the Subject Line.
2. Solely within its discretion, NYC Health + Hospitals may withdraw this RFP prior to award of a contract, postpone this RFP, reject all proposals, award in part, or choose not to award a contract as a result of this RFP.
3. Addenda. NYC Health + Hospitals may issue addenda to this RFP to correct or clarify the solicitation. It is the proposer's responsibility to ensure that it has received all addenda. Prior to submitting the Proposal Package the proposer should check with the contact person on the first page of this RFP.
4. Minimum Criteria. Please provide a signed attestation confirming that you meet such minimum criteria and the evidence supporting the qualification.
5. Mistakes. NYC Health + Hospitals may waive or modify any mistakes in proposals that are deemed to be not material.
6. NYC Health + Hospitals shall not be bound by any oral or written representations, statements or explanations other than those made in this RFP or in formal written addenda issued to this RFP.
7. Proposal. The proposal is a written offer and shall be irrevocable for six months. The offer may not be withdrawn after the submission deadline.
8. Modifications to or withdrawals of a proposal after the submission deadline shall not be considered.
9. Costs. NYC Health + Hospitals shall not be liable for any costs incurred by proposers in the preparation of proposals or for any work performed in connection therewith.
10. Negotiations. NYC Health + Hospitals may award a contract on the basis of initial offers received. The Proposal Package should therefore contain the proposer's best terms from a programmatic and cost standpoint. NYC Health + Hospitals may choose to negotiate all proposers or a limited pool of proposers and award a contract to one or more proposers.
11. Conditions of Award. All proposed awards will be subject to compliance with NYC Health + Hospitals legal requirements, vendor responsibility determination, and approval by its internal governing bodies.

12. Confidential or Proprietary Information. NYC Health + Hospitals is a public entity subject to New York State's Freedom of Information Law (FOIL). Confidential material shall be clearly marked by the vendor and be easily separable or redacted, and will not be disclosed unless required by Freedom of Information Law or other applicable state or federal laws.

13. NYC Health + Hospitals Terms and Conditions, Form 110-96 (attached). NYC Health + Hospitals does not accept any changes to the terms and conditions set forth as mandatory within Form 110-96. Any exceptions taken to such mandatory terms may result in rejection of the proposal.

Any exceptions to the terms and conditions must be set forth in writing, with reasons for such objection, and alternate language suggested, or are otherwise waived.

D. Evaluation

1. Evaluation Committee. An Evaluation Committee shall be formed and comprised of a minimum of five persons who will evaluate the proposals.
2. Scoring. The Evaluation Committee shall score and weight responsive proposals of proposers that meet the Minimum Qualifications in accordance with the scoring criteria set forth above in this RFP. As part of the evaluation process there may be a request for additional information from all or a subset of proposers that might result in additional scoring.
3. Presentations. The Evaluation Committee may require all or a short list of proposers to give one or more oral or visual presentations in support of their proposals and/or otherwise demonstrate the information contained therein.

**Proposal Package Checklist**

Proposal Submission	
MWBE Utilization Plan, Waiver, or Certificate	
Doing Business Data Form	
Vendor Security Requirements Checklist	

### Cover Page Template

<b>Organization's Legal Name</b>	
<b>Main Address(es)</b>	
<b>Primary Contact</b>	<b>Primary contact name, title, phone number, email address</b>
<b>Website</b>	
<b>Phone Number</b>	
<b>Which grant are you applying for? Outreach, Direct Enrollment, or both. If Outreach, also include the number of funding lines requested.</b>	
<b>Please list the intended target community (languages and community districts).</b>	