CBO Engagement Grant | Questions and Responses

The following questions were submitted to the TestandTraceCorps@nychhc.org *inbox. They are organized by theme. Questions due July 7, 11pm; Responses posted July 9.*

Contents

Application Edits

The following edit have been made to the application (on Survey Monkey and Word) following input from community members:

- Languages: listed languages did not align Local Law 138. Additional languages including Korean, Urdu, and Punjabi are now listed.
- Tier 2 funding: there was an error on the Word application regarding funding amount for Tier 2. The correct amount is $200,000.
- Submission Timeline: While Monday, July 13th at 12PM is the deadline for submission of proposals, those CBOs that are able to do so are encouraged to submit their proposals earlier. To assist, the City will post its responses to questions on Wednesday, June 8th; one day earlier than previously scheduled. No CBO will receive any extra credit for submitting before the deadline and none will lose any points for submitting at the deadline.

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Eligibility

Q: Regarding the Test and Trace RFP, could you provide the definition of a CBO in the context of this program? We are wondering if there are any specific guidelines for what qualifies as a community-based organization (e.g., budget size, leadership, scope, etc.).

A: This application is open to any organization that considers itself a CBO based on the qualifications listed in the RFP (see page 3). There is no required organizational legal status, staffing structure or size, or budget size.

Q: Are there any additional guidelines regarding the definition of a CBO (e.g., maximum operating budget, etc.).

A: This application is open to any organization that considers itself a CBO based on the qualifications listed in the RFP (see page 3). There is no required organizational legal status, staffing structure or size, or budget size.

Q: Can you define what makes a CBO "small"? Is it budget, number of employees, etc?

A: We are defining "small" organizations as those with budgets with less than $1 Million and/or 0- 25 employees. Organizations should determine what Tier or budget would allow them the fastest implementation. We will be looking for organizations that can ramp quickly to scale the program.

Q: If CBO not recognized as tax exempt under IRS 501(c)(3), are allowed to submit proposal?

A: Yes; 501(c)3 status is not required. Organizations that do not have 501(c)3 status may apply.

Q: If an FBO entity wants to apply, is a 501c3 required? Can they submit an application under their existing FBO without a 501c3 or is it better to apply as a person/ under the founders name and mention the organization with highlight on the individual's experience?

A: 501(c)3 status is not required.

Q: Can an application be submitted under a bigger institution (a hospital) and the other institution would receive the funds for a smaller organization (such as an FBO) and disperse accordingly?

A: Applicants are able to apply for funds and distribute funds to organizations that sub-contract with the funded entity. Per the RFP, Tier 1 CBOs are strongly encouraged to engage with smaller CBOs through their award monies and document this in their scope of work. Sub-contracting is allowable in any tier of funding.

Q: Is a nonprofit coalition of CBOs with a fiscal agent eligible to apply? If yes, should our answers on the application be from the fiscal agent and the coalition, depending upon the context?

A: Yes, a coalition of CBOs with a fiscal agent is eligible. If applying as a coalition of CBOs, please make it clear who is accountable for the programmatic responsibilities within your application.

Q: Are we still eligible to apply for the grant if our non for profit haven't had a budget of $50k in the last five years?

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A: Yes, a non-profit with a budget of less than $50K is eligible to apply.

Q: We are curious if we're able to apply. We serve several thousand individuals in the 11230 zip code but do not see that zip code listed.

A: We will prioritize awarding applications that reach groups A and B, as listed in the RFP. However, the list included in the RFP is a partial list of affected communities, and CBOs may propose other such communities where their organization can provide a focused approach to services. We welcome proposals that serve zip codes not included in the RFP. As information is changing rapidly, we will review applications and justifications for alternate locations. Please note, if awarded, you may be asked to work outside your specific neighborhood if public health data indicates the need to expand or shift our geographic focus.

Q: Our hospital is not-for-profit, <u>faith-based institution</u>. Are we eligible to submit response to this RFP?

A: Yes; we do not prohibit based on type of organization. However, applicants should consider themselves Community-Based Organizations (CBOs), including Faith-Based organizations (FBOs), that can offer tailored and contextualized COVID-19-prevention education and other activities that are accessible, culturally and linguistically responsive, and trauma- and resilience-informed.

Q: Can you please tell me if public or private hospitals are eligible to apply for this funding?

A: Yes; we do not prohibit based on type of organization. However, applicants should consider themselves Community-Based Organizations (CBOs), including Faith-Based organizations (FBOs), that can offer tailored and contextualized COVID-19-prevention education and other activities that are accessible, culturally and linguistically responsive, and trauma- and resilience-informed. Given that the public hospital system is ourselves administering these grants, H+H hospitals are not eligible to apply.

Q: Could you please advise if an academic institution qualifies as a CBO / FBO and is allowed to submit a proposal application for the Test & Trace opportunity?

A: Yes; we do not prohibit based on type of organization. However, applicants should consider themselves Community-Based Organizations (CBOs), including Faith-Based organizations (FBOs), that can offer tailored and contextualized COVID-19-prevention education and other activities that are accessible, culturally and linguistically responsive, and trauma- and resilience-informed.

Q: Does this include Senior Service Providers?

A: Yes; we do not prohibit based on type of organization. However, applicants should consider themselves Community-Based Organizations (CBOs), including Faith-Based organizations (FBOs), that can offer tailored and contextualized COVID-19-prevention education and other activities that are accessible, culturally and linguistically responsive, and trauma- and resilience-informed.

Q: Are public libraries eligible to apply?

A: Yes; we do not prohibit based on type of organization. However, applicants should consider themselves Community-Based Organizations (CBOs), including Faith-Based organizations (FBOs),

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that can offer tailored and contextualized COVID-19-prevention education and other activities that are accessible, culturally and linguistically responsive, and trauma- and resilience-informed.

Q: Can Media Arts non-profit organizations can apply?

A: Yes; we do not prohibit based on type of organization. However, applicants should consider themselves Community-Based Organizations (CBOs), including Faith-Based organizations (FBOs), that can offer tailored and contextualized COVID-19-prevention education and other activities that are accessible, culturally and linguistically responsive, and trauma- and resilience-informed.

Q: We are a community based organization operating in New York City, but we maintain an organization central office zip code and address outside the five boroughs of New York City. Does this disqualify us from consideration in response to this RFP?

A: No; the location of the office outside of the priority areas does not disqualify an applicant. Applicants must be able to demonstrate history of working in zip codes identified under group A and B and should consider themselves Community-Based Organizations (CBOs), including Faith-Based organizations (FBOs), that can offer tailored and contextualized COVID-19-prevention education and other activities that are accessible, culturally and linguistically responsive, and trauma- and resilience-informed.

Q: Is this opportunity is open to for-profit companies that do community work as well?

A: Yes; non-profit status is not required.

Q: We are not a non-profit organization, is that a requirement for qualifying for the RFP?

A: Non-profit status is not required.

Q: We are a NY staffing agency with the exact expertise and experience to execute this program and not technically a CBO, do we have to be a CBO to qualify for this RFP?

A: We do not prohibit based on type of organization. However, applicants should consider themselves Community-Based Organizations (CBOs), including Faith-Based organizations (FBOs), that can offer tailored and contextualized COVID-19-prevention education and other activities that are accessible, culturally and linguistically responsive, and trauma- and resilience-informed.

Service Areas and Populations

Q: In the "Population & Service Focus" section of the application the following statement is made "*The City will select Community Based Organizations that cover all neighborhoods and zip codes in Groups A and B.*" Are we correct in understanding that statement to mean that 1) only applicants that serve ALL the neighborhoods listed in both A and B will be selected? OR selected applicants will be required to serve a selection of neighborhoods within both groups?

A: H+H will award contracts with the goal of achieving coverage across priority populations, languages, and neighborhoods. CBOs that can only provide a portion of the services described or can only provide services to certain communities are encouraged to apply. H+H's selection will

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be based on the ability of <u>all</u> CBOs taken together to provide all the desired services in all priority communities; no single CBO will be disqualified because it cannot do everything. Applicants are not required to serve neighborhoods in both groups A and B.

Q: We noticed that Red Hook (Brooklyn) was not included on the list of neighborhoods nor Gowanus, both of which have large NYCHA complexes. Is this an error or are these communities excluded?

A: The neighborhoods/zip codes listed under group A, B, and C were determined based on public health data and the vulnerability of the people living in each zip code during the COVID-19 pandemic. Since the data is changing, additional zip codes will be included over time. Groups should apply for any zip codes they have experience serving in.

Q: We are wondering if you might be interested in an application to provide outreach to community-based primary care providers in the target geographies on best practices for 'safe reopening.'

A: Yes, we will consider. CBOs that can only provide a portion of the services described are encouraged to apply.

Q: Page 7 of the RFP mentions key languages. In this section of the RFP, the term "African languages" is used. People from the African continent speak thousands of languages. Are there any particular African languages for which fluency is sought? For example, Bambara, Krio, Mandinka, and Wolof are all languages spoken in West Africa, as well as scores of others.

A: We are open to all languages. Please write in which African languages your organizations are fluent in and/or provide services in.

Q: Do we need to cover all Groups in A and B to apply?

A: No

Q: After the question to indicate any additional zip codes your organization provides coverage in, the next question is to provide a brief description of your experience serving the communities/zip codes named above. In other words, would you only answer this question if you had indicated additional zip codes?

A: For Question 25, please provide a brief description of your organization's experience in all neighborhoods selected (Groups A, B, C and additional zip codes).

Q: If selected, can we serve two zip codes, one in Manhattan and the other in the Bronx?

A: Yes, you can serve more than one zip code, and are encouraged to apply for any zip code you have experience serving.

Q: Are there specific targets for number of individuals reached per zip code?

A: Not yet. We will work with awardees to determine reach based on proposed scopes of work after awards are announced.

Q: Is the listing of the areas/group's location in priority order? For instance, is group A locations at a higher priority than group B, C and D locations or are all the groupings high or equal priority.

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A: The groups were determined based on public health information and the vulnerability of the people living in each zip code during the COVID-19 pandemic. Since this data is changing all the time, our targets may adjust over the next few months. Groups should apply for any zip codes they have experience serving, the city will use the groups to insure we have sufficient coverage when making awards.

Q: As a youth service organization that runs year round media making programs for teens and young adults, would a proposal be considered that would focus on youth made media targeted to other youth to educate and inform on Test and Trace and other safety measures associated with Covid?

A: Yes. The RFP does not prohibit based on type of organization however, the organization should be able to reach New Yorkers through several outlets and avenues to spread educate on how to protect oneself from COVID-19.

Funding Levels/ Tiers/ Staffing

Locations

Q: If we are submitting for Tier 1, do we have to commit to engage in A and B throughout ALL 5 boroughs or can we select just Queens?

A: Applicants are not required to serve all five boroughs in Tier 1. Applicants are encouraged to select neighborhoods and zip codes in Groups A and B, regardless of number of boroughs represented.

Q: Can CBOs that provide Tier 1 or Tier 2 services offer outreach and education services in more than one borough? For example, Cypress Hills is on the Brooklyn-Queens border.

A: Yes; applicants are not required to serve all five boroughs in Tier 1 and can serve in more than one borough. Applicants are encouraged to select neighborhoods and zip codes in Groups A and B, regardless of number of boroughs represented.

Q: How many zip codes is an organization receiving $750,000 expected to engage? How many zip codes is an organization that receives a $200,000 grant expected to serve? What about an organization that receives a $50,000 grant?

A:Tier 1 organizations should be able to serve borough wide activities and have the option to fund smaller CBOs to increase reach. Tier 2 organizations should be able to serve multiple neighborhoods, preferably in close proximity. Tier 3 organizations must have experience in at least 1 neighborhood.

Q: On the application there is a question: "please select all the neighborhoods/zip codes in which your organization has coverage". What counts as "coverage" of a neighborhood? E.g. would we include it if we have clients from those neighborhoods through our home-delivered meal program? Please clarify the criteria for neighborhood coverage.

A: Coverage means experience working in and/or serving residents in a specific geographic area. We are seeking CBOs with experience in specific areas.

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Q: We plan to apply for Tier 3. We are a city-wide nonprofit that focuses on Harlem and Upper Manhattan; the Bronx; the Lower East Side; and western Queens. Is it better for us to select specific neighborhoods to focus on for our application or select all neighborhoods since our reach is city-wide and we can target this outreach to specific communities as requested by H&H, if we receive an award?

A: Please select all neighborhoods/zip codes in which you have experience serving communities and could plan to conduct outreach activities, if you were to receive the award. Please be specific on whether you would choose to work in only one or some of the neighborhoods you have expertise serving and be clear whether or not the city could choose which neighborhoods given the list you provide or if you have a preference on where you would be selected to serve within your list.

Staffing

Q: Will hires need to be pre-approved by the city?

A: No, H+H will not need to pre-approve hires.

Q: Will there be any assistance with hiring or will the nonprofit fully be responsible for hiring?

A: Funded awardees will be solely responsible for hiring.

Q: Are we required to have the number of staff members required for Tier 1 (25) or Tier 2 (8) as paid full-time staff before we submit our proposal?

A: No; organizations may hire staff post-award. The RFP asks that applicants demonstrate the ability to achieve the stated staffing levels.

Q: We are a volunteer-based non-profit that has the capacity to hire the paid full-time staff required for Tier 1 or Tier 2 with the grant. Are we eligible to apply for this grant?

A: Yes. Organizations may hire staff post-award. The RFP asks that applicants demonstrate the ability to achieve the stated staffing levels..

Q: Are there any educational requirements associated with the hiring of staff to undertake outreach and education activities?

A: No.

Q: Is there a salary range required for staff hired for this program?

A: No.

Q: Is there a maximum salary amount for positions covered by this grant?

A: No.

Q: What is the definition of "full-time dedicated" staff? Can this include temporarily hired staff (4-month hire) who are dedicated to the project? Can it include existing full-time staff who incorporate T2 messaging into existing workflows?

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A: Yes, full-time dedicated staff can include temporary staff dedicated to the project and existing full-time staff that incorporate T2 messaging into existing workflows. If using existing staff, the expectation is that those staff are primarily dedicating their time to T2 efforts. These do not need to be individuals staff people who are each full-time. Organizations can divide effort across any number of staff members to achieve the total full-time equivalency stated.

Q: Can we use Summer Youth Employment Program (SYEP) staff for this work?

A: Yes.

Q: The RFP identifies specific staffing levels required for each level of award. Is it acceptable to divide effort among multiple employees (ie--two employees @ 50% FTE= 1 FTE) or does HHC prefer that all dedicated staff individually allocate 100% effort to project.

A: Yes; organizations can divide effort across staff members.

Q: For the staffing structure, the RFP states that tier 2 requires 8 "full-time dedicated staff persons." Do these need to be 8 individual staff people who are each full time, or can this be a combination of a larger number of part-time staff equalling 8 full time equivalents (FTEs)?

A: These do not need to be 8 individuals staff people who are each full-time. Organizations can divide effort across any number of staff members to achieve the total full-time equivalency stated.

Q: The RFP states "8 full-time dedicated staff persons required." (pg. 3). Does this mean that if we can portion staff to the project at 50% or 25% of their time to make for 1 FTE. Or do all 8 staff have to be working full-time on this project?

A: These do not need to be 8 individuals staff people who are each full-time. Organizations can divide effort across any number of staff members to achieve the total full-time equivalency stated.

Q: On Page 3, you say "8 full-time dedicated staff persons required" does that mean 8 people working full-time, or do you mean 8 FTE equivalency across any number of staff?

A: These do not need to be 8 individuals staff people who are each full-time. Organizations can divide effort across any number of staff members to achieve the total full-time equivalency stated.

Q: if we hire local college students for the digital outreach, they will have to leave for school in early September so can we split those jobs also so long as we end up with 8 FTEs?

A: Yes.

Q: We are applying for Tier 1 funding, which requires 25 full-time dedicated staff for the duration of the program. Can hire some youth part-time (recognizing that come September, youth will have school obligations and won't be able to have full-time work) if we meet a 25 full-time equivalent for staffing?

A: Yes.

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Q: In the Tier 2 requirements, when it says "8 dedicated staff", what is the total FTE required for the project? Can we have a mixed structure, so that 8 (total) staff are involved in this project, but 5 of them are our existing staff, using a portion of their time (20-40% FTE) towards this project, and 3 new hires would be 100% dedicated to this? Please clarify

> A: These do not need to be 8 individuals staff people who are each full-time. Organizations can divide effort across any number of staff members, including new and existing staff to achieve the total full-time equivalency stated.

Q: For the 8 FTE for the Tier 2 budget, is it possible to split some of those positions into two .5FTEs?

> A: Yes. Organizations can divide effort across any number of staff members to achieve the total full-time equivalency stated.

Q: "Option to hire young adults (ages 14-24) to participate in digital outreach engagement, including support with the development of tailored assets and an engagement strategy)." Does "hire" mean pay out of this budget or leverage other resources?

> A: It can be either.

Q: Can stipended Peer Health Workers be deployed as part of the project to meet the FTE staffing level?

> A: Yes; stipends should be reflected in the budget; however, full-time equivalency must be documented in the scope and/or budget to understand how these staff are contributing to staff totals.

Q: As the grant is four months, might an agency be allowed to accomplish the program objectives utilizing consultants?

> A: An agency can use independent contractors, hourly employees, youth stipends, or other means to achieve the full-time equivalency required however, each organization should have at least some in house management dedicated to this grant.

Q: The application asks if grantees will provide hazard pay to employees, but the RFP states that it is not required and that no employee would be required to work in situations for which hazard pay would be mandated. Does HHC have any preference as to whether or not any employees receive hazard pay? Additional guidance would be welcome.

> A: No; there is no preference. There is no legal standard for what is hazard pay and no requirement that it be paid.

Q: What is your definition of "hazard pay"?

> A: There is no legal standard for what is hazard pay and no requirement that it be paid.

Q: For Tier 1 grant, do you mean we must hire 25 people? Or that the CBO must currently employ at least 25 employees to be considered for this grant?

> A: For this grant, CBOs must employ the equivalent of 25 full-time people for this project. They can be new and/or existing employees to achieve the total full-time equivalency stated.

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Q: Are we (as the grantee) administering payroll?

A: Yes.

Q: As an organization, do we manage the payroll and benefits?

A: Yes.

Q: Are we going to have NY Health and Hospital ID? Any other branded materials i.e. Tshirts to ensure they are identifiable on the field?

A: No, awardees will not receive H+H identification but awardees may receive branded apparel like T-Shirts and can propose resources for branded apparel.

Q: Are all program staff required to be full-time or can we substitute an equivalent number of part-time staff who currently have other duties?

A: Organizations can divide effort across any number of staff members, including part-time staff, to achieve the total full-time equivalency stated.

Q: If all program staff are required to be full-time, how do you envision that we employ youth aged 14-24 to assist with digital outreach and engagement?

A: Program staff are not required to be full-time. Organizations can divide effort across any number of staff members to achieve the total full-time equivalency stated.

Q: To meet the minimum FTE requirement for Tier 3, must the staff be directly employed by our organization, or can we use consultants or freelancers?

A: Organizations may hire consultants or freelancers. However, full-time equivalency must be documented in the scope and/or budget to understand how these staff are contributing to staff totals.

Q: Do we need to know for the proposal exactly the prospective employees to fulfill Tier 1,2, and 3?

A: No.

Q: Will organizations be given start up time to prepare and identify staffing?

A: Organizations will be asked to begin as soon as possible. Not all staffing needs to be on board before starting. All start dates will be in July 2020.

Q: Can we work around the clock meaning at different times, day, evenings, and nights?

A: Yes.

Tiers, Budgets, and Funding Structures (including multiple applications)

Q: Is there any flexibility on the grant Tiers? As written, the best fit for us is Tier 3. However, we would be equipped to dedicate more staff (3-4 FTE) to the project with additional funding. Is this a possibility? Or do we need to stay within the confines of the Tiers as described in the RFP? The staff we have in mind are community residents directly connected to the target population(s) who have experience with the kinds of outreach that will be needed.

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A: Funding for each tier level is set.

Q: Is there an expected organizational budget range for each tier?

A: No.

Q: In the RFP, Tier 2 is defined as having a budget of $200,000. However, in one place in the application form, Tier 2 is defined as having a budget of $250,000. Which is the correct budget amount for Tier 2?

A: Tier 2 budget is $200,000. There was an error on the Word version of the application form. Thank you for flagging this error.

Q: In the PDF, Tier 2 funding is stated as both $250,000 and $200,000---which is current?

A: Tier 2 budget is $200,000. There was an error on the Word version of the application form. Thank you for flagging this error.

Q: Do Tier 2 applicants have the ability to sub-contract with smaller CBOs?

A: Sub-contracting is allowable in any tier of funding.

Q: The description provided indicates that a vendor may propose a different amount for service for Tier 1. Would vendors interested in Tiers 2 & 3 be allowed to submit a different amount based on capacity and proposed scope of service?

A: We are only accepting proposals at the stated tiers and funding levels.

Q: Explain what "Tier 3 Funding Level: Not applicable" means in regards to the street level outreach required for Tier 3 proposals (section 9) on page 8-9 of the RFP?

A: Organizations funded for Tier 3 will not be required to participate in this activity and will not need to speak to it in their scopes of work. However, if Tier 3 applicants would like to engage in this activity they can indicate their interest in the application.

Q: The RFP has three funding tiers. Can an organization apply for funding for more than one tier? If so, does the organization have to submit a separate application for each tier for which it seeks funds?

A: Organizations may submit more than one application for each tier. Each application should include appropriate document for that tier's requirements.

Q: Can our organization submit proposal for all Tiers?

A: Organizations may submit more than one application for each tier. Each application should include appropriate document for that tier's requirements.

Q: Can organizations submit multiple applications (ie a $200K and a $750K, etc.)?

A: Organizations may submit more than one application for each tier. Each application should include appropriate document for that tier's requirements.

Q: Can an agency submit an application and also be considered a sub-contractor by another lead agency?

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A: An agency can submit their own application and if not selected they can be considered for subcontract with an awarded grantee. An agency cannot be both a lead applicant and a subcontracted applicant.

Q: Can a CBO submit an application; and also be included in another application as a sub-contractor?

A: An agency can submit their own application and if not selected they can be considered for subcontract with an awarded grantee. An agency cannot be both a lead applicant and a subcontracted applicant.

Q: If organizations bid for Tier 1 $750k, are we required to service all boroughs identified in the RFP?

A: No, applicants are not required to serve all five boroughs in Tier 1.

Q: A Tier 1 applicant proposes sub-granting to a CBO in their Statement of Work, including a mandated staffing structure of 3 FTE staff members. 1) Can the Tier 1 Applicant include the proposed CBO's language capacity? 2) Can the Tier 1 Applicant include the proposed CBO's mandated staffing structure of 3 FTE employee's in the Tier 1 Applicant's 25 FTE staff members?

A: Yes, the Tier 1 Applicant include the proposed CBO's language capacity and yes, the Tier 1 Applicant include the proposed CBO's mandated staffing structure of 3 FTE employee's in the Tier 1 Applicant's 25 FTE staff members.

Q: We intend to apply for T3; how many contracts do you anticipate under this category?

A: We do not have a set number of awards per tier.

Q: The proposal encouraged Tier 1 organizations to partner with other CBOs on the Test and Trace programming. Will there be subsequent opportunities for smaller CBOs to be matched with Tier 1 CBOs who receive funding?

A: We will work across all awardees to support coordinated efforts across neighborhoods.

Q: If our organization selects a Tier/Group based on locations A/B/C/D, do we have to select every area code within that group A/B/C/D, or can we select some locations in all groups that we have presence in.

A: Applicants do not need to select all zip codes in a specific group. Organizations may select zip codes across all groups is applicable.

Q: If our organization apply to Tier 1 and we are not fully qualified for Tier 1 based on your organization's standard, do we then qualify, or would we automatically be considered for Tier 2 or Tier 3 Or is the selection of the Tier final?

A: No; we are only reviewing applications for the tier each organization applies for.

Q: if we choose to apply for Tier 2, but you determine that our organization is be better suited for the Tier 1 funding level, would you then fund us at the lower level, or would our application not be considered at all?

A: We are only reviewing applications for the tier each organization applies for.

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Q: If we were to serve other zip codes, would there be additional funds available?

A: The only funds currently available are for Tier 1 ($750,000), Tier 2 ($200,000), and Tier 3 ($50,000) awards.

Program Operations and Reporting

Q: Where will the Test &Trace Advisory Board workgroups meetings be held? (i.e face to face and/or virtual)

A: Meetings will be virtual.

Q: What is the minimum requirement for attendance for the Test &Trace Advisory Board workgroup meetings?

A: Minimum requirement is to attend at least 80% of meetings over the grant period.

Q: Will lists for quarantine sites be distributed to grantee organizations?

A: No. Locations of hotel sites are not public. We will provide material about the hotel quality and services for distribution.

Q: Will HHC provide template release forms and confidentiality agreements to chosen organization for clients?

A: Client forms should not be needed from H+H. However, if template forms are requested or organizations are seeking examples of forms, NYC Health Department staff can provide technical assistance and examples.

Q: Define "tailored assets and engagement strategy" in regards recruiting young adults to assist with this work?

A: Tailored assets and engagement strategy allows youth to co-design existing assets utilized by young adults and allows youth to build out a community engagement strategy for improved reach to their peers. Designs and strategies will be done in partnership with the contracted organization, H+H, and the NYC Health Department.

Q: Will contracts have access to city translating services?

A: No; if translation services are needed, the organization should budget services into their proposal.

Q: Would HHC be amendable to projects that selectively used on-demand language translation services for staff to communicate with target populations in situations where no native speaker was available?

A: Yes.

Q: Will H+H provide resources to obtain language interpreters needed in certain high impact communities?

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A: No; if translation services are needed, the organization should budget services into their proposal.

Data and Reporting

Q: Regarding quantifiable data, are you looking for the organization to have an established data base?

A: No established data base needed. H+H and the NYC Health Department will provide further guidance to contracted organizations on reporting templates and frequency.

Q: What is the mechanism for daily reporting? The RFP references a reporting template, but no further information is provided. Does HHC anticipate using a specific online portal or other means for data entry & submission?

A: H+H and the NYC Health Department will provide further guidance to contracted organizations on reporting templates and frequency.

Q: What data will grantees be required to collect and submit?

A: H+H and the NYC Health Department will provide further guidance to contracted organizations on reporting templates and frequency.

Q: What will reporting requirements be? Will agencies be required to use a specific database or reporting platform?

A: H+H and the NYC Health Department will provide further guidance to contracted organizations on reporting templates and frequency.

Q: Is there a deliverable for how many clients need to be reached per tier? Any other key deliverables besides those listed in the RFP?

A: We will work with awardees to determine reach based on proposed scopes of work after awards are announced. Contracted organizations will develop goals and objectives in partnership with H+H and the NYC Health Department.

Q: Will awardees need to have the capacity to count individual New Yorkers engaged by outreach/educational efforts?

A: Yes.

Q: How does the City plan on creating consistent reporting structures and performance metrics across all the engaged CBOs?

A: Contracted organizations will develop goals and objectives in partnership with H+H and the NYC Health Department. H+H and the NYC Health Department will provide further guidance to contracted organizations on reporting templates and frequency.

Q: The RFP states the CBOs are required to "Incorporate Test & Trace education into existing service provision" (pg. 8). How will this be measured?

A: Contracted organizations will develop goals and objectives in partnership with H+H and the NYC Health Department.

Q: The RFP states that CBOs are required to "provide daily reporting on outreach and activities completed" (pg. 8). Does this mean we are required to report aggregate metrics broken down by day, or does this mean we are required to submit a report every day?

A: Contracted organizations will develop goals and objectives in partnership with H+H and the NYC Health Department. H+H and the NYC Health Department will provide further guidance to contracted organizations on reporting templates and frequency.

Testing & Tracing

Q: The RFP has a strong focus on education and outreach -- as a CBO, would we refer residents to testing sites or is it expected that we offer testing at our own program sites?

A: There is no expectation that CBOs offer testing at their program sites. Contracted organizations will work with H+H and the NYC Health Department to determine referral mechanisms direct New Yorkers to access existing testing infrastructure. Relationship building with local testing sites is encouraged.

Q: Will the CBOs contracted for community outreach and education be expected to do any testing?

A: There is no expectation that CBOs offer testing at their program sites and this grant should not be used to establish your own testing site. Contracted organizations will work with H+H and the NYC Health Department to determine referral mechanisms and direct New Yorkers to access existing testing infrastructure. Relationship building with local testing sites is encouraged.

Q: Will you incentivize testing?

A: We have not determined this yet. We will work with awarded grantees on the best mechanisms to increase demand for testing.

Q: Just to clarify that CBO's are not responsible for conducting the tests ourselves? Or will a list of closest testing sites be provided from the City?

A: There is no expectation that CBOs offer testing at their program sites and this grant should not be used to establish your own testing site. Contracted organizations will work with H+H and the NYC Health Department to determine referral mechanisms and direct New Yorkers to access existing testing infrastructure. Relationship building with local testing sites is encouraged.

Q: Does this RFP seek to offer NYC residents: 1) SARS-CoV-2 RT-PCR (Viral RNA Testing), 2) SARS-CoV-2 IgM/IgG (Antibody Testing), 3) Contact Tracing for known CoV-2 positive or suspected positive persons, 4) Either or Both Tests + Contact Tracing, 5) any additional products & services requested?

A: No. There is no expectation that CBOs offer testing at their program sites nor is there an expectation that CBOs engage in contact tracing activities. The awardees under this grant will be educating New Yorkers on how to access testing, the need to get tested, and the need to participate in contact tracing efforts but will not be directly performing either. Contracted

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organizations will work with H+H and the NYC Health Department to determine referral mechanisms. Relationship building with local testing sites is encouraged.

Q: Are organizations applying responsible for hiring Contract Tracers to do the actual tracing?

A: No. There is no expectation that CBOs will do contact tracing. Contract tracing is beyond the scope of this RFP.

Outreach and Messaging

Q: Can you clarify, a tier 2 funding level would be required to have three 1hr shifts or three lasting for 3hrs every month to distribute PPE and leaflets?

A: For level two, organizations would be required to have three T2 leafleting 3-hour shifts per month (here a shift refers not to an individual staff person but an organized effort for at least half the staff dedicated to this effort).

Q: For the 3-hour leafleting shifts detailed in the RFP, do all staff scheduled for each shift need to complete all three hours; or does the shift just need to be for three hours in total with staff taking turns during this time?

A: The expectation is that all staff are present for the full shift but defer to organizations on structuring their services.

Q: Will H+H offer any outreach training to project staff?

A: NYC Health Department staff will provide technical assistance to awardees, which may include orientation and/or connections to training opportunities.

Q: Would H+H provide a platform to be used for digital outreach or would it be provided through us? If so, can we include these platform costs in our budget?

A: Contracted organizations will use their own digital outreach platforms. Organizations can budget platform costs in the application.

Q: Please explain more about the "virtual town hall" meetings. Do we organize them?

A: Virtual town halls will be organized by contracted organizations. Virtual town halls are an extension of traditional town halls using virtual platforms. Awarded organizations are expect to host and attend these virtual town halls.

Q: Will H+H provide the content to be included in outreach materials? Are we expected to produce them ourselves or will H+H/the City provide flyers and posters? If not, can this cost be included in the budget? Also, will there be (a) phone script(s) to be used for phone/text banking?

A: H+H and the NYC Health Department will provide templates for materials that each organization can customize to reflect the specific needs of the communities and neighborhoods being served. If the grantee chooses to use the standard T2 material, that material can be provided but grantees are encouraged to customize materials and those printing costs will need

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to be reflected in the grant application. H+H and the NYC Health Department will also provide template phone scripts and text messages that can be used as guides, and organizations are encouraged to customize.

Q: Will messaging materials created by CBOs that receive grants have to be approved by the Health and Hospitals Corporation prior to such materials are shared with the target populations?

A: Yes. Messaging materials will need to be approved to ensure all public health messages are consistent with current city guidance.

Q: Will H+H/the city provide educational and promotional materials (e.g., posters, palm cards, brochures, etc.) or will CBOs be required to develop these on our own?

A: Both. H+H and the NYC Health Department will provide templates for materials that each organization can customize to reflect the specific needs of the communities and neighborhoods being served. If the grantee chooses to use the standard T2 material, that material can be provided but grantees are encouraged to customize materials and those printing costs will need to be reflected in the grant application.

Q: Will you be providing posters and other outreach materials, or do we need to design and print ourselves?

A: Both. H+H and the NYC Health Department will provide templates for materials that each organization can customize to reflect the specific needs of the communities and neighborhoods being served. If the grantee chooses to use the standard T2 material, that material can be provided but grantees are encouraged to customize materials and those printing costs will need to be reflected in the grant application.

Q: Who will be providing the educational materials i.e leaflets, palm cards etc..?

A: Yes. H+H and the NYC Health Department will provide templates for materials that each organization can customize to reflect the specific needs of the communities and neighborhoods being served. If the grantee chooses to use the standard T2 material, that material can be provided but grantees are encouraged to customize materials and those printing costs will need to be reflected in the grant application.

Q: What is the approval process for outreach/educational/promotional materials developed by the applicant?

A: Messaging materials will need to be approved to ensure all public health messages are consistent with current city guidance. Standard material templates will be provided to ensure the process is smooth and expeditious.

Q: Do we need to get approval for materials that we distribute?

A: Messaging materials will need to be approved to ensure all public health messages are consistent with current City guidance. Standard material templates will be provided to ensure the process is smooth and expeditious.

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Q: What will the turn-around time be for H+H and DOHMH to review and approve the materials?

A: H+H and the NYC Health Department will approve material as fast as possible. Messaging materials will need to be approved to ensure all public health messages are consistent with current City guidance. Standard material templates will be provided to ensure the process is smooth and expeditious.

Q: Is the CBO responsible for creating palm cards, leaflets and posters?

A: H+H and the NYC Health Department will provide templates for materials that each organization can customize to reflect the specific needs of the communities and neighborhoods being served. If the grantee chooses to use the standard T2 material, that material can be provided but grantees are encouraged to customize materials and those printing costs will need to be reflected in the grant application.

Q: Will there be standardized messaging for the leaflets and posters? We are hoping that messaging will be consistent across all CBOs, even if we are required to design our own leaflets and posters for distribution.

A: H+H and the NYC Health Department will provide templates for materials that each organization can customize to reflect the specific needs of the communities and neighborhoods being served. If the grantee chooses to use the standard T2 material, that material can be provided but grantees are encouraged to customize materials and those printing costs will need to be reflected in the grant application. Messaging materials will need to be approved to ensure all public health messages are consistent with current City guidance. Standard material templates will be provided to ensure the process is smooth and expeditious.

Q: Will CBOs receive guidance regarding the information required for the posters and informational flyers?

A: Yes.

Q: Will HHC develop and standardize any branded materials?

A: Yes.

Q: Are we able to imprint the name of our organization on the literature and posters?

A: Yes however, co-branded material will have to meet the brand standards provided by H+H and the NYC Health Department. All co-branded material will require H+H and the NYC Health Department approval.

Q: Will we be supplied with facts, statistics, talking points and preferred or suggested language for promotional materials so that all CBO's are on message?

A: Yes.

Q: For the Flyers, Cards, Materials is the language provided?

A: Yes. Customizable templates will be provided.

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Q: The RFP asks that the CBO has the "capacity to develop and distribute culturally competent educational programming and materials, which will be subject to H+H and DOHMH approval" (pg. 3). Does this mean that we are required to develop our own educational materials? If so, what materials are we required to develop – a presentation, posters, palm cards, pamphlets?

> A: No. H+H and the NYC Health Department will provide templates for materials that each organization can customize to reflect the specific needs of the communities and neighborhoods being served. If the grantee chooses to use the standard T2 material, that material can be provided but grantees are encouraged to customize materials and those printing costs will need to be reflected in the grant application.

Q: Will H+H be providing us with language that we are required to include in any educational materials? Are there templates?

> A: H+H and the NYC Health Department will provide templates for materials that each organization can customize to reflect the specific needs of the communities and neighborhoods being served. If the grantee chooses to use the standard T2 material, that material can be provided but grantees are encouraged to customize materials and those printing costs will need to be reflected in the grant application.

Q: What are the duties of the Social Ambassadors? Is leafleting and tabling required?

> A: Organizations are not required to perform all activities. However, for Tier 1 and Tier 2 grantees, leafleting and tabling is required unless specified in your application with an explanation of the tactics you plan to use instead. We are looking to ensure coverage across all Group A and Group B zip codes that includes in person leafleting.

Q: Can digital virtual activities (i.e. digital virtual events and partnering with food banks and local businesses for mask giveaways and census awareness) be conducted?

> A: Yes.

Q: It would be helpful to know if the City would play any role in distributing media?

> A: H+H and the NYC Health Department will provide templates for materials that each organization can customize to reflect the specific needs of the communities and neighborhoods being served. If the grantee chooses to use the standard T2 material, that material can be provided but grantees are encouraged to customize materials and those printing costs will need to be reflected in the grant application.

Q: For phone and text banking activities, will grantees be provided with lists of phone numbers to contact or will grantees be expected to generate those lists themselves?

> A: The City can provide lists or grantees can suggest the lists they believe are most effective.

Q: For phone/ text banking, how do we get phone numbers? Is this just from our own resources, or will you provide them, similar to systems set up by the census project?

> A: The City can provide lists or grantees can suggest the lists they believe are most effective. However, the City is not providing a "dialer" or a phone banking platform at this time.

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Q: Are there a minimum hours per month that grantees should engage in phonebanking and textbanking?

A: No. Applicants should suggest a division of time amongst the tactics each chooses to engage in.

Q: CBOs are required to "phone and text bank… no fewer than 500 contacts per organization per month" (pg. 9). What does "contact" mean? Does this mean that we were able to actually speak to 500 people, or does it mean we make outreach attempts to at least 500 people?

A: Speak with or peer to peer text.

Q: Will H+H provide scripts for making these calls/texts?

A: We will provide script templates that can be used as a guide.

Q: Could you give an estimated number of hours per week that staff should spend on each outreach and education activity?

A: The vast majority of staff hours should be spent on outreach and education each week.

Q: Is outreach expected to begin in July or is there time allotted for CBOs to plan?

A: Outreach should begin in July, as fast as possible after award.

Q: Can the youth participate only in digital engagement pieces or can they be hired for other tasks based on our work scope we submit?

A: They can be hired for other tasks.

Q: Will your offices be providing any messaging materials such as posters and leaflets for the CBOs to use to get the information out?.

A: Yes.

Q: Will H+H be providing the posters we are required to place at high-traffic locations (pg. 9)?

A: Yes.

Q: Are we able to create designated social media accounts for this campaign or should the promotion only be done on our pre existing platforms?

A: Both.

Q: Are we authorized to hang flyers on public space? (lampposts, etc.)

A: Flyers and posters should only be hung in spaces that allow the posting of flyers and posters.

Q: Are we required to send out one dedicated email each week? Or can we include the taking points in our regular mailing list blasts?

A: You are required to send a dedicated email each week on this topic and are expected to include messages related to staying safe during COVID-19 in your regular email blasts.

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Q: Is there an official logo or branding that we can use on flyers, etc. to show the public that this is reputable information? NYHHC, maybe?

> A: Yes. All branding materials and logos will be provided. Organizations will be using both the Test & Trace Corps logo and The NYC Health Department logo.

Q: What level of outreach services and templates would have to be generated off of this budget and what would come to us via H+H? (Design of materials, translation of content, printed materials: palm cards, posters, fliers, etc.)

> A: H+H and the NYC Health Department will provide templates for materials that each organization can customize to reflect the specific needs of the communities and neighborhoods being served. If the grantee chooses to use the standard T2 material, that material can be provided but grantees are encouraged to customize materials and those printing costs will need to be reflected in the grant application. Translation of customized content should be included in your proposed budget and will not be provided by the city.

Q: We will receive protective supplies, posters, and flyers every week?

> A: Yes.

PPE

Q: Will HHC help grantee organizations secure PPE for test and trace workers?

> A: Yes, PPE will be provided. All in-person outreach should be completed with necessary personal protective equipment. This equipment may be a simple set of gloves, hand sanitizer and cloth face covering unless otherwise indicated by the City's own guidelines. This equipment will be provided by the City for the purpose of completing the required tasks under this RFP. Please note, no organization is expected to perform testing or contact tracing.

Q: Will H+H provide CBOs with personal protective equipment (PPE) for community engagement activities? (See item 13 on page 9 of the RFP.)

> A: Yes, PPE will be provided. All in-person outreach should be completed with necessary personal protective equipment. This equipment may be a simple set of gloves, hand sanitizer and cloth face covering unless otherwise indicated by the City's own guidelines. This equipment will be provided by the City for the purpose of completing the required tasks under this RFP.

Q: Will you be providing masks?

> A: Yes, masks will be provided.

Q: Who will provide the masks? Will H+H place the order with their vendor(s) and provide us with the masks for distribution?

> A: The city will provide masks to awarded organizations for distribution.

Q: Will PPE be supplied by the New York City Health and Hospitals Corporation?

> A: Yes.

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Q: Are applicants expected to cover the costs of masks (or other PPE) for distribution within catchment communities?

A: The city will provide masks to awarded organizations for distribution.

Q: Will grantees be expected to include the costs of masks and hand sanitizer for distribution or will H+H/DOHMH be providing those supplies to distribute?

A: The city will provide masks and hand sanitizer to awarded organizations for distribution.

Q: As per the RFP, one requisite of the program is distributing protective equipment (e.g. masks, sanitizer) to community residents. Do we need to budget for the cost of providing this equipment to community members? Or will the T2 program provide supplies for us to distribute?

A: The city will provide masks and hand sanitizer to awarded organizations for distribution.

Q: Will H+H provide PPE resources to organizations or contact where to order without delays?

A: The city will provide masks to awarded organizations for distribution.

Q: How will NYCHHC provide the necessary equipment-gloves and cloth face coverings-to CBOs for their staff?

A: PPE will be provided. The city will set up regular pick up times and locations to replenish CBO materials.

Q: Will NYCHHC provide each CBO a sufficient amount of necessary equipment for the duration of the contract?

A: Yes, the city will provide masks to awarded organizations for distribution to support activities across the duration of the contract.

Q: Who is expected to pay for the masks/hand sanitizer that are distributed, the grant recipients? Or will you be providing the masks/hand sanitizer for distribution?

A: The city will provide masks and hand sanitizer to awarded organizations for distribution.

Q: We are interested in applying as a Tier 3 provider. That level does not require the distribution of face coverings. If we wish to distribute masks anyway can they be provided to the CBO?

A: Yes.

Budget & Contracting

Q: What is the total amount of funding available under this program?

A: H+H plans to award a total of $10 million to grantees within this program.

Q: What is the total amount of funding available for this opportunity? I see that about 20 awards will be made, does H+H have a sense of how many will be made at each Tier?

A: H+H plans to award $10 million to grantees within this program.

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Q: Are there any budgetary guidelines or parameters that the proposed budget should adhere to?

A: You must submit a line-item budget, including staffing and OTPS costs, associated with providing this service. This budget should not exceed the total allocation per CBO included in this RFP. It is recommended you outline at minimum the following:

- Staffing by title and FTE
- Fringe
- Detailed OTPS costs
- Administrative/overhead %

Q: Organizations are asked to submit a line-item budget. Is there a template for the budget or can organizations just use an Excel spreadsheet.

A: There is no required format.

Q: Do you have a sample temple of the budget form?

A: No.

Q: Is there a budget template for us to use?

A: No.

Q: Should we start a separate corporation for this project?

A: We cannot advise on organizational structures.

Q: Will there be any guidance or parameters on how the budget should be allocated?

A: No.

Q: What does the city provide / support in terms of injury on the job?

A: All employees will be employed by each organization, not the city and each organization is expected to have the proper and appropriate insurance for this arena. The city does not provide coverage of this type for contractors/grantees.

Q: Is there an Employer Agreement from NY health and Hospital? Or coming from CBO (Community Based Organization)?

A: No staffing as part of this RFP will be directly employed with H+H.

Q: Do we have to be set up as vendors to do business with the city? Are there any vendor requirements from a business perspective?

A: There are no prerequisites to apply. Any vendor requirements to provide services will be shared with awarded vendors.

Q: While funds may not be used to advance religion, is it permissible to undertake engagement activities in houses of worship?

A: Yes.

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A: Does the line item budget require an accompanying budget justification?

A: No; however, the budget should reflect the tier applied to and the proposed scope of work.

Funding Allocation

Q: Could grant funds be used for existing youth programs that was previously supported by SYEP funds?

A: Yes, if those programs are focused explicitly on education and community engagement on how to stop the spread of COVID-19 as outlined in the application and if the time allocated to that focus meets the grants minimum requirements.

Q: Could a portion of grant funds be used for rent and other general operating expenses associated with the project?

A: You must submit a line-item budget, including staffing and OTPS costs, associated with providing this service. This budget should not exceed the total allocation per CBO included in this RFP. It is recommended you outline at minimum the following:

- Staffing by title and FTE
- Fringe
- Detailed OTPS costs
- Administrative/overhead %

Q: Will the young adults be paid on an hourly rate at minimum wage/are there any payment guidelines?

A: Organization are expected to propose staffing and compensation.

Q: Can food be included in the budget for outreach events?

A: Yes. You must submit a line-item budget, including staffing and OTPS costs, associated with providing this service. This budget should not exceed the total allocation per CBO included in this RFP. It is recommended you outline at minimum the following:

- Staffing by title and FTE
- Fringe
- Detailed OTPS costs
- Administrative/overhead %

Q: Are there any gratuities that come with this grant such as trainings, supplies etc, or does the grant have to cover everything?

A: The proposed budget should reflect everything to complete services. You must submit a line-item budget, including staffing and OTPS costs, associated with providing this service. This budget should not exceed the total allocation per CBO included in this RFP. It is recommended you outline at minimum the following:

- Staffing by title and FTE

- Fringe
- Detailed OTPS costs
- Administrative/overhead %

Q: What exactly are we to put into the budget? I am asking because we would like to:
*rent/ provide shuttle services to the elderly population (with COVID-19 precautions in place)
*provide a training for our youth workers on digital outreach
*will test kits be provided, or will we have to outsource for that cost

A: Test kits should not be included in your budget. This grant should not be used to perform testing but instead be used to encourage and engage residents in accessing existing testing infrastructure. This grant may be used to provide transportation and training.

You must submit a line-item budget, including staffing and OTPS costs, associated with providing this service. This budget should not exceed the total allocation per CBO included in this RFP. It is recommended you outline at minimum the following:

- Staffing by title and FTE
- Fringe
- Detailed OTPS costs
- Administrative/overhead %

Q: On the budget form should I include materials such as masks, gloves, PPE, equipment costs, phone service, metro cards and/or gas mileage, any rentals, etc?

A: Masks, hand sanitizer and other PPE will be provided by the city to all awardees. You may include any items required for service delivery. You must submit a line-item budget, including staffing and OTPS costs, associated with providing this service. This budget should not exceed the total allocation per CBO included in this RFP. It is recommended you outline at minimum the following:

- Staffing by title and FTE
- Fringe
- Detailed OTPS costs
- Administrative/overhead %

Q: What other budget items besides salary would be eligible in this project? E.g. Phone & technology costs for outreach- are they eligible?

A: Phone and technology costs are eligible. You may include any items required for service delivery. You must submit a line-item budget, including staffing and OTPS costs, associated with providing this service. This budget should not exceed the total allocation per CBO included in this RFP. It is recommended you outline at minimum the following:

- Staffing by title and FTE
- Fringe
- Detailed OTPS costs
- Administrative/overhead %

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Q: For the budget, can you please confirm it will be mostly all staffing/labor and transportation cost if any?

A: We expect significant staffing costs. You may include any items required for service delivery, which may vary by applicant. You must submit a line-item budget, including staffing and OTPS costs, associated with providing this service. This budget should not exceed the total allocation per CBO included in this RFP. It is recommended you outline at minimum the following:

- Staffing by title and FTE
- Fringe
- Detailed OTPS costs
- Administrative/overhead %

Q: Are there any unallowable expenses (for instance administrative overhead)?

A: You may include any items required for service delivery, which may vary by applicant. You must submit a line-item budget, including staffing and OTPS costs, associated with providing this service. This budget should not exceed the total allocation per CBO included in this RFP. It is recommended you outline at minimum the following:

- Staffing by title and FTE
- Fringe
- Detailed OTPS costs
- Administrative/overhead %

Q: Will awardees have to return to the City any computers/laptops/phones or office equipment purchased using grant funding?

A: No. Tech costs will be reviewed for appropriateness as part of the review process.

Q: Can we include rent costs in the budget?

A: Yes. You may include any items required for service delivery. You must submit a line-item budget, including staffing and OTPS costs, associated with providing this service. This budget should not exceed the total allocation per CBO included in this RFP. It is recommended you outline at minimum the following:

- Staffing by title and FTE
- Fringe
- Detailed OTPS costs
- Administrative/overhead %

Q: Can awardees use funding for paid social media? Are there restrictions to using T2 funding for paid or earned media?

A: The City is running a large paid media campaign including significant paid digital ads – social and search. We would encourage CBOs to propose expenses for activities they are uniquely situated to perform. You may include any items required for service delivery. You must submit a line-item budget, including staffing and OTPS costs, associated with providing this service. This

budget should not exceed the total allocation per CBO included in this RFP. It is recommended you outline at minimum the following:

- Staffing by title and FTE
- Fringe
- Detailed OTPS costs
- Administrative/overhead %

Q: Is there a minimum percentage of the grant that must be used for compensating the hirees?

A: Organization are expected to propose staffing and compensation.

Q: Is there a required hourly pay scale?

A: Organization are expected to propose staffing and compensation.

Budgeting Outreach Materials

Q: For the budget, can you please confirm that all collateral is not to be included i.e. production, printing of the leaflets, posters and doorhangers, etc? And that this will be provided to us.

A: H+H and the NYC Health Department will provide templates for materials that each organization can customize to reflect the specific needs of the communities and neighborhoods being served. If the grantee chooses to use the standard T2 material, that material can be provided but grantees are encouraged to customize materials and those printing costs will need to be reflected in the grant application. Translation of customized content should be included in your proposed budget and will not be provided by the city.

Q: Will printing materials of flyers and other materials be provided or do we have to include the costing of printing materials into our budget?

A: H+H and the NYC Health Department will provide templates for materials that each organization can customize to reflect the specific needs of the communities and neighborhoods being served. If the grantee chooses to use the standard T2 material, that material can be provided but grantees are encouraged to customize materials and those printing costs will need to be reflected in the grant application. Translation of customized content should be included in your proposed budget and will not be provided by the city.

Q: Will DOHMH/H+H provide applicants with any outreach materials, or will applicants need to budget for all layout, writing, printing, and translation of outreach/educational materials?

A: H+H and the NYC Health Department will provide templates for materials that each organization can customize to reflect the specific needs of the communities and neighborhoods being served. If the grantee chooses to use the standard T2 material, that material can be provided but grantees are encouraged to customize materials and those printing costs will need to be reflected in the grant application. Translation of customized content should be included in your proposed budget and will not be provided by the city.

Q: Who is expected to pay for the outreach materials, the grant recipients? Or will you be providing the outreach materials?

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A: H+H and the NYC Health Department will provide templates for materials that each organization can customize to reflect the specific needs of the communities and neighborhoods being served. If the grantee chooses to use the standard T2 material, that material can be provided but grantees are encouraged to customize materials and those printing costs will need to be reflected in the grant application. Translation of customized content should be included in your proposed budget and will not be provided by the city.

Does the money for PPE and educational materials/posters (including design and printing costs) come out of the submitted budget?

A: PPE will be provided by the city. H+H and the NYC Health Department will provide templates for materials that each organization can customize to reflect the specific needs of the communities and neighborhoods being served. If the grantee chooses to use the standard T2 material, that material can be provided but grantees are encouraged to customize materials and those printing costs will need to be reflected in the grant application. Translation of customized content should be included in your proposed budget and will not be provided by the city.

Q: Who will be designing these materials? Will the money for these designs come out of our budget?

A: H+H and the NYC Health Department will provide templates for materials that each organization can customize to reflect the specific needs of the communities and neighborhoods being served. If the grantee chooses to use the standard T2 material, that material can be provided but grantees are encouraged to customize materials and those printing costs will need to be reflected in the grant application. Translation of customized content should be included in your proposed budget and will not be provided by the city.

Indirect/ Fringe/ Administrative Costs

Q: We were recently approved by the federal government for a 16% indirect cost rate. Can we use this rate for this proposal?

A: The maximum indirect/ administrative cost should be no more than 15%.

Q: Is indirect allowed on the budget, and, if so, at what rate? 10%?

A: The maximum indirect/ administrative cost should be no more than 15%.

Q: Are indirect costs eligible on this contract? If yes, are they capped?

A: The maximum indirect/ administrative cost should be no more than 15%.

Q: What is the maximum allowable rate for indirect costs?

A: The maximum indirect/ administrative cost should be no more than 15%.

Q: Is there a standard indirect rate? Since this is City Funding I assume 15%?

A: The maximum indirect/ administrative cost should be no more than 15%.

Q: Is there any limitation on indirect expenses?

A: The maximum indirect/ administrative cost should be no more than 15%.

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Q: Are organizations permitted to take out for administrative overhead? If so, is there a cap? If there is a cap, what is the percentage of the bottom line?

A: The maximum indirect/ administrative cost should be no more than 15%.

Q: Can we budget for administrative cost, and if so, up to what percentage?

A: The maximum indirect/ administrative cost should be no more than 15%.

Q: I am wondering, regarding the budget, if we also can allot a small administration percentage. If we can, please let me know, how much administration percentage can we allot from the total budget.

A: The maximum indirect/ administrative cost should be no more than 15%.

Q: Do you have any guidelines around including staff fringe benefits in our budget? Is that permitted?

A: Staff fringe benefits are permitted. Organization are expected to propose staffing and compensation.

Q: What is the maximum allowable fringe rate for hourly workers?

A: Organization are expected to propose staffing and compensation.

Q: Are rent and tech maintenance considered line items or indirect costs?

A: Rent can be a separate line item if required. Tech maintenance should be included in the admin overhead.

Payment and Contracting

Q: Is the grant monies provided on a reimbursement basis? In other words, are applicants required to first spend the monies requested in the budget before the grant funds are made available?

A: Grantees will be issued up to 25% of funds to start services. Documentation will be required for how those initial funds were spend. All other expenses will be reimbursed following completion of deliverables.

Q: Will grantees receive an advance/initial payment to launch the project, and if so, how soon after the award will advances be made?

A: Grantees will be issued up to 25% of funds to start services. Documentation will be required for how those initial funds were spend. All other expenses will be reimbursed following completion of deliverables.

Q: is this grant strictly reimbursable or will there be an advance payment?

A: Grantees will be issued up to 25% of funds to start services. Documentation will be required for how those initial funds were spend. All other expenses will be reimbursed following completion of deliverables.

Q: How is funding awarded? Are awardees distributed funding through tranches, meeting deliverables, or reimbursed for expenditures?

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A: Grantees will be issued up to 25% of funds to start services. Documentation will be required for how those initial funds were spend. All other expenses will be reimbursed following completion of deliverables.

Q: If funding is awarded through reimbursement of expenditures, will there be start-up funding for the beginning of the grant?

A: Grantees will be issued up to 25% of funds to start services. Documentation will be required for how those initial funds were spend. All other expenses will be reimbursed following completion of deliverables.

Q: Please clarify the planned reimbursement process for this project. I.e., what is needed for invoicing, are there incentives or penalties related to performance, what is the anticipated disbursement schedule?

A: Grantees will be issued up to 25% of funds to start services. Documentation will be required for how those initial funds were spend. All other expenses will be reimbursed following completion of deliverables. Payment schedules will be finalized with assigned project managers based on scope of work for final awardees.

Q: Can you advise how schedule of distribution of funds to awardees?

A: Grantees will be issued up to 25% of funds to start services. Documentation will be required for how those initial funds were spend. All other expenses will be reimbursed following completion of deliverables. Payment schedules will be finalized with assigned project managers based on scope of work for final awardees.

Q: What is the time frame regarding payment under this contract?

A: Grantees will be issued up to 25% of funds to start services. Documentation will be required for how those initial funds were spend. All other expenses will be reimbursed following completion of deliverables. Payment schedules will be finalized with assigned project managers based on scope of work for final awardees. All funds must be spent by the end of the award period.

Q: When is the grant money distributed?

A: Grantees will be issued up to 25% of funds to start services. Documentation will be required for how those initial funds were spend. All other expenses will be reimbursed following completion of deliverables. Payment schedules will be finalized with assigned project managers based on scope of work for final awardees. All funds must be spent by the end of the award period.

Q: Must we spend down all the funds by the end of project period?

A: Yes.

Q: Will the contract period be August 1, 2020 through November 30, 2020? This is a four-month period. (See page 12 of the RFP.)

A: Contracts will run from July to November 2020. Final contract periods will be determined with awardees based on scope of work.

Q: Will start dates be flexible? The expectation of program activities starting in July leaves little time for hiring.

A: Organizations are expected to start as soon as possible. Contracts will run from July to November 2020. Final contract periods will be determined with awardees based on scope of work.

Q: Can you provide more detail on the expected period of performance and the onboarding of program staff? With a July 2020 start date and just 4 months to undertake the proposed program, that leaves very little time to hire and train staff.

A: Organizations are expected to start as soon as possible. Contracts will run from July to November 2020. Final contract periods will be determined with awardees based on scope of work.

Q: Do you anticipate that funding will be extended to support activities beyond the initial 4 month funding period?

A: This will be determined based on the public health need later this fall.

Q: Can you provide more information about parameters for subcontracting with other CBOs? Have you established guidelines, performance criteria?

A: There are no specific guidelines about sub-contracting with other CBOs. Tier 1 CBOs are strongly encouraged to engage with smaller CBOs through their award monies and document this in their scope of work.

Q: What level of specificity is required for potential sub-contractual partnerships, which likely would be finalized immediately post-award. Given the very short time to submit proposals, is it sufficient to include anticipated subcontract amounts in budget if agreement has not been finalized with intended partners?

A: Yes, it is sufficient to include anticipated subcontract amounts in budget if agreement has not been finalized with intended partners.

Q: Are any types of subgrants/subcontracts not allowed using T2 grant funding? Are individual Subject Matter Experts allowable?

A: We defer to organizations to identify appropriate subcontractors. Subject matter experts are allowable.

Q: If awarded, are we expected to give money to other nonprofits to coordinate outreach services?

A: No; however, Tier 1 CBOs are strongly encouraged to engage with smaller CBOs through their award monies and document this in their scope of work.

Application Process, Awards, Ongoing Support

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Q: Is the 1500 character limit for answers inclusive of spaces or not. In other words, should I examine this based on the character count with spaces or without?

A: 1,500 characters *includes* spaces. Thank you for flagging this.

Q: Please clarify whether the count of 1,500 characters per question in Part 1 of the application includes spaces or not.

A: 1,500 characters *includes* spaces. Thank you for flagging this.

Q: The application states that most questions have a 1,500 character limit. Is that characters only, or characters and spaces (its frequently the latter)?

A: 1,500 characters *includes* spaces. Thank you for flagging this.

Q: Does the 1500 character count limit in the questions section include spaces?

A: 1,500 characters *includes* spaces. Thank you for flagging this.

Q: Do the character limits for the application include spaces?

A: 1,500 characters *includes* spaces. Thank you for flagging this.

Q: Does the 1500 character limit include spaces?

A: 1,500 characters *includes* spaces. Thank you for flagging this.

Q: I can't find a word or character limit for the project plan narrative attachment.

A: There is no minimum or maximum length for narrative submissions.

Q: Is there a word or character limit, or any other format requirements, for the Statement of Work (aka Scope of Work) document?

A: There are no format requirements or minimum or maximum length for narrative submissions.

Q: For the Scope of Work, is there a format you want it in, such as a table?

A: There are no format requirements or minimum or maximum length for narrative submissions.

Q: Is the justification page a narrative or is it the budget information?

A: The scope of work should be a narrative. There are no format requirements or minimum or maximum length for narrative submissions.

Q: The PDF of the T2 RFP includes a Part A and a Part B for the Scope of Service. (Please see pages 11 and 12.) The Microsoft Word version appears to be somewhat different. While it references and has details for a Part A (Organizational Narrative), it does not include any details for a Part B (Justification of the Statement of Work). The question "Why your organization is uniquely qualified to provide the services described in the Scope of Work," which is in the PDF of the RFP (see page 12), is not in the Microsoft Word version of the RFP (see pages 23 and 24). Shouldn't that question be in both versions of the RFP?

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A: The Microsoft Word document is an application built from the RFP. The language regarding part b, a justification for scope of services, is listed in the RFP under "Application Documents.": "Provide a Statement of Work in two parts: (A) Organizational Narrative: See below. (B) Justification of the Statement of Work: Provide a narrative for why your organization is uniquely qualified to provide the services described in the Scope of Work above". While additional guidance is given regarding part a, we direct the applicant to the full description of services to answer part b and do not provide further guidance or justification in either the RFP or on the application form (whether in Survey Monkey or Microsoft Word).

Q: Pages 8 and 9 of the PDF of the T2 RFP provide information related to the initiative's Scope of Work. When organizations are preparing applications should they use the information on pages 8 and 9 to frame their work scopes or should we use the information on pages 11 and 12 (Part 2: Scope of Work) to create our proposed Scope of Service?

A: Pages 8 and 9 detail what services should be provided through this funding. Page 11 and 12 provide guiding questions to support an applicant in drafting a scope of work that aligns with pages 8 and 9. Per page 11, "Please describe how your organization will provide the services described above" and provides questions to guide response. We believe these sections complement each other.

Q: If organizations submit a T2 application package using Survey Monkey, will they be able to receive a copy of what they have submitted?

A: Organizations may request a copy of their Survey Monkey submission by emailing TestandTraceCorps@nychhc.org. Organizations will not automatically receive a copy of their submission.

Q: For organizations that will email their packages, should the email include the Word version of the application, the Statement of Work and Justification of the Statement of Work, and a budget as separate items or should all three items be consolidated into a PDF?

A: There is no required submission format. For ease of review, we recommend you submit all three documents as three separate files.

Q: The 501 C status is revoked due to the late yearly filing of the IRS. I am in the process of reinstating the status. I want to use my social security number instead. What should I do?

A: If your organization's EIN/TIN is an individual's social security number, please enter 000-00-0000 in the online or Word application forms and email TestandTraceCorps@nychhc.org immediately for additional instructions after submitting your application.

Q: Does the Health and Hospitals Corporation plan to issue awards by borough?

A: We plan to issue awards considering both borough and neighborhoods served to achieve coverage of priority zip codes and vulnerable populations.

Q: Does H+H plan to distribute awards based on the incidence of COVID-19 by neighborhood or zip code?

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A: COVID-19 incidence is changing rapidly. We will continually monitor this data. We plan to issue awards considering both borough and neighborhoods served to achieve coverage of priority zip codes and vulnerable populations.

Q: Does H+H have a sense as to when the next Test and Trace RFP would be issued?

A: Not at this time.

Q: Are applications due 11:59 PM on Monday, July 13th or at 12:00 noon on that day?

A: Applications are due at 12pm (noon) on Monday, July 13.

Q: Does 12 P.M. deadline mean 12:00 noon or 12:00 Midnight?

A: Applications are due at 12pm (noon) on Monday, July 13.

Q: When is the expected award announcement date?

A: Awards will be announced the week of July 13.

Q: When and how will candidates be notified if they have been granted the award?

A: Candidates will be emailed directly the week of July 13.

Q: What's the last day to begin the project?

All start dates will be in July 2020.

Q: Will the T2 program provide any orientation and/or trainings for staff in advance of the program start date?

A: NYC Health Department staff will provide technical assistance to awardees, which may include orientation and/or connections to training opportunities.

Q: Will H+H provide training for organizations on COVID-19 testing and safety measures? If so, how long is the training?

A: No. Grantees in this program are not expected to perform testing themselves.

Q: Will H+H be providing any onboarding training or a train-the-trainer?

A: NYC Health Department staff will provide technical assistance to awardees, which may include orientation and/or connections to training opportunities.

Q: Does the City anticipate needing additional assistance managing the CBOs, deploying technology, and engaging in project management of T2?

A: Not at this time.

Q: Would the City expect the these services (managing the CBOs, deploying technology, and engaging in project management) to be part of this RFP response or would the City anticipate that these type of services would be procured under a separate solicitation or done by in house staff?

A: The City will not be soliciting external applications to support management of the awards.

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Q: If awarded the grant, will there be a specific resource assigned to the grant recipient to assist/provide guidance during the course of the project?

> A: NYC Health Department staff will provide technical assistance to awardees.

Q: Can awardees engage in media for interviews/news coverage?

> A: Yes. NYC Health Department staff will provide technical assistance to awardees, including liaising with H+H press to support media opportunities.