



HUMAN RESOURCES ADMINISTRATION

**Office of Policy, Procedures, and Training
and
Office of Refugee and Immigrant Affairs**

**Immigration and Public Benefits Curriculum Development
and
Training
on the
Fundamentals of Non-Citizen Eligibility for Public Benefits**



PIN: # 069-07-310-3029

BID SPECIFICATIONS

**To Provide Immigration and Public Benefits Curriculum Development
and
Training
on the
Fundamentals of Non-Citizen Eligibility for Public Benefits**

**Period of Performance:
Thirty-six months from the Registration of Award**

**City of New York
Human Resources Administration/Department of Social Services
Office of Policy, Procedures, and Training
and
Office of Refugee and Immigrant Affairs
180 Water Street
New York, New York 10038**

**Human Resources Administration/Department of Social Services
Office of Policy, Procedures, and Training
and
Office of Refugee and Immigrant Affairs**

SPECIFICATIONS

The New York City Human Resources Administration/Department of Social Services (HRA) through its Office of Policy, Procedures, and Training (OPPT) and its Office of Refugee and Immigrant Affairs (ORIA) solicits bids from qualified, responsible entities for the provision of Immigration Curriculum Development and Training on the Fundamentals of Non-Citizen Benefits Eligibility for HRA staff who determine immigrant eligibility for public benefits.

HRA administers the local social service district in New York City. It delivers social services that enable individuals and families to achieve their highest level of self-reliance. HRA is committed to enhancing the quality of life for all New Yorkers through the effective administration of a wide range of programs. These include, among others, public assistance and employment programs, food stamp programs, Medicaid, protective services for vulnerable adults, housing assistance, and social services for individuals who are living with HIV-related illness or AIDS, emergency shelter and social services for victims of domestic violence, crisis intervention, and public information regarding benefit eligibility.

HRA is committed to ensuring equal access to benefits and services to eligible non-citizen applicants for and recipients of public benefits. In order to comply with federal and state immigration and public benefits law and to reinforce the importance of correctly identifying eligible non-citizens when making eligibility determinations for public benefits, for all applicants and recipients, OPPT and ORIA hereby solicit bids from qualified, responsible bidders for immigration and public benefits curriculum development and training.

The services under this solicitation may be provided to HRA alone, or to other New York City agencies as well, at the sole discretion of the Commissioner of HRA or the Commissioner's designee.

I. Period of Performance. The term of this agreement shall be thirty-six months from the Date of Registration of Award or until funds are exhausted, whichever comes first.

II. Scope of Services.

Curriculum Development and Training: Fundamentals of Non-Citizen Eligibility for Public Benefits

The contractor shall develop a curriculum tailored to HRA staff who are involved with the process of determining benefits eligibility for immigrants. Using this curriculum the contractor shall provide trainings to enhance HRA workers' understanding of the complex immigration rules which govern our nation's immigration system. To that end, the responsible contractor shall take complex immigration information and distill it into a written curriculum suitable for this audience. The goal of the curriculum is to identify the interplay between immigration documentation and its use in determining immigrant eligibility for

public benefits. Emphasis should be given to utilizing immigration documentation to effect proper case decisions for households containing one or more immigrants or other non-citizens. The curriculum should present the non-citizen public benefits information in an encapsulated format that will require only one (1) day to train designated HRA staff. The curriculum and training materials created for these purposes will be delivered to the agency and become the sole property of HRA.

The contractor will utilize said curriculum in the training of designated HRA staff in groups of approximately one hundred fifty for an allocated period of one (1) day per session until the 2,500 designated HRA staff under this contract have received such training. The contractor must be available to offer this training six days a week. The contractor will be available over the life of the contract to do additional training sessions for new hires and staff needing refresher training. The contractor must make available by phone for the period covered by the contract an appropriate resource to respond to questions that arise in training sessions provided by HRA staff on immigration status and non-citizen eligibility for benefits.

HRA reserves the right to videotape or otherwise record all training and to use the recording for any purpose. Any such recordings become the sole property of HRA.

Immigration Curriculum Timetable:

The Fundamentals of Non-Citizen Eligibility for Public Benefits curriculum will be due within two (2) weeks of the award of this contract. HRA reserves the right to review the curriculum and make recommended changes. The contractor shall have three (3) business days to incorporate HRA's changes into the curriculum.

The curriculum must be delivered in electronic format as a Microsoft Word document. Appendices and document exemplars may be provided as PDF documents. The vendor understands that the curriculum is the sole property of HRA and may not be utilized outside this contract without prior written approval of the Commissioner.

Content of Immigration and Public Benefits Curriculum. The following information must be included in the curriculum:

1) Identifying immigration status as it pertains to eligibility for federal and state benefits for all non-citizens including, but not limited to these groups:

- Immediate relatives of U.S. Citizens
- Asylees
- Refugees
- Lawful Permanent Residents
- V visa holders
- K visa holders
- S visa Holders

- U visa holders
- Battered Immigrants
- T visa holders
- Immigrants who have been granted stays of deportation
- Immigrants pursuant to Section 245
- Immigrants pursuant to Registry
- Non-immigrant visa holders
- PRUCOL (Permanently Residing Under Color of Law)
- Other immigrants.

2) Identification of all possible immigration documentation to support the above immigration statuses;

3) Reading and interpreting these documents;

4) What is available on the Internet, particularly the USCIS site, as a Tool for Immigration Status Identification;

5) Training scenarios to identify immigration status through the use of documentation;

6) Interviewing techniques designed to elicit the maximum amount of information from an immigrant applicant or participant by an HRA staff member to determine immigration status identification;

7) Immigrant Eligibility for Public Benefits in New York State: A review of current New York State rules regarding immigrant eligibility for public benefits (reflecting a review of curricula on immigrant eligibility developed by New York State) must be included along with specific Alien Eligibility Desk Guides and HRA Policies and Procedures which rely on the use of immigration documentation to determine public benefit eligibility.

Training. The vendor will utilize the curriculum developed on non-citizen eligibility for public benefits in the training of designated HRA staff for an allocated period of one (1) day per session in groups of approximately 150 until the 2,500 designated HRA staff under this contract have received such training. The contractor must be available to offer this training six (6) days a week.

The contractor will be available over the life of the contract to do additional training sessions for new hires and staff needing refresher training, using the same curriculum and training standards. If called upon to provide such refresher training, the reimbursement per session will be the flat rate indicated in Attachment A of this document. The contractor must make available by phone for the period covered by the contract, an appropriate resource to respond

to questions that arise in training sessions provided by HRA staff on immigration status and non-citizen eligibility for benefits.

Qualifications of Instructors/Trainers. The resumes including names and credentials of instructors/trainers who will be employed by the bidder in fulfillment of this contract must be provided as part of the bid. Each trainer/instructor shall possess requisite experience in immigration law and public benefits eligibility. Three years teaching adults immigration status recognition and public benefits eligibility, or equivalent experience, is required. Any substitution of trainers/instructors will require the prior approval of HRA.

Subcontractor. Any subcontractor or consultant who is to be used to fulfill any aspect of the contract must be identified in the bid and their qualifications attached.

Training Sites. HRA will provide training facilities at locations designated by HRA throughout New York City.

Customer Service. The contractor shall provide HRA with a non-billable customer service number to call to discuss curriculum changes or in the event there is a problem with an Instructor/Trainer reaching the requested site in a timely manner or performing satisfactorily.

Technical Assistance from HRA Office of Policy, Procedures, and Training (OPPT) and the Office of Refugee and Immigrant Affairs (ORIA). OPPT and ORIA will review the curriculum and make changes where necessary.

OPPT will be a resource to the selected contractor on questions involving HRA procedures, and will work with the vendor to ensure that the curriculum design and instructional materials are consistent with federal and state law. ORIA will review the material for immigration-related references.

Training Timetable.

Commencement Date: Training will commence the next Monday after the curriculum is approved. It is anticipated that training will commence on a Monday early in December, 2006.

Training Dates: Following its commencement, training will continue for six days a week until it is completed. Until the completion of all training, trainers must be available to conduct training on every day except December 3, 10, 17, 24, 25, 31, 2006 and January 1 and 15, 2007, should any of those days fall within the four weeks subsequent to commencement of training. In its sole discretion HRA may determine that training will occur on fewer than six days per week, and may continue beyond January, 2007 on a regular basis, in addition to the ongoing and refresher trainings.

III. Qualifications

Bidder Qualifications. The bidder must meet the following requirements:

- The bidder shall have a proven track record of experience in writing an immigration and public benefits curriculum and at least three years in activities of the same or similar nature as this project.
- The bidder shall submit a sample curriculum that is as pertinent as possible to the curriculum to be developed for this project.
- The bidder shall have a proven track record of training on an immigration and public benefits curriculum and at least three years in activities of the same or similar nature as this project.
- The bidder shall have the capacity to provide on-site training of a developed immigration and public benefits curriculum pursuant to the qualifications set forth in Section II of this bid specification.
- The bidder shall provide at least three references that can attest to the successful implementation of or experience with development of an immigration and public benefits curriculum and training of said curriculum. These references must be submitted on Appendix B of this bid specification (See attached appendix). Please note that neither OPPT nor ORIA staff can be used as references for this bid.

Basis for Award. The Agency will evaluate bidders based on their documented references, their experience in implementing activities similar in size and scope as this project, the comprehensiveness of their immigration education curriculum and the public benefits curriculum that were submitted as examples of previous work, their training concept and approach, the qualifications of the trainers, and on all the factors listed in the Bidders Qualifications above, as well as cost.

Consequently, an award shall be made to the bidder providing the best overall combination of quality, experience, reliability and cost to the city. This means that the award may not necessarily go to the lowest bid, but to the offer that will provide the best value.

Confidentiality. Pursuant to law and HRA policy, the contractor agrees that neither it nor its employees, subcontractors, trainers/instructors or associates shall at any time divulge, disclose, publish or otherwise reveal to any person or organization, any information or data obtained about HRA or its clients, learned, or provided to the contractor in the course of this contract, whatever the source of such information.

Breaches of confidentiality will not be tolerated and shall constitute a material breach of the contract.

The contractor is required to submit a copy of the confidentiality agreement the contractor requires for each employee, consultant, and instructor/trainer assigned work under this contract prior to the award of this contract.

Trainer/Instructor Performance. The contractor shall ensure that its Instructors/Trainers provide accurate, unbiased, thorough, courteous, and culturally sensitive services. The contractor's Instructors/Trainers shall be punctual, prepared and professionally attired. The trainer shall collect signatures of all trainees at each session and shall deliver the sheets to HRA.

IV. Pricing

The cost of the contract will be based on a flat rate for curriculum development and a per session rate. An award usually will be made to the responsive and responsible bidder offering the lowest price. Other factors considered in making an award will be: qualifications of subcontractor(s), qualifications of the trainers/instructors, number of trainers/instructors per session, and relative experience and strength of references.

V. Invoices

The contractor shall supply monthly invoices to:

James Whelan, Deputy Commissioner
Office of Policy, Procedures, and Training
180 Water Street, Room 1918
New York, NY 10038

These invoices, which shall be on the contractor's letterhead and in hard copy, shall include the following:

- Invoice Date
- Invoice Number
- Contractor Tax ID number or Social Security number
- Dates of Training
- Attendance sheet(s) indicating the date, name of attendee, and attendee's center designation, sign-in time, and sign-out time
- Copy of Immigration and Public Benefits Curriculum
- Procurement Identification Number (PIN)
- Name and Address of the Contractor
- Total Invoice Amount
- The Contract Number

Agency Contact. For questions about these specifications, prospective bidders may contact:

Elaine H. Witty, Executive Director
Office of Refugee and Immigrant Affairs
Email: witty@hra.nyc.gov

Bid Submissions. Bids shall be submitted to the agency by email or fax:

Email: ipbt@hra.nyc.gov

Fax: (917) 639-0500

Email submissions will receive an auto-reply receipt with official City of New York logo. The City's logo is transmitted electronically as an image01.gif. Please be aware that spam filter programs may block your receipt of an image01.gif.

We are unable to issue receipts for faxed submissions.

Submission Due Date: All submissions are due by email by **5:00 pm Eastern Standard Time on Tuesday, November 7, 2006.** No submission will be considered after this time.

End of Specifications

Attachment A

PIN# 069-07-310-3029

**Bid Sheet
For
Immigration Curriculum Development and Curriculum Training
Human Resources Administration/Department of Social Services (HRA)
Office of Policy, Procedures and Training (OPPT)
Office of Refugee and Immigrant Affairs (ORIA)**

Bids are to be submitted in the form of a flat rate for the curriculum development, and a per training session (one full day per session) rate.

The **flat rate should include any and all costs** borne by the vendor in the provision of services outlined in the specifications.

Part A: Bid Rate For Curriculum Development \$ _____

Part B: Training Rate: (per session cost) \$ _____

Part C: Part B Rate Multiplied by 20 sessions: \$ _____

Twenty (20) sessions is used for bidding purposes only. The total number of sessions may be less than or more than this number.

The Human Resources Administration/Department of Social Services **does not guarantee** a minimum or maximum number of trainees or sessions under this contract.

Total Bid Price: \$ _____

Part A + Part C

Name of Firm/Organization: _____

Person Submitting Bid: _____

Title: _____

Address: _____

Signature: _____

Date: _____

Attachment B. Contractor References
PIN# 069-07-310-3029

Please list three references to assess bidder qualifications as per Section III of the specifications:

Bidder's Name _____

Reference 1:

Name of Reference: _____
Contact Person: _____
Telephone No.: _____
Address: _____
Services Provided: _____

Reference 2:

Name of Reference: _____
Contact Person: _____
Telephone No.: _____
Address: _____
Services Provided: _____

Reference 3:

Name of Reference: _____
Contact Person: _____
Telephone No.: _____
Address: _____
Services Provided: _____

ATTACHMENT C

AFFIRMATION

The undersigned proposes or bidder affirms and declares that said proposer or bidder is not in arrears to the City of New York upon debt, contract or taxes and is not a defaulter, as surety or otherwise, upon obligation to the City of New York, and has not be declared not responsible, or disqualified, by any agency of the City of New York, nor is there any proceeding pending, relating to the responsibility or qualification of the proposer or bidder to receive public contracts except _____.

Full name of Proposer or Bidder: _____

Address: _____

City: _____ State: _____ Zip Code: _____

CHECK ONE BOX AND INCLUDE APPROPRIATE NUMBER

A: Individual or Sole Proprietorship
SOCIAL SECURITY NUMBER:

--	--	--	--	--	--	--	--	--	--

B: Partnership, Joint Venture or other incorporated
Organization
EMPLOYER IDENTIFICATION NUMBER:

--	--	--	--	--	--	--	--	--	--

C: Corporation
EMPLOYER IDENTIFICATION NUMBER:

--	--	--	--	--	--	--	--	--	--

CERTIFIEDWOMEN BASED ENTERPRISE CERTIFIED MINORITY VENDOR
 CERTIFIED NON-PROFIT ENTERPRISE LOCALLY BASED ENTERPRISE

BY: _____
SIGNATURE

TITLE
If a corporation place seal here

Must be signed by an officer or duly authorized representative

***Under the Federal Privacy Act the furnishing of Social Security Numbers by bidders on city contracts is voluntary. Failure to provide a Social Security Number will not result in a bidder’s disqualification. Social Security Number will be used to identify bidders, proposers or vendors to ensure their compliance with laws, to assist the City in enforcement of laws as well as to provide the City a means of Identifying of business which seek City Contracts.**

THIS PAGE INTENTIONALLY LEFT BLANK