



PACT Resource Team RFQ Info Session

LISC NYC



Public Works
Partners

Q & A
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Does the company have to be a New York based company?

No, PACT Resource Team service providers do not need to be based in New York.

What, if any, involvement is there with Round 10 residents?

The PACT Resource Team is not currently working with residents of PACT Round 10 developments, but we anticipate doing so soon. Our intention is to make PACT Resource Team services available to all developments going through PACT, but different projects are in different stages of the process. We will be talking with residents in Round 10 in the near future.

Can you describe the PACT Partner selection process and what services might look like in this area?

With regard to PACT Partner selection, technical assistance services we are seeking include helping NYCHA residents understand the PACT Partner selection process and supporting them to participate in the selection and vetting of the PACT Partner team. PACT Partner teams will be made up of developers, general contractors, property managers and social service providers. PACT Partner selection services for residents may include instructional workshops, working sessions, coordination of communications between residents and NYCHA staff, and preparation of residents for PACT Partner interviews and proposal reviews.

With regard to the selection of PACT Resource Team members, the first step is for interested providers to submit an application in order to become qualified as part of the pool of PACT Resource Team consultants. The selection process will be handled by a committee consisting of the administrators of the PACT Resource Team (Public Works Partners, LISC NYC, Pratt Institute, and Public Policy Lab). All applicants will have their submissions reviewed to ensure that they meet the minimum criteria, and then the committee will analyze the experience level of firms.

Applicants who demonstrate that they have expertise and cultural competency in the service areas they are applying for will be prequalified.

Becoming part of the PACT Resource Team pool does not guarantee that you will be selected for a contract. Once we receive an initial needs assessment from tenants at a specific development going through PACT, we will ask providers in the consultant pool to provide a proposal for specific services at a specific development. For example, residents may ask for assistance with community engagement or vetting developers. Once we have a request for services, we will share it with the pool of prequalified PACT Resource Team service providers. That is when providers will have an opportunity to submit a proposal for a specific scope of work. We may have the need for the same scope of services in many different developments, so there may be multiple opportunities to respond with proposals throughout the program.

How frequently are needs assessments conducted?

Each development the PACT Resource Team is working with or supporting will get a needs assessment early on in the engagement process.

If an organization is contracted with a developer who is awarded a PACT bid, can we still submit an RFQ for other sites?

Yes, if you are part of a PACT Partner team at one site, you can still provide technical assistance as part of the PACT Resource Team at a different development. However, you cannot serve as a technical assistance provider at a development where you are part of the PACT Partner team.

Is there a desired number of providers that you are looking for?

No, we do not have a specific number of PACT Resource Team providers as a goal. We are looking to create a diverse and robust pool of prequalified technical assistance providers for the PACT Resource Team. We expect there to be a varied range of needs across different neighborhoods and developments, and therefore we want to have an extensive pool of providers to tap. If one service area has only two or three consultants in the pool, they will likely be tapped for plenty of work in the next four years. Even if you only want to work in a specific neighborhood or have one specific area of expertise that you want to offer, we encourage you to submit your qualifications.

We are making a push to establish the PACT Resource Team pool of prequalified providers by April 2022 to get started on the work, but we plan on reopening the process to add prequalified providers on a regular basis throughout the program.

To date, what service areas are typically grouped together based on service needs assessments?

The PACT Resource Team is a brand-new program, so as of now we do not yet have a typical set of services that have emerged out of the needs assessments process. Currently we are having conversations with residents in several developments going through PACT in order to understand their needs, and therefore we will have more information on service needs soon.

Will a submission be able to include a two-organization agreement (nonprofit and MWBE) or does each organization need to apply individually?

We ask that each organization interested in becoming prequalified for the PACT Resource Team submit their application individually. We need to vet each application separately, but we welcome hearing about partnerships between service providers. If your service is complimentary with another organization, please feel free to include that information in your application.

With the resumes section, if we are selected, is there flexibility to make adjustments to those people should we have staffing changes, for example?

Yes, there is flexibility to make adjustments to the staff who would be assigned to a specific scope of services for which a PACT Resource Team provider is contracted. The RFQ application requests bios or resumes for up to three key staff in order to gauge the capacity of your team to deliver the services you have indicated an interest in providing. We understand that this organizational information is subject to change. If you become part of the prequalified pool of PACT Resource Team providers and are asked to submit a proposal in response to a specific scope of services, you can specify which staff would deliver those specific services.

Is there a conflict of interest if NYCHA residents are consultants or business owners?

No, there is no conflict of interest for NYCHA residents to become part of the pool of prequalified PACT Resource Team providers. If you are a NYCHA resident and want to provide services, we welcome your application.

In addition, there will be other opportunities for NYCHA residents to work as part of the PACT Resource Team. During the needs assessment process at each development, we plan to hire NYCHA residents as outreach workers to spread the word about what we are doing and to help us gain an understanding of what services residents are interested in. We will be announcing opportunities for NYCHA residents to serve as paid outreach workers in the near future.

Are you able to explain in more detail what impact PACT has on residents post-conversion?

Because we are at the beginning of the process, we don't have details yet on the impact of the PACT Resource Team on residents post-conversion. The PACT Resource Team could possibly provide residents and tenant associations with support post-conversion if that's what the residents at a particular site request.

How should organizations express their experience in the upload question? Is there a limit in font size or font?

In the section of the PACT Resource Team RFQ application where applicants are asked to upload work products, we are seeking examples of presentations, training curriculum, webinars, videos, or other work products that demonstrate your experience in the service areas you are interested in delivering. You are asked to upload between 1 and 7 attachments in this section. There is no size limit or font specification for the uploaded documents.

In the section of the RFQ application where applicants are asked to upload bios or resumes, we are seeking information on the principal(s) of your firm, organization, or consulting practice and up to two additional people who would provide services as part of the PACT Resource Team. There is no size limit or font specification for the uploaded documents. In other parts of the application, you are asked to insert information into the online form. Wherever there are word limits on a particular question, those limits are indicated.

I am here on behalf of a NYC-based architecture, interiors, and urban planning firm. Can you give examples of project scopes coming through this program that a firm of this description would be considered for?

We anticipate that services needed from architecture, interiors and urban planning firms would include facilitating design activities that assist residents with visioning and communicating priorities for the physical redesign of their development. This could include safety and security measures, improvements to recreational areas and green space, resiliency measures, energy system upgrades, and selection of apartment materials and finishes. Technical services may include organizing design charrettes, conducting surveys, and coordinating communications between residents and the PACT Partner team.

When chosen as a service provider, how long will the relationship last and how long will the service provider be expected to serve?

Service providers will receive details about the duration of a specific engagement each time a requested scope of services is released to the PACT Resource Team provider pool.

At that stage, providers will be notified about service needs at a specific PACT development and how long the services will be needed. This program is being tailored to the specific needs of each development going through PACT so we are not being prescriptive about the timeframe for each service engagement at this stage.

Will the list of providers/ PACT partners be publicly available?

Yes, we will release the list of prequalified PACT Resource Team providers once we have completed the prequalification review of applicants.

What are the scoring criteria?

There are no scoring criteria. In order to become qualified as part of the PACT Resource Team provider pool, applicants will need to meet baseline selection criteria in the following areas: relevant experience, knowledge, cultural competency, track record, and capacity to deliver quality services in the areas they have indicated in their application. Applicants who meet these baseline criteria will be considered “Qualified.”

Does NYCHA have an estimated range for the award amount?

No, we do not have a specific amount that will be awarded for PACT Resource Team contracted services at each development receiving PACT investment. However, each development will have access to services, and the scope and contracted amount for those services will emerge out of the needs assessment process at each development.

How long is the contract?

Service providers will receive details about the duration of a specific engagement each time a requested scope of services is released to the PACT Resource Team provider pool. At that stage, providers will be notified about service needs at a specific PACT development and how long the services will be needed. The PACT Resource Team program is being tailored to the specific needs of each development going through PACT so we are not being prescriptive about the timeframe for each service engagement at this stage.

Were NYCHA residents engaged in the planning of these desired outcomes?

Yes, NYCHA residents have been engaged throughout the design of the PACT Resource Team program by NYCHA staff and the PACT Resource Team. Early on, the program administrators met with residents to understand their perspectives on the program design --- from what external resources could be useful as services, to the name of the program.

Prior to releasing the RFQ for the PACT Resource Team (previously referred to as the PACT Resident Planning Fund), NYCHA staff also presented the plan for the RFQ to NYCHA's Resident Advisory Board (RAB) and Citywide Council of Presidents (CCOP), and received feedback.

The PACT Resource Team will continue to engage residents going through the PACT process to understand how this program can support them.

Is there a goal to offer residents access to consultants who can advance all of their identified needs across multiple service areas (i.e., establish one relationship and point of contact)?

No, it is not an explicit goal of the PACT Resource Team program to create one service provider relationship and one consultant point of contact for each development going through PACT investment. It is our goal to connect residents with consultants who meet their needs, and that may be achieved by connecting residents with one provider or multiple providers, depending on the information we collect from residents during the needs assessment process. If one provider is able to fulfill a development's needs across multiple service areas, we are open to contracting with that one provider for all of the services.

What does the afforded funding look like for selected providers?

We do not have a specific amount that will be awarded for PACT Resource Team contracted services at each development receiving PACT investment. Funding for selected providers will depend on the scope of work for which they are contracted. The needs assessment process at each development will inform the scopes of work.

Can this funding be used to support residents organizing against PACT? Can the 101 presentations present the CONS as well as the pros of PACT? Or is this purely pro-PACT funding/services?

The PACT Resource Team will support NYCHA residents and leaders to be fully informed, organized and empowered to help NYCHA plan for significant investments in their homes. Many important decisions will be made in consultation with residents before NYCHA has a final plan for any development going through the PACT investment process.

By being paired with independent, third-party consultants, residents will have access to technical support and resources that provide them the broadest and deepest understanding of those choices and tradeoffs. Through PACT 101 services, residents will be presented with a broad overview of PACT, as well as how residents can navigate all aspects of the program.

The PACT Resource Team program aims to ensure that resident involvement is both well-resourced and integrated into the planning process, in ways that are responsive to NYCHA tenant leaders' capacity, and direction.

Are you able to explain in more detail, what supports the PACT Resource Team is anticipated to offer residents post-conversion?

Because we are at the beginning of the process, we don't have details yet on any services that may be offered by the PACT Resource Team to residents post-conversion. The PACT Resource Team could possibly provide residents and tenant associations with support post-conversion if that is what the residents at a particular site request.

Can we be retained directly by NYCHA residents, and then ask for the work to be funded through this — or is it only being on the list, and you contact us if our service is needed?

PACT Resource Team funding for services will be allocated based on needs assessments that are being conducted at each development going through PACT. During the needs assessment process, NYCHA residents may express the desire to receive services from a provider who is not on the prequalified list of PACT Resource Team consultants. In such cases, the provider will be given the opportunity, on a rolling basis, to apply to become part of the prequalified pool of PACT Resource Team providers. Prior to the execution of any PACT Resource Team contract, a provider will need to be prequalified through the RFQ process, and will need to submit a proposed scope of services and budget to be approved by the PACT Resource Team program administrators.

Should we include the same individuals in both the rates and resumes sections?

Yes, we recommend that you include information on the same individuals in the rates and resumes/bios section of the RFQ application. As a reminder, in the rates section, we ask that you provide hourly rates for up to three members of your firm, organization or consulting practice who would deliver services as part of the PACT Resource Team. For the resume/bio section of the application, we ask that you include the name(s) of the principal(s) and up to two additional people who would provide services as part of the PACT Resource Team.

How many providers will be selected for the design & planning portion?

We do not have a specific number of PACT Resource Team providers who will be prequalified for design and planning services.

We frequently engage NYCHA residents in our neighborhood-based and citywide initiatives, but this is not done through NYCHA contracts. Does this preclude us from being considered in the pool for those developments?

No, engagement with NYCHA residents through other neighborhood-based or citywide initiatives does not preclude a provider from becoming a prequalified PACT Resource Team provider. In your application, you should indicate any current work you do with NYCHA residents at specific developments, and you should indicate if you are part of any PACT Partner team at a specific development.

Would there be a conflict of interest if a consultant is also a political candidate (who is following all legal parameters)?

No, it is not a conflict of interest for a consultant who is a political candidate to be a prequalified provider for the PACT Resource Team.

Would submitting an organizational chart with the resumes/bios be beneficial?

If you believe that an organizational chart will help us understand the capabilities and roles of the staff on your team, then please submit one as part of your RFQ application.

Do the needs assessments include tenant input?

Yes, PACT Resource Team needs assessments for each development going through PACT include tenant input. At each development going through PACT, we meet with resident leaders early on, close to when the development finds out that it is part of PACT. During these early conversations we introduce ourselves, explain the purpose of the PACT Resource Team, and engage in conversation about what services residents may want during the PACT investment process. These conversations help us develop a preliminary needs assessment document. Once that is completed, we launch a widespread needs assessment in the form of a survey to hear from the broader resident body. The information we learn from this broader survey is presented back to residents and used to further refine the plan for the types of services that residents of that PACT development will receive from the PACT Resource Team.

How long are we part of the pool?

Once a provider is qualified as part of the pool of PACT Resource Team consultants, they will be asked to review and recertify their application on an annual basis.



LISC NYC will contact all PACT Resource Team prequalified providers approximately one month in advance of the one year anniversary date of their inclusion in the pool and ask them to review the information they previously submitted and resubmit anything that needs to be updated. Those providers who do not either 1) certify that all previously submitted information is still current, or 2) submit necessary updated information, will be removed from the list of prequalified PACT Resource Team providers. In addition, those providers in the PACT Resource Team pool who are given three or more opportunities to submit proposals in response to specific scopes of services during that one year period and do not respond will also be removed from the list.