



Office for the Prevention of Domestic Violence

REQUEST FOR PROPOSAL

New York State Domestic and Sexual Violence Hotline

Andrew M. Cuomo, Governor
Gwen Wright, Executive Director

RFP Release Date:	April 9, 2015
Deadline for Submission of Questions:	April 17, 2015
Response to Questions:	April 22, 2015
Proposal Due Date:	May 6, 2015, 12:00 PM EST
Anticipated Notification of Awards:	On Or About June 10, 2015
Contract Start Date:	October 1, 2015

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I. OVERVIEW

This Request for Proposal (RFP) provides program and application guidelines for The New York State Domestic and Sexual Violence Hotline hereinafter referred to as The Hotline.

The Office for the Prevention of Domestic Violence (OPDV) is accepting proposals from agencies, domestic violence agencies/organizations, not-for-profit corporations, and any other eligible entities to manage, operate and promote the Hotline.

Hotline Description

The statewide, toll-free, confidential Hotline operates 24 hours per day, 7 days per week, 365 days per year. The Hotline provides trained counselors who respond to a variety of service needs including crisis intervention, supportive counseling, and information and referral service. Callers to 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.¹

Hotline Core Services

Crisis Intervention: Crisis calls may include calls about an active or recent violent incident. In these cases, counselors may contact law enforcement and remain on the telephone while police respond. They may also encourage callers to hang up and contact law enforcement when appropriate. Counselors may also call for emergency medical services.

Counselors also receive calls from callers in emotional crisis. In these cases, they may provide supportive counseling and planning for future needs associated with the crisis.

¹ Federal Communications Commission, <http://www.fcc.gov/guides/711-telecommunications-relay-service>, Accessed 12/24/14.

Crisis calls may also include calls about basic needs crisis 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, referrals and discuss safety plans with callers.

Information Services:

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

Sexual Violence – information may include but not be limited to information on: sexual assault, adult sexual assault vs child/adolescent sexual assault, common reactions to sexual violence and trauma, options for medical intervention, rape crisis programs, SANE/SAFE programs, Child Advocacy Centers, safety planning, and legal options.

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.

Technical Support to Providers: Technical support may include but will not be limited to: the issue of domestic violence, cultural competency, immigration, as it relates to battered immigrant women and men, 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.

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 competency, referral resources and services, and other relevant issues.

Database Management

Maintain and update the central database of pertinent resource and informational/referral materials such as contact information for local Domestic Violence providers and community-based agencies.

Quality Control

It is essential that calls to the Hotline are answered in an efficient and professional manner. Incoming calls must be monitored to ensure service provision is appropriate and meets the needs of callers. Calls must also be answered quickly to ensure a feeling of dependability by callers. Additionally, there must be English and Spanish speaking staff members present at all times of operation. In the event a caller whose native language is not English or Spanish contacts the Hotline then, interpreting services will be provided in the language of the caller.

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 for trend analysis.

Hotline Management

Meet or conference call periodically with state level stakeholders, which could be a broad spectrum of agencies/individuals, including staff from NYS Office for the Prevention of Domestic Violence as well as NYS Coalition Against Domestic Violence and the NYS Coalition Against Sexual Assault to discuss issues, trends, marketing and promotion of the Hotline.

Meet periodically with management assigned to the Hotline to discuss relevant issues.

II. 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 NYS professionals from all systems about the interaction 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 non-profits and victims, distributing local assistance funds and highlighting best practices in the field.

III. FUNDING

Currently funds for this RFP are State funds from the New York State Aid to Localities Budget. All agreements and funding are subject to the availability of funds. Funding is not guaranteed. Modifications or additional requirements may be imposed during the award and/or contract period. Funding under this grant program may be awarded to a new, replacement project. Re-funding is not automatic. An existing grant may be renewed if sufficient data is presented to demonstrate that it is operating effectively, and a new application is submitted and approved for re-funding. Programs determined to have significant fiscal balances from prior year awards may be subject to a reduction of their future fiscal year awards or they may not receive further funding.

Funding Amounts

Funds will cover an initial contract period of three years, with the potential for two (2) one-year annual renewals. Each distinct annual award (including any potential annual renewals) must not exceed \$355,000. Consequently, the initial three-year award request for this RFP cannot exceed \$1,065,000. The contract start date will be midnight on October 1, 2015.

Eligible Costs

- Hotline staff
- Hotline equipment costs (phones, computers)
- Supplies
- Administrative costs up to five percent (5%) of the contract total
- Direct service subcontracting (e.g., telecommunications service provider, Language Line, training consultation)

Any additional costs incurred would be the responsibility of the contractor. Eligible commodities and categories of spending will be subject to a 30 percent MWBE utilization goal.

Ineligible Costs

- Administrative costs above five percent (5%) of the contract total
- iCarol software purchase and on-going subscription costs
- Vehicles
- Audit costs
- Insurance costs
- Space costs (mortgage, rent, utilities)
- Travel
- 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.

IV. NOTEWORTHY DETAILS ABOUT THE RFP

- **Grants Gateway Pre-Qualification**

Not-for-profit applicants **must** be pre-qualified through the [New York State Grants Gateway](#) prior to submitting their grant application in order to be eligible for awards under this funding. **Applicants are strongly encouraged to begin this process as soon as possible.**

- **All applicants must have the ability to submit proposals electronically.**
- Grant applications should be submitted to the automated [Division of Criminal Justice Services \(DCJS\) Grants Management System \(GMS\)](#) by **12:00 PM Eastern Standard Time, May 6, 2015.**
- The GMS system allows an applicant to complete an application electronically and submit it over the Internet. If you are interested in completing a grant application and you have not previously registered to use the DCJS GMS system, your organization will first need to register a user who will be responsible for electronically completing and submitting applications and submitting quarterly program and fiscal reports.
- In addition, you must ensure that the signing official for your organization has registered as a Signatory User in the GMS system. The Signatory will be required to electronically indicate his/her acceptance of the grant contract (if awarded) on behalf of your program. GMS will not allow the submission of an application for funds without a registered Signatory User.
- [Registration Request Forms](#) for both general GMS users and Signatories are available online. Please allow three to five business days to process your GMS Registration request. Applicants are encouraged to register and begin their online application early in order to allow time to obtain assistance with using GMS. A User Manual and tutorials are available online at the foregoing Internet address. If you experience difficulty using GMS or do not have Internet access, please contact [DCJS' Office of Program Development & Funding](#) or call (518)457-9787. DCJS technical assistance with GMS will be available until 12:00 PM Eastern Standard Time, May 6, 2015.
- When accessing the GMS system to complete an application, click Project>New, then select OPDV Program as the funding program.

V. ELIGIBLE APPLICANTS

Eligible applicants include:

- public agencies, including county or municipal governments, or any subdivision located in the State of New York;
- New York State OCFS-licensed/approved domestic violence agencies/organizations;
- New York State not-for-profit corporations, including charitable organizations incorporated, registered and in good standing with the Charities Bureau of the Attorney General in the State of New York; and
- New York State licensed educational institutions.

Preference may be given to applicants that are also certified MWBEs.

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 calls;
- the ability to seamlessly assume the duties of The Hotline in all its capacities, without interruption, as of midnight on October 1, 2015;
- the ability to implement and maintain The Hotline for the entire prospective term of the contract (October 1, 2015 – September 30, 2020) 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;
- experience providing phone-based information and referrals related to domestic violence and sexual assault within New York State;
- access to and appropriate training for the iCarol data collection software system prior to the assumption of Hotline duties;

- English and Spanish speaking staff present to take hotline calls at all times of operation;
- the ability to communicate with callers in their native language by use of interpreting services including but not limited to Language Line;
- a plan to provide accurate, timely, and up-to-date information and referral services to victims of domestic and sexual violence. Programs must exhibit their ability maintain and update referral and resource listings as the contract progresses;
- proficiency in providing multi-cultural services;
- 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, and operational logistics) to provide counseling, information and referrals subject to specific award with regard to population served. For example:
 - Volume of approximately 10,000 – 15,000 calls from victims of domestic and sexual violence, concerned others and professionals annually;
- the capacity to 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 volume. Such situations may also require The Hotline to assume duties of local domestic and sexual violence hotline services; and
- a plan to utilize Minority and Women-Owned Business Enterprises for a minimum of 30 percent of all eligible procurements within contract funds. (Information about the Division of Minority and Women's Business Development (DMWBD) can be found [here](#).) The mission of DMWBD is to promote equality of economic opportunities for MWBEs and to eliminate barriers to their participation in state contracts. Eligible types of expenses include any payment by a State agency, including but not limited to payments made pursuant to a State contract, purchase order, invoice or non-personal services.

Capacity in excess of the minimums specified above will receive favorable consideration in the competitive process.

VI. EVALUATION OF PROPOSALS

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

Applications will not be evaluated if these conditions have not been satisfied:

- Application was submitted on time. The deadline for applications is 12:00 PM EST on May 6, 2015.
- The applicant is an eligible organization as described in Section V.
- The applicant has submitted all required responses to the application questions.

Tier I Evaluation Pass/Fail

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

- Application was submitted by the deadline.
- Application is from an eligible, pre-qualified program.
- Applications include the following required elements:
 - Agency Profile
 - Domestic/Sexual Violence Experience
 - Cultural Competency
 - Hotline Program Description
 - Staff Development Program
 - Data Collection, Reporting System and Trend Analysis
 - Budget

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

Tier II Evaluation- Evaluation, Scoring and Ranking

Reviewers will evaluate proposals that have successfully passed the Tier I evaluation. A standard rating tool will be used by all reviewers to score each proposal. The maximum score will be 100 points. Each category (Agency Profile; Domestic/Sexual Violence Experience; Cultural Competency; Hotline Program Description; Staff Development Program; Data Collection, Reporting System and Trend Analysis; and Budget) will be scored and the category scores will be totaled for an overall score. A proposal's final score will be determined by averaging the overall scores from the reviewers. Applicants must receive a final score of at least 70 on this RFP in order to be considered for an award.

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 following evaluation segments:

- Domestic/Sexual Violence Experience, and
- Hotline Program Description.

At the conclusion of evaluation, scoring, and ranking of all of the applications, the Tier II recommendations will be submitted to executive management for review.

Tier III Evaluation– Executive Management Review

Final decisions regarding the funding of programs will be rendered by the OPDV Executive Director based on the criteria set forth in this RFP.

Evaluation Components

Applications must be submitted directly into the DCJS Grants Management System (GMS). Applicants should answer all questions and complete each section in GMS as indicated. Further instruction on submitting an application through the DCJS Grants Management Section can be found in the [“Helpful Hints”](#) section of this applications. Additionally, applicants are required to submit a Microsoft Word document with their responses to the information requested below and attach it in the Attachments section of GMS. Applications will be scored on the following criteria:

1. Agency Profile (10 Points) One page.

Briefly describe your agency/organization including:

- Organizational structure and operational units or divisions.
- The overall annual operating budget with number of employees (full time and part time) and hours of operation.
- Identify which operational unit or division will operate the project.
- Organizational structure of hotline staffing.
- Include a statement that you have read and agree to the Special Consideration, found in section VIII.

2. Domestic/Sexual Violence Experience (20 Points) Two pages.

- Describe your agency’s/organization’s knowledge and experience with domestic and sexual violence service provision including the connection to the domestic and sexual violence service communities throughout the state of New York.

3. Cultural Competency (5 Points) One page.

- Describe your agency’s/organization’s knowledge and experience with cultural competency issues including service provision to diverse populations including ethnic, cultural and geographic diversity.

4. Hotline Program Description (30 Points) Four pages

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. The description must address the requirements as described in Section V.

5. Staff Development Program (10 points) One page.

Discuss agency/organization staff development program particularly for hotline staff.

6. Data Collection, Reporting System and Trend Analysis (15 points) One page

Describe data collection, reporting system and trend analysis systems of the applicant. Applicants should also discuss their ability and preparation to use the iCarol data collection software prior to the assumption of the Hotline;

7. Budget (10 points) Enter directly into the Budget module "tab" of the GMS application. Budgets, in five versions signifying each prospective contract year, should reflect total projected costs for the 60-month contract period. Applicants must explain how and through what means they will meet the 30% MWBE utilization goal as explained above. Detail must be provided as it relates to line item budget elements.

VII. PROPOSAL SUBMISSION

All submissions must be received electronically through the DCJS Grant Management System by **12:00 PM EST on May 6, 2015.**

Registration and Pre-Qualification

All applicants must be registered in Grants Gateway, and must be pre-qualified in Grants Gateway or their application will be considered non-responsive and proposals disqualified from further consideration.

To register and/or pre-qualify in Grants Gateway:

- Download a copy of the Registration form on the [Grants Reform website](#). Complete and submit the registration form to the New York State Division of Budget for review and approval.
- Once registered you will receive a User ID and you can [access Grants Gateway](#) and begin the Pre-qualification Application.
- Refer to the Grants Gateway training materials and resource links found on the “Grantees” section of the Gateway website for assistance in filling out the Pre-qualification Questionnaire and uploading required documents into the Document Vault.
- Questions concerning pre-qualification can be sent to the [Grants Reform](#) Department of the Division of Budget.

On-Line Application

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

All proposals **must** be submitted via the DCJS Grants Management System. **Any proposals submitted via fax, email, U.S. Postal Service, express delivery service, courier, in person or any other non-GMS means will not be reviewed and will be returned to sender.**

Applicants should:

- Thoroughly read the OPDV RFP and Application Instructions.
- Thoroughly read and understand all appendices associated with this RFP.
- Prepare all forms as required by this RFP.
- Review application before submitting for completeness, accuracy and clarity.

Application Overview

Applicants must submit the following information using the online GMS application process:

- Agency Profile
- Domestic/Sexual Violence Experience
- Cultural Competency
- Hotline Program Description
- Staff Development Program
- Data Collection, Reporting System and Trend Analysis
- Budget

VIII. SPECIAL CONSIDERATION

PLEASE NOTE: The start date of the contract is midnight on October 1, 2015. The start time must be precise and transition from the end of the prior contractor's work must be seamless. Additionally, successful applicants must facilitate access to and provide appropriate training for the iCarol data collection software system prior to the assumption of Hotline duties.

IX. QUESTIONS

All questions about the requirements contained in this RFP must be submitted in writing via e-mail by **5:00 PM EST on April 17, 2015** to opdvrfpinfo@opdv.ny.gov. Please type Hotline RFP 2015 – 2018 as 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 clarifications are 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](#) under “What’s New” and will be listed with the [electronic version of this RFP](#). Answers to questions will be posted on or before **April 22, 2015**.

X. ADMINISTRATION OF CONTRACTS

Contract Approval

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

Contract Period

OPDV will enter into a contract period of up to 60 months beginning on October 1, 2015 and potentially ending September 30, 2020. OPDV reserves the right to modify the contract period in the best interest of the State.

Contract Activities

All 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 in light of a grantee’s performance, changes in project conditions, or otherwise.

Records

The grantee will keep books, ledger, receipts, personnel time and effort records pertinent to the project and consistent with OPDV contractual provisions and mandates guidelines. In accordance with the standard contract Appendix A-1 (see “Standard Contract Provisions” below); 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

The grantee will be required to work with OPDV to develop a project work plan and budget that will become part of their contract and will form the basis of quarterly progress and fiscal reports. The grantee shall submit all reports to OPDV in a format and time frame as specified in the grant contract. Quarterly reports shall include a description of the efforts undertaken during the reporting period and the current status of the project and expenditures against the value of the contract. The quarterly reports must be submitted electronically as directed by OPDV. Independent of any reporting schedule, all grantees will be required to inform OPDV of any program issues that are significantly impacting program performance.

Any 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.

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, the 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 Appendix A, Appendix A-1, Appendix C, and Appendix M which contain the standard clauses for all New York State grant contracts. [Appendices](#) are available on the DCJS website.

XI. APPROVAL AND NOTIFICATION OF AWARD

The applicant approved for funding will be advised through a letter of notification. Once a project is approved, the contract will then be negotiated.

An applicant whose proposal is not selected for funding will be notified by letter.

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.

XII. APPLICATION FORMS & REQUIREMENTS

Application Submission

Applications must be submitted on-line via GMS. No other format of application will be accepted. Applicants who do not currently have access to GMS must first submit a GMS Registration Form (See Appendix B). It is strongly suggested that the [GMS User Manual](#) be downloaded.

In addition, each applicant must submit a separate Microsoft Word document containing the responses to the information requested in Section VI as an attachment to their GMS application.

Persons authorized to execute contracts on behalf of an applicant, hereafter referred to as the signatory, must submit a separate GMS eSignature registration form. This allows general access to GMS and for eSignature of grants. All applications, once approved, will be processed as eSignature contracts. Failure of an applicant to have an authorized signatory with eSignature rights will prevent submission of the application. Both GMS registration forms can be [e-mailed](#) or faxed to 518-485-8357 and should be submitted at least 7 days prior to submission of the application to allow sufficient time to process your registration.

A simplified set of instructions for submitting the application within GMS can be found in Appendix B.

When accessing GMS to complete an application, click “Project>New,” then select “NYS Domestic and Sexual Violence Hotline” as the funding program to begin entering your application.

For general questions or for technical assistance with the Grants Management System, please call the Office of Program Development and Funding at (518)457-9787. DCJS assistance with GMS will be available until 12:00 PM EST on May 6, 2015.

DUNS Registration Requirements

All OPDV funding applicants are required to provide a DUNS number. If you are unsure whether or not your organization has a DUNS number, check with your Fiscal Officer. Applicants will enter the DUNS number in GMS while completing the Participant section of their application.

Any program needing a DUNS number can register [here](#). Please note the process of requesting and receiving a DUNS number will require additional time. It is strongly recommended that applicants begin this process early.

Appendix A – Prequalification Requirement

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 proposals to be evaluated. Information on these initiatives can be found on the [Grants Reform Website](#).

Proposals received from not-for-profit applicants that have not Registered and are not Prequalified in the Grants Gateway by of 12:00 PM EST on May 6, 2015 cannot be evaluated or recommended for award. Such proposals will be disqualified from further consideration.

Below is a summary of the steps that must be completed to meet registration and prequalification requirements. The [Vendor Prequalification Manual](#) on the Grants Reform Website details the requirements and an [online tutorial](#) are available to walk users through the process.

1) Register for the Grants Gateway.

- On the Grants Reform Website, download a copy of the [Registration Form for Administrator](#). A signed, notarized original form must be sent to the Division of Budget at the address provided in the instructions. You will be provided with a Username and Password allowing you to access the Grants Gateway.

If you have previously registered and do not know your Username please email grantsreform@budget.ny.gov. If you do not know your Password please click the [Forgot Password](#) link from the main log in page and follow the prompts.

2) Complete your Prequalification Application.

- 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 Request for Proposal.
- Specific questions about the prequalification process should be referred to your agency representative or to the Grants Reform Team at grantsreform@budget.ny.gov.

3) Submit Your Prequalification Application

- After completing your Prequalification Application, click the **Submit Document Vault Link** located below the Required Documents section 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.

Vendors are strongly encouraged to begin the process as soon as possible in order to participate in this opportunity



Division of Criminal Justice Services

Appendix B

GMS USER REGISTRATION

In order to complete grant applications online to DCJS, your agency must register with the GMS system. Do so by submitting this Registration Request form – and an IRS W-9 form –via e-mail attachment to dcjsfunding@dcjs.ny.gov . When your request has been processed, you will be sent a username and instructions. Please download the GMS User Manual at <http://criminaljustice.ny.gov/ofpa/gms.htm> .

Please allow 3-5 business days for your Registration Request to be processed.

Registrant Information (all fields are required):

Agency:

EIN (Tax ID#):

NYS Vendor ID (required):

*If you do not have a Vendor ID, or are unsure whether you have one, access the [OSC Vendor Guide](#) for guidance.

Registrant:

Title:

Address:

Address2: (if applicable)

City/State:

Zip:

Email:

Phone: (Ex.: (555) 111-1111)

DCJS #s of Current Grants (if applicable):

Are you replacing a prior User? If yes, please give name:

NOTE: You must also complete IRS form W-9, Request for Taxpayer Identification Number and Certification, in order for your registration to be processed. Faxed signatures are acceptable. Download the form at <http://criminaljustice.ny.gov/ofpa/gms.htm> . Fax to 518-485-8357.

Indicate here that form W-9 has been completed and faxed:



Division of Criminal Justice Services

GMS SIGNATORY REGISTRATION

In order to complete grant applications online to DCJS, your agency must register with the GMS system. Do so by submitting this Registration Request form via e-mail attachment to dcjsfunding@dcjs.ny.gov. When your request has been processed, you will be sent a username and instructions. Please download the GMS User Manual at <http://criminaljustice.ny.gov/ofpa/gms.htm> .

Please allow 3-5 business days for your Registration Request to be processed.

Registrant Information (all fields are required):

Agency:

EIN (Tax ID#):

NYS Vendor ID (required):

*If you do not have a Vendor ID, or are unsure whether you have one, access the [OSC Vendor Guide](#) for guidance.

Authorized Signing Official:

Title:

Address:

Address2: (if applicable)

City/State:

Zip:

Email:

Phone: (Ex.: (555) 111-1111)

Basis for signing authority (Ex., executive officer, authorized by municipal charter, e.g.)

DCJS #s of Current Grants (if applicable):

NOTE: If your agency has not yet submitted IRS form W-9, Request for Taxpayer Identification Number and Certification, you will be required to do so. Download the form at <http://criminaljustice.ny.gov/ofpa/gms.htm> . Fax to 518-485-8357.

Helpful Hints

First time GMS users should download the GMS User Manual located at <http://criminaljustice.ny.gov/ofpa/gms.htm>. Additionally, the GMS User Help Desk can be reached at (518) 457-9787.

Persons familiar with NYS-DCJS GMS can use the following as a simplified guideline:

The following instructions apply **ONLY** to the *NYS Domestic and Sexual Violence Hotline Request for Proposals (RFP) applications* as previously described.

- Sign on to GMS.
- Go to project grid. Click the "**New**" button at the top of the project grid.
- This will take you to a screen that says "Select a Program Office" in a drop-down box format, find and highlight "**OPDV Program**"
- Then click "**Create Project**"

In the newly created project, complete following modules:

> General

- Complete the text screens and press save. Enter the project title as "**NYS Domestic and Sexual Violence Hotline.**"

> Participants/Contacts

Click on "**Add Participant**" and in the search prompt that appears type in your agency name. This should take you to a list, find your agency, and click in the blue section of your agency name. This will prompt a drop down list that defaults to "Grantee". Click Add.

Click on "**Add Contact**" and in the search prompt that appears type in the last name of the person to be added. This should take you to a list, find the person to be added and click in the blue section of the name. This will prompt a drop down list that defaults to "Primary". Ensure you do this until you have added a **minimum of three contacts: Primary, Signatory and Fiscal.**

Note: If the signatory you try to add is not eSignature registered, you will get an error message and will not be allowed to add that person at that time. You will NOT be able to submit the application without a signatory attached.

> **Budget**

Click **“Create a budget version for your agency (grantee)”** and attach an Excel document with a detailed budget by contract fiscal year. The budget within the context of GMS should be for the entire possible contract term of five years.

> **Workplan**

In the GMS workplan module, enter the Project Goal(s), Objective(s), Task(s) and Performance Measure(s) as detailed in the RFP. **This is necessary in order for GMS to accept your application. For this application, you will enter “TBD” as instructed below.** Upon successful application and notification of award, DCJS staff will then assist awarded agencies with adjusting the program workplan Project Goal, Objectives, Tasks, and Performance Measures as necessary.

Fill in the **“Project Goal”** text box with “TBD” and click **“Save.”**

Click **“Create New Objective”** and fill in the text box with “TBD” and click **“Save”**

Click **“Add Task to this Objective”** and fill in the text box with “TBD” and click **“Save”**

Click **“Add Performance Measure to this Task”** and fill in the text box with “TBD” and click **“Save”**.

> **Questions**

For purposes of this RFP only, when entering applications into GMS, attach a Microsoft Word document that addresses the questions outlined in Section V (A) of the RFP.

> **Acceptance**

Click in the blue lettering anywhere under “**Assurances**”, if applicable. This will bring you to a list of Certified Assurances. Read any available assurances carefully and at the bottom of the list (if they are acceptable); click the “**Certify**” button. This will automatically fill in the “Certified by” and “Certified Date” fields, as GMS will recognize the user based upon user name and password when signing on to GMS.

> **Attachments**

For the *required* document GMS will accept this as an uploaded attachment. You may click on “**Attachment**” (and upload it there). **Note:** Follow the instructions in the GMS User’s Manual for Attachments.

Remember: ***Failure to submit required documents will be considered the same as failure to meet the deadline for application submission. This may result in an award being rescinded for the application being untimely.***

When you have completed all of the above requirements, click the “**Submit**” button.

Appendix C

CONTRACTOR REQUIREMENTS AND PROCEDURES FOR BUSINESS PARTICIPATION OPPORTUNITIES FOR NYS CERTIFIED MINORITY AND WOMEN-OWNED BUSINESS ENTERPRISES AND EQUAL EMPLOYMENT OPPORTUNITIES FOR MINORITY GROUP MEMBERS AND WOMEN

NEW YORK STATE LAW

Pursuant to New York State Executive Law Article 15-A, DCJS recognizes its obligation under the law to promote opportunities for maximum feasible participation of certified minority-and women-owned business enterprises and the employment of minority group members and women in the performance of DCJS contracts.

In 2006, the State of New York commissioned a disparity study to evaluate whether minority and women-owned business enterprises had a full and fair opportunity to participate in state contracting. The findings of the study were published on April 29, 2010, under the title "The State of Minority and Women-Owned Business Enterprises: Evidence from New York" ("Disparity Study"). The report found evidence of statistically significant disparities between the level of participation of minority-and women-owned business enterprises in state procurement contracting versus the number of minority-and women-owned business enterprises that were ready, willing and able to participate in state procurements. As a result of these findings, the Disparity Study made recommendations concerning the implementation and operation of the statewide certified minority- and women-owned business enterprises program. The recommendations from the Disparity Study culminated in the enactment and the implementation of New York State Executive Law Article 15-A, which requires, among other things, that OPDV establishes goals for maximum feasible participation of New York State Certified minority- and women – owned business enterprises ("MWBE") and the employment of minority groups members and women in the performance of New York State contracts.

Equal Employment Opportunity Requirements

Pursuant to Article 15 of the Executive Law (the "Human Rights Law"), all other State and Federal statutory and constitutional non-discrimination provisions, the Contractor and sub-contractors will not discriminate against any employee or applicant for employment because of race, creed (religion), color, sex, national origin, sexual orientation, military status, age, disability, predisposing genetic characteristic, marital status or domestic violence victim status, and shall also follow the requirements of the Human Rights Law with regard to non-discrimination on the basis of prior criminal conviction and prior arrest.

Business Participation Opportunities for MWBEs

For purposes of this solicitation, OPDV hereby establishes an overall goal of 30% for MWBE participation, 15% for Minority-Owned Business Enterprises (“MBE”) participation and 15% for Women-Owned Business Enterprises (“WBE”) participation (based on the current availability of qualified MBEs and WBEs). A contractor (“Contractor”) on the subject contract (“Contract”) must document good faith efforts to provide meaningful participation by MWBEs as subcontractors or suppliers in the performance of the Contract and Contractor agrees that DCJS may withhold payment pending receipt of the required MWBE documentation. The directory of New York State Certified MWBEs can be viewed at: <http://www.esd.ny.gov/mwbe.html>.

Contractors shall attempt to utilize, in good faith, any MBE or WBE identified within its Local Assistance MWBE Subcontractor/Supplier Utilization Proposal Form, during the performance of the Contract. Requests for a partial or total waiver of established goal requirements made subsequent to Contract Award may be made at any time during the term of the Contract to OPDV.

For guidance on how OPDV will determine a Contractor’s “good faith efforts,” refer to 5 NYCRR §142.8. Contractors must document “good faith efforts” to provide meaningful participation by New York State Certified M/WBE subcontractors or suppliers in the performance of this contract. Criteria for demonstrating “good faith efforts” include but are not limited to any of the following and should be maintained by the contractor for audit purposes:

1. A completed, acceptable Local Assistance MWBE Subcontractor/Supplier Utilization Proposal Form
2. Copies of relevant plans provided to MWBEs specifying terms and conditions of contract
3. Copies of advertisements for solicitations which should be placed in appropriate general circulation, trade and minority & women oriented publications
4. Written solicitations made to certified MWBEs listed in the directory
5. Documented evidence that the contractor has contacted all MWBE’s who have expressed interest

In accordance with 5 NYCRR §142.13, Contractor acknowledges that if it is found to have willfully and intentionally failed to comply with the MWBE participation goals set forth in the Contract, such finding constitutes a breach of Contract and DCJS may withhold payment from the Contractor as liquidated damages and/or provide for other appropriate remedies.

Such liquidated damages shall be calculated as an amount equaling the difference between: (1) all sums identified for payment to MWBEs had the Contractor achieved the contractual MWBE goals; and (2) all sums actually paid to MWBEs for work performed or materials supplied under the Contract.

By submitting a bid or proposal, a bidder on the Contract (“Bidder”) agrees to submit the following documents and information as evidence of compliance. These forms may be found on the DCJS public website at: <http://dcjs.ny.gov/ofpa/mwbe/mwbe-forms.htm>.

Document Type	Planning Document and Instructions	Reporting Document and Instructions
Staffing Documents	Submit Local Assistance MWBE Equal Employment Opportunity Staffing Plan (DCJS 3300) with application	Submit <i>Local Assistance MWBE Workforce Employment Utilization Report</i> with contract and future claims as deemed necessary
Subcontractor Utilization Documents	Submit Local Assistance MWBE Subcontractor/Supplier Utilization Proposal Form (3301) with application	Submit appropriate <i>Detailed Itemization Forms</i> quarterly, with claim
NPS Worksheet	Submit NPS Determination Worksheet (DCJS 3309)	Submit with budget
Good Faith Form	Submit Certification of Good Faith Efforts (DCJS 3311)	Submit with budget

OPDV will review the submitted Local Assistance MWBE Equal Employment Opportunity Staffing Plan, the Subcontractor/Supplier Utilization Form, NPS Determination Worksheet, and the Local Assistance MWBE Subcontractor/Supplier Utilization Proposal Form and advise the Bidder of OPDV acceptance once an award determination is made.

If a notice of deficiency is issued, Bidder agrees that it shall respond to the notice of deficiency within (7) seven business days of receipt, by submitting a written remedy in response to the notice of deficiency, via mail to OPDV, Alfred E. Smith Office Building, 11th Floor, 80 South Swan Street, Rm. 1157, Albany, NY 12210 or by facsimile to (518) 457-5810. If the written remedy that is submitted is not timely or is found by OPDV to be inadequate, OPDV shall notify the Bidder and direct the Bidder to submit within (5) five business days a request for a partial or total waiver of MWBE participation goals. Failure to file the waiver form in a timely manner may be grounds for disqualification of the bid or proposal.

OPDV may disqualify a Bidder as being non-responsive under the following circumstances:

- a) If a Bidder fails to submit a Local Assistance MWBE Equal Employment Opportunity Staffing Plan;
- b) If a Bidder fails to submit a Local Assistance MWBE Subcontractor/Supplier Utilization Proposal Form;
- c) If a Bidder fails to submit a written remedy to a notice of deficiency; or
- d) If OPDV determines that the Bidder has failed to document good faith efforts.

Please Note: Failure to comply with the foregoing requirements may result in a finding of non-responsiveness, non-responsibility and/or a breach of the Contract, leading to the withholding of funds, suspension or termination of the Contract or such other actions or enforcement proceedings as allowed by the Contract.

APPENDIX D

Encouraging Use of NYS Businesses in Contract Performance

Applicant Name: _____

Date: _____

New York State businesses have a substantial presence in State contracts and strongly contribute to the economies of the state and the nation. In recognition of their economic activity and leadership in doing business in New York State, bidders/proposers for this contract for commodities, services or technology are strongly encouraged and expected to consider New York State businesses in the fulfillment of the requirements of the contract. Such partnering may be as subcontractors, suppliers, protégés or other supporting roles.

Bidders/proposers need to be aware that all authorized users of this contract will be strongly encouraged, to the maximum extent practical and consistent with legal requirements, to use responsible and responsive New York State businesses in purchasing commodities that are of equal quality and functionality and in utilizing services and technology. Furthermore, bidders/proposers are reminded that they must continue to utilize small, minority and women-owned businesses, consistent with current State law.

Utilizing New York State businesses in State contracts will help create more private sector jobs, rebuild New York's infrastructure, and maximize economic activity to the mutual benefit of the contractor and its New York State business partners. New York State businesses will promote the contractor's optimal performance under the contract, thereby fully benefiting the public sector programs that are supported by associated procurements.

Public procurements can drive and improve the State's economic engine through promotion of the use of New York businesses by its contractors. The State therefore expects bidders/proposers to provide maximum assistance to New York businesses in their use of the contract. The potential participation by all kinds of New York businesses will deliver great value to the State and its taxpayers.

Bidders/proposers can demonstrate their commitment to the use of New York State businesses by responding to the question below:

Will New York State Businesses be used in the performance of this contract?

Yes No

If yes, identify New York State businesses that will be used and attach identifying information.

**PLEASE PRINT THIS PAGE, INDICATE YOUR ANSWER, SCAN, AND ATTACH
TO YOUR GMS RECORD PRIOR TO SUBMITTING YOUR APPLICATION.**