



Office for the
Prevention of
Domestic Violence

Pre-Bid Webinar

2021 – 2024 NYS Domestic & Sexual Violence

Hotline

Grant Opportunity ID: PDV01-HTL21-2020

The webinar will begin shortly.

June 9, 2021

Housekeeping

- All lines have been muted.
- To ask a question, please utilize the chat feature.
- This webinar is being recorded and will be posted to the OPDV website.

Today's Question and Answer Policy

- Today's verbal answers are not binding. Only the written responses published after today's conference will be the official, binding responses of the state.
- Any questions answered on this webinar will be posted in the Grants Gateway and on the OPDV website.
- Questions will be accepted through June 11 by 11:59PM. Please send any additional questions after this webinar via email to opdvrfpinfo@opdv.ny.gov with **Questions 2021 – 2024 NYS Domestic & Sexual Violence Hotline** in the Subject line.
- In the event of an inconsistency between this PowerPoint and the solicitation (including accompanying attachments), the solicitation and the accompanying attachments posted to the Grants Gateway and the OPDV website shall supersede information in this presentation.

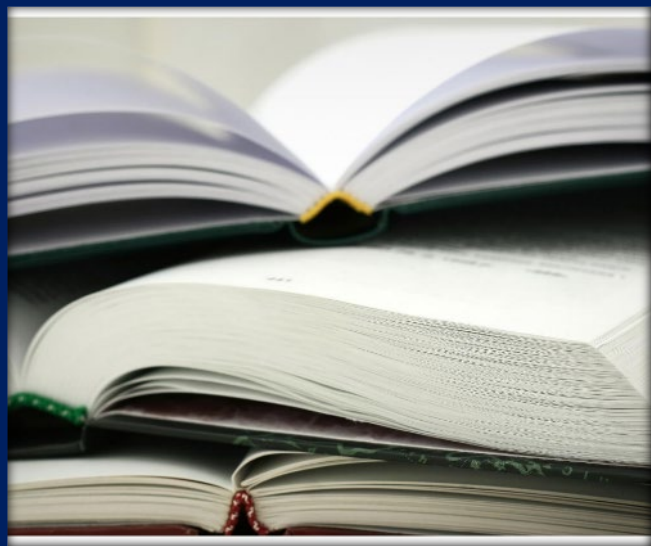
About OPDV

NYS Office for the Prevention of Domestic Violence

Our Mission:

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

OPDV Focus and Priorities



Public Policy



Education and
Public Awareness

New York State
Domestic and Sexual Violence
Hotline

TEXT. CALL. CHAT.

844.997.2121

800.942.6906

OPDV.NY.GOV



TEXT CONFIDENTIALLY
WITH A DV/SA
ADVOCATE



ACCESS REMOTE
COUNSELING THROUGH
YOUR LOCAL DV/SA
PROGRAM.



CHAT PRIVATELY WITH
DV/SA ADVOCATE ON A
SECURE WEBSITE

ALL AVAILABLE 24 HOURS/DAY, 7 DAYS/WEEK

Statewide
Services Network



Office for the
Prevention of
Domestic Violence

Survivor-Centered Services

- Recognize survivors' rights to self-determination about their safety and future
- Respond to, and advocate for, expressed needs of survivors
- Understand that survivors' experiences are affected by intersections of class, race/ethnicity, age, sexual orientation, gender identity or expression, and geography
- Are confidential, accessible, high-quality, and flexible



Procurement Lobbying Law & What You Need to Know

Restricted Period

- **Remember: We are in a restricted period.**
 - State Finance Law sections 139-j and k regulate communications between bidders and OPDV during the procurement process. A bidder is restricted from making contacts from the earliest notice of intent to solicit bids through final award and approval of the procurement contract by OPDV, to other than designated staff, unless it is a contact that is included among certain statutory exceptions set forth in State Finance Law §139-j(3)(a).

Solicitation Overview

The Hotline

- Statewide, toll-free, confidential; operates 24/7/365 via phone, text, or chat
- Trained counselors respond to a variety of service needs
- Contacts = victims of domestic and sexual violence, concerned others, and professionals
- Provides multi-language accessibility as well as 711 Telecommunications Relay Services (TRS).
- Assists the caller in making a potential long-term connection to domestic violence services in their communities.

Core Services

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

Request for Proposals - Overview

- OPDV will fund one grant of up to \$1,860,000.00 for the contract period October 1, 2021 – September 30, 2024.
- Individual or joint applications are allowed (all parties must be eligible).
 - Letters of Intent from the partnering organization demonstrating the plan for providing joint services as The Hotline are required for joint applications
- Proposal applications must be completed electronically in the Grants Gateway and must be received by the Proposal Due Date indicated in the Important Dates section of this RFP.
- Applications will be evaluated in accordance with the RFP requirements and selected for funding consistent with the best interests of the state.

Eligible Applicants

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

Proposal Requirements

- Managing, operating and promoting 24/7/365 statewide, multi-lingual, toll-free Hotline providing information and referral services to victims of domestic and sexual violence, concerned others and professionals
- Training hotline counselors, including training to be provided/proposed for operation of the NYS Domestic & Sexual Violence Hotline
- Supervising hotline staff
- Maintaining and updating resources and informational/referral materials such as contact information for local domestic violence providers and community-based agencies



Proposal Requirements

- Responding to text and/or chat communication and providing digital/remote advocacy
- Ensuing quality control and addressing all complaints regarding Hotline calls
- Providing performance measure reporting and trend analysis information for publication including describing infrastructure for data collection/maintenance
- Providing hotline services in a survivor-centered and trauma-informed way
- Corresponding/collaborating with stakeholders on an ongoing basis at the request of OPDV

Funding

- Funds provided by the NYS OPDV Aid to Localities appropriation, which is funded by the state general fund, and federal funding administered by the Office of Victim Services (OVS).
- All agreements and funding are subject to the availability of funds.
- OPDV reserves the right to revise the award amount as necessary due to changes in the availability of funding. Funding is not guaranteed. Modifications or additional requirements may be imposed during the award and/or contract period.
- All funding must support program efforts that will be accomplished during the contract period. Funding under this program must supplement, not supplant, non-grant funds that would otherwise be available for expenditure on the programs proposed.
- Any unused funds will be redistributed pursuant to a plan approved by the Executive Director of OPDV, or by their designee.

Funding

- The contract is a 36-month (3 year) award of up to \$1,860,000.00. Proposed budgets must reflect amounts not exceeding those stipulated in the Evaluation of Proposals section.
- Eligible Costs: Salary, Fringe, Contractual Services, Travel, Equipment, Other (office supplies, printing, telephone, technology {phone, connectivity, etc.}, indirect costs {federally approved rate})
- Ineligible Costs: Audit costs, Insurance costs, Vehicles, Any and all costs that would be disallowed under New York State law, including, but not limited to Office of the State Comptroller regulations and/or guidelines.

Pre-submission Uploads

- **RFP Contact Form:** All applicants must complete the RFP Contact Form which gathers all required program specific information.
- **Letter of Certification Form:** All applicants must complete the Letter of Certification which certifies that they have implemented a written policy addressing sexual harassment prevention in the workplace and provide annual sexual harassment prevention training to all of its employees.
- **Budget Overview Spreadsheet:** All applicants must complete the Budget Overview spreadsheet to record category totals from each of the line item budget versions to document eligible costs. See Budget Instructions for further information.
- **Expenditure Based Budget Templates:** All applicants must complete the Expenditure Based Budget templates provided to prepare eight-line item (detailed) budget versions, outlining the costs/expenses pursuant to the allowable costs. For each fiscal year identified in the table in Section G of this RFP, create a separate budget version. See Budget Instructions for further information.

Pre-submission Uploads

- **Hotline Operation Acknowledgement Form:** All applicants must upload a completed acknowledgement form agreeing to the transfer of the Hotline to their organization on October 1, 2021 if awarded.
- **Organization History & Mission:** All applicants must upload a one-page description of your organization's history and mission.
- **Worker's Compensation & Disability Forms:** All applicants must upload their organization's workers compensation and disability insurance forms.
- **Letter(s) of Intent:** If submitting a joint application, the primary applicant must upload letter(s) of intent from the partner organizations demonstrating how they plan to operate the Hotline.

Evaluation of Proposals – Tier 1 Pass/Fail

- Application was submitted by the published deadline
- Applicant is from a NYS OCSF-licensed/approved DV program, NYS DOH licensed rape crisis program, a victim assistance program currently funded by OVS, other organizations as designated by the NYSCADV or NYSCASA program directory
- Applicant is a not-for-profit and is prequalified in Grants Gateway or a governmental entity
- Applicant has completed the Hotline Operation Acknowledgement Form
- Applicant has completed the Sexual Harassment Prevention Certification Form
- Applicant has completed the RFP Contact Form
- Applicant has attached Workers Comp and Disability Forms
- Applicant has attached a one-page description of the history and mission.
- Applicant uploaded Letter(s) of Intent (only applicable if submitting a joint application) from organizations that meet the eligibility requirements outlined in the RFP

Evaluation of Proposals – Tier 2

- At a minimum, four reviewers will review and evaluate the following:
 - Agency Profile
 - Domestic Violence and Sexual Assault Experience
 - Cultural Responsiveness, Survivor-Centered & Trauma-Informed
 - Hotline Program Description
 - Staff Development
 - Data Collection, Reporting System and Trend Analysis
- All reviewers will use a standard rating tool to score each proposal.
- For each proposal, each category will be scored, and the category scores will be totaled for an overall maximum score of 90 points.

Evaluation of Proposals – Tier 2

- A proposal's final score will be determined by averaging the overall scores from each reviewer.
- Applicants must receive a final score of at least 55 on this RFP to be considered for an award. Discrepancies of 15 points or more between two or more reviewers will receive additional review unless all scores are below 55 points.
- In the event of a tie for the average overall score among two or more applicants, impacted proposals will be ranked against each other based on the combined average score in the **Domestic Violence & Sexual Assault Experience and Hotline Program Description** categories.
- Upon initial scoring of all applications, the Tier II recommendations will be submitted for review to OPDV's executive management (Tier III).

Evaluation of Proposals – Tier 3

- OPDV's Executive Director and/or designee will use a standard rating tool to evaluate and score the 5 proposals with the highest scores from the first round of reviews. The maximum score will be 10 points
- Final decisions regarding the funding of programs will be based on the cumulative Tier 1, 2, and 3 scores.

Evaluation Components

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

Questions & Answers

Important Dates & Reminders

Important Dates & Reminders

- Question will be accepted until Friday, June 11 at 11:59PM. Please send any questions you have after this webinar via email to opdvrfpinfo@opdv.ny.gov with **Questions 2021 – 2024 NYS Domestic & Sexual Violence Hotline** in the Subject line.
- All questions and answers will be posted to the OPDV website and the Grants Gateway on or about Wednesday, June 16th. Any answers provided on this webinar are not binding. Only the written responses published after today's conference will be the official, binding responses of the state.
- All applications are due in Grants Gateway by **Friday, July 9 at 12:00PM**. Applications will not be accepted after this deadline.

Thank you!