



District Attorney of  
New York County



CUNY INSTITUTE  
FOR STATE & LOCAL  
GOVERNANCE

# **Invitation for Proposals: Neighborhood Navigators**

Expires 02/21/2023

# I. Cover Sheet for Neighborhood Navigators

## A. Goal of the RFP

This Request for Proposals (RFP) seeks proposals from qualified vendors to develop networks of neighborhood navigators—trained individuals based in focus neighborhoods who will build relationships with people regularly living and/or spending time on the street who may have mental illnesses and/or substance use (behavioral health) disorders. Neighborhood navigators with lived and shared experiences will engage with individuals who are acutely struggling with homelessness, behavioral health issues, and related challenges to help direct them into longer-term care and support, thereby avoiding potential contact with the justice system. In time, and with a foundation of earned trust, the navigators will offer linkages to behavioral health care, housing, and other needed services.

This RFP requires proposers to apply in partnership with other organization(s) with strong local connections to the neighborhoods to be served. Proposals should specify and be submitted by the primary contractor and project lead. Proposals should list and describe the roles of proposed partner agencies, and those partner agencies should supply letters of intent. Proposals should describe which partner(s) will recruit, train, and manage the neighborhood navigator staff.

## B. Timeline and Submission Instructions

1. **Release Date of RFP: December 14, 2022**
2. **Questions:** Questions about this RFP may be submitted in-writing to [cjii@islg.cuny.edu](mailto:cjii@islg.cuny.edu). Questions and requests for clarification must be submitted by **11:59pm EST on January 14, 2023**. The subject line of the email should be: Questions – Neighborhood Navigators RFP.
3. Answers to all questions will be available as an addendum to this RFP by email and posted on the CJII website by **11:59 pm EST on January 30, 2023**. It will be the responsibility of proposers to remain up-to-date regarding all addenda issued for the current RFP. Any addenda will be posted here: <https://cjii.org/category/opportunities/>.
4. **Proposal Due Date:** Proposal submissions are due on **February 21, 2023 at 11:59pm EST**. Proposals should be in an electronic PDF format and should be e-mailed to [cjii@islg.cuny.edu](mailto:cjii@islg.cuny.edu). The subject line of the email should be: Submission – Neighborhood Navigators RFP.
5. Failure to submit a proposal by the due date and time may result in the proposal being considered non-responsive to this RFP and not considered for award. Unless an addendum to this RFP is issued extending the due date and time, all proposals must be submitted prior to the time and date set forth above.
6. **Anticipated Contract Start Date: Summer 2023**

## C. Amount and Number of Awards

With a total of up to \$6 million dollars, DANY and ISLG anticipate funding programs in up to 6 neighborhoods, with up to \$1.4 million in funding available for any single neighborhood program, to be spread over three and a half years (including six months of planning and three years of implementation). DANY and ISLG reserve the right to fund none, one, or multiple

programs, based on the proposals received in response to this RFP. Applicants may propose to serve more than one neighborhood.

#### **D. Contact Information**

Any communication related to this proposal (e.g., questions, reporting of technical difficulties) should be conducted via email and sent to [cjii@islg.cuny.edu](mailto:cjii@islg.cuny.edu).

## **II. Summary of the Request for Proposals**

### **A. Purpose of the RFP**

The District Attorney of New York County (DANY) is investing \$250 million through its Criminal Justice Investment Initiative (CJII) to support impactful projects that aim to improve public safety and promote a fair and efficient criminal justice system in New York City.

The City University of New York Institute for State and Local Governance (ISLG) holds and manages the contracts of CJII grantees. This includes managing the solicitation and contracting process and providing guidance to award recipients and oversight and performance measurement throughout the lifetime of the initiative. ISLG also offers capacity building support to grantees. Funds awarded through the Research Foundation of the City University of New York (Research Foundation).

DANY and ISLG are seeking proposals for an initiative to develop a network of neighborhood navigators. These navigators will focus on building trusted relationships with individuals living and/or spending significant time on the street in Manhattan neighborhoods who may have a mental illness and/or a substance use disorder, and ultimately connecting them with services offered by the City, the nonprofit community, or others. This program aims to:

- Build trust and connection between navigators and individuals who regularly live or spend time on the street and may face behavioral health challenges
- Connect these individuals with existing resources and services
- Improve coordination, collaboration, and partnership among service providers that work with some of New York City's most vulnerable residents
- Serve as a known resource in neighborhoods to help ensure law enforcement is not a default response to people facing homelessness and/or behavioral health challenges

Despite the many outreach programs that work to connect individuals on the street with services, behavioral health disorders remain a persistent challenge for many New Yorkers who regularly live or spend time on the street. There is a larger context of a lack of housing supply, and particularly a lack of deeply affordable supportive housing, that is beyond the scope of this RFP, but there is also a reluctance among many in this population to engage with existing outreach programs, shelter services, mental health and substance abuse treatment programs, or other social service options. There are many reasons for this, including well-founded safety concerns about many shelter settings and more.

The network of well-trained navigators envisioned in this RFP will connect with individuals on the street, build relationships and trust with these individuals, and help guide them to vital

services. The navigators will be based in specific neighborhoods, and in addition to the deep ties they build with the focus population, they will also build strong connections with local businesses, civic leaders, and service providers to help facilitate positive service connections and positive outcomes for individuals and neighborhoods.

DANY and ISLG are seeking proposals from one or more lead agencies to oversee navigation programs in one or more Manhattan neighborhoods. While proposals aimed at serving any Manhattan neighborhood will be considered, proposals serving one or more of the following neighborhoods will be prioritized for funding: **Lower East Side/Chinatown, Chelsea/Hell's Kitchen/Midtown West, Central/East Harlem, and Washington Heights/Inwood**. These are areas where community feedback to DANY has indicated the greatest need for navigation programs. Applicants should specify what neighborhood(s) they would focus on and why. Applicants proposing to serve more than one neighborhood should include a discussion of each neighborhood to be served and the distinct considerations in serving each. DANY and ISLG anticipate making no more than one award per neighborhood.

## **B. Anticipated Contract Term**

The length of program funding will not exceed three and a half years (including six months of planning), beginning in Summer 2023. Funded applicants will be required to report ongoing performance data (see "Performance Measurement" below) to ISLG and work with any evaluator that is identified to evaluate this initiative. Funded applicants will be required to fulfill these obligations for one to two additional years beyond the period of the program funding, to allow for a fuller understanding of the experiences and outcomes of people who engage with the program.

DANY and ISLG anticipate that any agreement entered into as a result of this RFP will be with the Research Foundation as the contracting party on behalf of ISLG. In the event that a selected applicant is unable to fulfill the requirements of the contract awarded pursuant to this RFP, ISLG reserves the right to have the Research Foundation enter into contract negotiations at a later date with the next highest rated applicant who is available to implement the program.

## **C. Anticipated Available Funding**

DANY and ISLG anticipate funding up to \$6 million total with up to \$1.4 million in funding for any single neighborhood program, to be spread over three and a half years (including six months of planning and three years of implementation). DANY and ISLG are prioritizing programs based in certain neighborhoods for funding, as noted above. Organizations may apply for funding for additional neighborhoods, but there is no guarantee that awards will be made for those additional neighborhoods.

## **D. Performance Measurement**

The Manhattan District Attorney's Office and ISLG are committed to measuring the implementation and impact of all CJII funded programs and disseminating that information so that others may learn from and build on those insights. ISLG will work with the programs funded under this initiative to develop a set of quantitative and qualitative measures tailored to that program, focused on both program processes and impact. Data gathered throughout the term of the contract will be used to adjust implementation of services, in partnership with the program.

These metrics will be finalized during the contracting phase or during the term of any contract awarded from this RFP.

All funded applicants may be required to coordinate regularly with an evaluator to examine the implementation and impact of the program(s) funded through this RFP. Funded applicants will be required to provide the evaluator and/or ISLG with program information, materials, and data, including data and information related to partnering organizations, as requested by the evaluator and/or ISLG on a periodic basis. ISLG anticipates that the performance measures will be part of any such evaluation to reduce the administrative burden on the funded applicants. Applicants should indicate the program staff and resources that will be allocated to support and facilitate performance measurement activities in their proposed budget.

### **III. Program Overview**

#### **A. Rationale and Focus Population**

The focus population for this initiative will be individuals living and/or spending significant time on the street who may have a mental illness and/or a substance use (behavioral health) disorder.

Manhattan has a large population of individuals who either live on the streets or spend a significant amount of time on the streets. The results of the NYC Department of Homeless Services' most recent annual survey last January produced an estimate of 3,439 individuals experiencing unsheltered homelessness.<sup>1</sup> Many of these individuals are experiencing significant mental health and/or substance abuse challenges, and many if not most have experienced periods of chronic homelessness. One study found that 67% of unsheltered adults in Manhattan were chronically unsheltered (sleeping without shelter at least 9 out of the last 24 months). Of those chronically unsheltered adults, 36% reported a history of mental illness (previous psychiatric hospitalization or current counseling or treatment) and 67% reported a history of substance abuse—84% reported problems with mental illness, substance abuse, and/or a serious medical issue.<sup>2</sup> Most of these individuals are not violent, and indeed are disproportionately likely to be victims of violent crime themselves.

Despite decades of investment and innovation in better responses to behavioral health and homelessness, many people remain caught in a cycle of poverty, housing instability, and lack of sufficiently comprehensive wraparound care. There are several reasons for this, including shelter avoidance due to safety concerns, a lack of permanent supportive housing units in the City (though we note that the City has recently taken steps to increase access to permanent supportive housing through the Street to Housing pilot program), a lack of trust in institutions providing mental health services, and a fractured and insignificantly resourced community mental healthcare system. This population also face the same barriers that prevent other low-income New Yorkers from accessing effective services: lack of awareness of available resources;

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<sup>1</sup> 2022 Hope Survey Results, <https://www.nyc.gov/site/dhs/about/press-releases/2022-hope-survey-results.page#:~:text=NEW%20YORK%E2%80%94%20The%20Department%20of,New%20York%20City%20on%20the>

<sup>2</sup> Levitt AJ, Culhane DP, DeGenova J, O'Quinn P, Bainbridge J. Health and social characteristics of homeless adults in Manhattan who were chronically or not chronically unsheltered. *Psychiatr Serv.* 2009 Jul;60(7):978-81. doi: 10.1176/ps.2009.60.7.978. PMID: 19564231.

language barriers; lack of transportation; limited service hours; and the complicated, sometimes overwhelming, task of coordinating among different providers and navigating incredibly complex and overlapping government systems.

Through CJII, DANY previously funded the Community Navigators Program (CNP) based at the Silberman School of Social Work at Hunter College in East Harlem that employed navigators with lived experiences including housing instability, food insecurity, domestic violence, and more to connect neighborhood residents with a wide variety of services. Findings from a process evaluation by Metis Associates showed that the program model was successful at service-linking and while this model was not specifically focused on the same focus population, this RFP builds on lessons from that program and its evaluation, including the power of relationship-building, flexible engagement, and the benefits of employing individuals with shared experience.<sup>3</sup>

This investment is also motivated by a desire to expand to other Manhattan neighborhoods promising practices of the navigation pilot programs operating and serving the focus population already in Manhattan.<sup>4</sup>

## **B. Goals**

The program contemplated in this RFP supports CJII’s overall goal of improving public safety.

Specifically, the aims of this program are to:

- Build trusting relationships between navigators and members of the focus population
- Increase the focus population’s access to and use of existing resources and services
- Improve coordination among local service providers
- Improve outcomes for individuals from the focus population
- Build bridges between the neighborhood and the focus population, and achieve a greater sense of safety in communities
- Serve as a known resource in neighborhoods to help ensure law enforcement is not a default response to people facing homelessness and/or behavioral health challenges

## **C. Program Description**

This RFP seeks to develop a network of neighborhood navigators to locate, connect, engage, and build trust with individuals from the core focus group, and ultimately link them to needed services. Navigators will primarily focus on relationship-building with the focus population. They will meet people “where they are” and – in time – serve as the bridge to connect individuals to services and resources across organizations, city agencies, and systems. The navigators will accompany participants to appointments and programs and provide a warm handoff to partner providers.

Navigators are not a part of the criminal legal system—although they will connect with individuals who have been impacted by the justice system, and work with them to ensure they are able to locate and access services and programs they may need. Engagement will be

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<sup>3</sup> [An-Evaluation-of-the-East-Harlem-Community-Navigators-Program\\_Metis-Associates-January-2022-1.pdf \(cjii.org\)](#)

<sup>4</sup> Including, for example, the Community First program based in Times Square. [Community First | Times Square NYC](#)

voluntary and fluid—participants can disengage or reengage any time. While not all the navigators will necessarily be peers, programs should demonstrate how they will hire peer specialists to play a role in the work and help inform the program overall.

Navigators will work in teams and seek to meet basic needs for the focus population, including providing food, hot coffee, blankets, warm cloths, fentanyl test strips, naloxone, medical supplies, personal protective equipment, and other immediate needs as appropriate. The navigators will serve a very high-need population that often resists traditional services. This program aims to reintroduce participants to services slowly, and only when participants express readiness. Because of the personalized nature of the engagement between navigators and participants, caseloads will vary depending on the intensity of support required for each participant. Providers should expect navigators to work with approximately 12-15 participants at a time, with the possibility of smaller caseloads for navigators working with participants with higher needs. Each team of navigators will spend a portion of their time engaging with potential new participants, and the balance supporting those who have accepted ongoing support.

Navigators will not be case managers, but rather they will provide proactive outreach to form human connection, meet immediate physical needs, and build trust and connection. They will be mobile, meeting individuals where they are. They will work across systems, across agencies, and across organizations to connect individuals with the services that they need. The navigators should proactively check in with their participants regularly, provide a listening ear and safe space, accompany participants to appointments, and warmly hand them off to trusted partner providers when appropriate.

In addition to working directly with the focus population, the neighborhood navigators engage with local small businesses and help problem-solve with people living or spending time in the community. Navigators should build connections with local civic organizers, business owners, employees, and residents of the community, in order to improve support systems for program participants, help in mitigating minor conflicts that may occur in the neighborhood, and ultimately improve feelings of belonging for all community members, including those living or spending significant time on the street who may have behavioral health needs.

Specifically, this RFP seeks lead applicants to serve as training and management entities responsible for recruiting, training, and managing neighborhood navigators; developing and delivering training modules where needed for neighborhood navigators, or connecting with existing training programs; and supporting and managing neighborhood navigators over time. Lead applicants should respond to this solicitation in partnership with other community-based organization that will offer complementary services to those of the lead applicant. For example, the partners organization might focus on housing, healthcare, or substance use treatment. The partnership plan should include organizations already serving the focus population. RFP responses should make clear who the lead entity is. The partnership aspect of this work is critical because we recognize that one entity cannot serve all needs – building partnerships with providers who provide a robust range of services is important to ensure that as many participant needs as possible can be met.

Collaboration and relationship building is essential for this initiative to succeed. The lead entity will be responsible for establishing relationships with key city agencies, including the NYPD,

Manhattan District Attorney’s Office, the Department of Homeless Services, the Department of Health and Mental Hygiene, and the Mayor’s Office of Community Mental Health, as well as neighborhood and business groups, and the defense bar. Additionally, the lead provider will collaborate with other community-based organizations serving the focus population to identify effective services for referrals, maintain relationships for warm hand-offs, and to ensure open dialogue about the neighborhood navigator initiative, how it’s working, and how to improve it.

#### **IV. Deliverables**

Funded applicants will be required to submit regular deliverables throughout the duration of the term of any contract awarded from this RFP. Please note that deliverables—and the frequency and due dates of deliverables—are subject to negotiation.

#### **V. Proposal Content and Format**

##### **A. Cover Letter**

Applicants must include a cover letter that provides basic information about the applicant. The cover letter should be signed and dated by an authorized representative of the applicant.

##### **B. Program Narrative**

Applicants should describe in detail how they will provide the services of the neighborhood navigator initiative, outlined below. Applicants should describe in detail where, when, and how the program will be staffed to promote engagement with the focus population.

The Program Narrative should be single-spaced, using standard 12-point font (Times New Roman is preferred) with 1-inch margins, and should not exceed 10 pages (excluding appendices and resumes). Pages should be paginated.

##### **Services of Neighborhood Navigator Initiative**

The lead entity will be responsible for recruiting and managing individuals to work as neighborhood navigators; developing and delivering training modules for neighborhood navigators; and supporting and managing neighborhood navigators over time. They will also be responsible for ensuring that navigators have a broad range of relevant lived experience.

Applicants should discuss how they would accomplish the following, which are described in more detail below: (a) development of navigator qualification criteria; (b) navigator recruitment; (c) development and delivery of navigator training modules and professional development opportunities; (d) development of participant outreach strategy and referral streams; (e) service delivery; (f) partnership development and neighborhood service mapping; (g) program data collection and coordination across partners to track participant services/progress; and (h) program implementation timeline. Each of these responsibilities is discussed in detail below.

##### **i. Navigator Qualification Criteria**

The lead entity will be responsible for developing navigator qualification criteria to use in their recruitment efforts. To strengthen navigator credibility, it is important that navigators be able to relate to individuals from the focus population, particularly through some shared backgrounds or life experiences (e.g., history of housing insecurity/street

homelessness and/or history of behavioral health issues, connections to the community, etc..) Navigators may also have strong ties to the focus neighborhoods through family, work, or other connections.

## **ii. Navigator Recruitment**

Applicants should describe in detail their strategy to recruit navigators. The recruitment strategy should describe how applicants will (1) recruit navigators to work in focus neighborhoods, (2) ensure that all navigators have knowledge of the communities where they will work and/or the neighborhoods in which their focus populations live, (3) that the navigator recruitment strategy will include attention to language access, and (4) that the navigators can develop strong connections with the core groups (i.e., ensure that navigators can relate to individuals). Applicants should also confirm that they plan to pay all navigators a living wage.

## **iii. Navigator Training and Professional Development**

Applicants should describe in detail how they will provide access to quality training for navigators in the following areas (as well as identify additional appropriate training opportunities):

- Identifying trauma and working with people who have experienced trauma;
- Working with individuals with significant mental illness and/or substance use disorders;
- Working with unhoused individuals, and services that exist to connect those individuals with housing;
- Relational skills, including active listening, effective communication, motivational interviewing, interpersonal negotiations, relational boundaries, cultural competence and respect;
- Practical skills, including service delivery systems, navigation strategies, self-advocacy, and confidentiality (including, where appropriate, HIPAA);
- Topics related to clinical, community-oriented supervision, including service delivery systems, mandated reporting knowledge about the criminal legal system and connected systems (child welfare, housing, education);
- Knowledge about available resources and where to find those resources; and
- Assessing needs and matching people with resources (including technology).

Applicants should describe the training in detail, including the best practices the training is based on, the number and size of training modules, the length of each training module, and detail about who will deliver the training.

If multiple training and management entities are funded across the focus neighborhoods, they will be expected to coordinate and collaborate in a learning community. Applicants should describe how they would accomplish these responsibilities, for example, by developing information sharing protocols or mapping services by neighborhood.

Applicants should explain how they plan to ensure consistent support for and professional development of navigators and discuss these plans in their proposal. To the extent staff

may qualify to be peers, applicants should discuss plans for ensuring staff receive peer credentials.

**iv. Outreach and Referral Streams**

Applicants should discuss the outreach strategy they will use to identify and engage with the focus population, including how any language barriers will be addressed. Strategies should include a focus on meeting immediate needs (food, warmth, etc.) and building trust. Applicants should also identify with specificity possible referral streams—from government agencies, community-based organizations, etc.—and services to which they can connect program participants.

**v. Service Delivery**

Applicants should describe its planned staffing pattern and anticipated caseload distribution. Applicants should explain how and when they will incorporate use of a needs assessment (formal or informal) with the focus population. Applicants should discuss how they will determine the appropriate dosage of navigation support. Applicants should also discuss how they plan to incorporate participant voice and input into the process of identifying service referrals for individual clients.

**vi. Partnership development and service mapping**

Once trained, navigators will be mobile, meeting individuals wherever they are in the community, building trust, meeting direct needs, and traveling with them, for example, to various nonprofits and community-based organizations for services or to various city agencies for services or appointments. Navigators should specifically make sure to be connected with local providers who provide Assertive Community Treatment, Assisted Outpatient Treatment, drop-in centers, and other supports for individuals with behavioral health needs. Navigators will also interact with civic groups such as small business associations to build partnerships and explain their work. To facilitate navigator outreach and referral streams, the lead entity will be responsible for building strong relationships and creating a partnership network of city agencies and nonprofits and community-based organizations that come into contact with the focus population. Referrals from/to City agencies will be structured in such a way as to limit information-sharing back to law enforcement. City agencies likely will include (but are not limited to):

- NYC Department of Homeless Services
- New York City Police Department
- Administration for Children’s Services
- Manhattan District Attorney’s Office
- Correctional Health Services NYC Department of Health and Mental Hygiene
- NYC Department of Probation
- NYC Housing Authority
- NYC Human Resources Administration
- Mayor’s Office of Community Mental Health
- Local elected officials’ offices

The applicant will identify social service partners – both included in the application as subcontractor, and unfunded partnerships to be established during the planning period and through project implementation, facilitate regular conversations with partner providers, and ISLG to ensure extensive, meaningful coordination across organizations with an eye toward breaking down service siloes and enhancing collaboration across organizations and city agencies. These conversations will also seek to ensure that appropriate and effective outreach and referrals are being made, that the needs of navigator participants are being met, that navigators have access to information and resources they need, and that feedback is shared. These discussions will help identify current gaps in services and build strategies to meet those gaps.

**vii. Collection of program data to understand participant experiences, including across partners**

Given the focus population and mobile program model, navigators will need to engage participants multiple times, in multiple locations, and, in some cases, through connections to multiple service providers. Accordingly, the lead entity will need a mobile case management system or platform. Applicants should describe their plans for such a system, including how they will share information with partners to effectively track referrals and service uptake, as well as how they plan to document participant feedback and experiences. Specifically, applicants should address:

- Data system(s) to be used
- Person/role responsible for ensuring consistent and appropriate use of such system
- Any known limits of such system and proposed mitigation efforts
- Expected opportunities for documentation of participant engagement and experiences, e.g., intake, regular check-ins, etc.
- Possible outcome measures and/or measures to demonstrate program impact over time
- Data sharing agreements expected to be necessary for regular data sharing among program partners and whether any such agreements are in place

**viii. Program Implementation Timeline**

Applicants should provide a timeline that outlines the major milestones of the program and how they align with program goals. Applicants will be required to develop a logic model with ISLG during the planning period, and may submit a draft of that logic model with their application if desired.

## **C. Organizational Capacity and Experience**

Nonprofits and academic institutions are eligible for funding through this grant opportunity as lead providers or as funded partners.

Applicants should detail their organizational (i.e., technical, managerial, and financial) capacity to perform the work described in the program narrative above. Applicants should specifically address the following:

- i. Describe the lead provider and partners' history of and capacity for serving the focus population, employing staff with shared lived experiences with their participants, and providing service navigation. Indicate the length of time the Applicant has been in operation.
- ii. Identify the resources the lead applicant and partners would use to provide the services, including a list of all staff, subcontractors, consultants (if any) who would work on the initiative, as well as program facilities and other relevant infrastructure such as mobile vans, etc. Applicants should describe staff's training and experience as it relates to the work outlined in this RFP. Attach resumes of the key staff who will be providing the work, and attach a list of planned subcontractors (if applicable).
- iii. Explain how the applicant's current and/or previous work is relevant, and how this knowledge and experience will be leveraged in the planning and implementation of the program.
- iv. Explain how the Applicant centers diversity, equity, and inclusion in their work, and how they have prioritized diversity, equity, and inclusion in initiatives similar to this one.
- v. A chart showing where, or an explanation of how, the services proposed will fit into the Applicant's organization.
- vi. A copy of the Applicant's latest audit report or certified financial statement, or a statement as to why no report or statement is available.

This section should be double-spaced, using standard 12-point font (Times New Roman is preferred) with 1-inch margins, and should be attached to the program narrative as appendices. (This section not counted toward the 10-page limit for the program narrative.) Pages should be paginated.

#### **D. Program Budget and Budget Narrative**

Applicants should provide a budget, using the attached template, outlining how funding will be used to achieve the goals of the proposed program. The budget should include a proposed breakdown of funds for planning and implementation. The budget should include a living wage for all navigators and sufficient OTPS funds to support provision of essential needs for the focus population.

Applicants should also provide a corresponding budget narrative. Applicants should describe funding needs on an annual basis over the length of the funding period (funding may vary by year). The narrative should link the proposed costs to the proposed program components and activities and outline any underlying assumptions upon which the budget is based.

This section should be double-spaced, using standard 12-point font (Times New Roman is preferred) with 1-inch margins, and should be attached to the program narrative as appendices. (This section not counted toward the 10-page limit for the program narrative.) Pages should be paginated.

## **VI. Proposal Evaluation and Contract Award**

### **A. Evaluation Procedures**

All proposals submitted to ISLG will be reviewed to determine whether they are responsive to the requisites of this RFP. Proposals that are determined by ISLG to be non-responsive will be rejected. An evaluation team will evaluate and rate proposals based on the evaluation criteria prescribed below. The evaluation team may conduct site visits and/or interviews and/or to request that applicants make presentations and/or demonstrations, as they deem applicable and appropriate. Although the evaluation team may conduct discussions with applicants submitting acceptable proposals, ISLG reserves the right to award contracts on the basis of initial proposals received, without discussions; therefore, the applicant's initial proposal should contain its best technical and price terms.

DANY and ISLG reserve the right to fund none, one, or multiple programs, based on the proposals received in response to this RFP.

### **B. Evaluation Criteria**

The following evaluation criteria will be used to identify the winning proposal(s):

- Quality of proposed program – 50%
- Level of organizational capacity – 25%
- Prior relevant experience – 20%
- Budget narrative – 5%

### **C. Basis for Contract Award**

Contract awards will be made to the applicants whose proposals are determined to be the most advantageous by the evaluation team, taking into consideration the price and such other factors and criteria as are set forth in the RFP (see "Evaluation Criteria") and outlined above. Contract awards shall be subject to the timely completion of contract negotiations between the Research Foundation and the funded applicants.