



Request for Qualifications (RFQ) PACT Resource Team Technical Assistance Providers



Description of Project

Local Initiatives Support Corporation New York City (LISC NYC) and Public Works Partners are seeking qualified technical assistance providers to help residents of the New York City Housing Authority (NYCHA) to meaningfully plan for the future of their communities in connection with the Permanent Affordability Commitment Together (PACT) program. PACT is a critical tool that, through partnerships with private and non-profit development partners, allows NYCHA to not only modernize homes, but also provide enhanced community services and amenities. Providers will become members of the PACT Resource Team, a group of independent organizations and professional consultants who can be tapped to provide direct, technical assistance to residents.

Through PACT, NYCHA has made funding available to ensure that public housing residents can meaningfully plan for the future of their communities by working with them to assess their needs and priorities and connect them with qualified organizations and providers to support them through the PACT investment process. Public Works Partners, along with LISC NYC, Pratt Institute, and Public Policy Lab, is the Program Administrator for the newly created PACT Resource Team.

Description of Services Required

This Request for Qualifications (RFQ) seeks experienced technical assistance providers who can support residents to ensure that their current and future needs are taken into consideration during the PACT investment process. Applicants may include nonprofit and/or community-based organizations, architecture and planning firms, legal aid providers, and other entities based in or outside of New York City. Technical assistance areas may include those listed below but are subject to change based on the needs of residents. Providers can be specialists in one area or can provide assistance in multiple service areas.

PACT 101

Provide residents with a baseline understanding of the PACT process and what it means for their community and help them to surface their priorities in advance of the selection of the PACT Partner team. Technical services may include leading instructional workshops, training resident leaders to respond to resident inquiries regarding the PACT process, and convening working sessions.



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PACT Partner Selection

Coordinate activities to help residents understand the PACT Partner selection process and 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.

Engagement Support

Build the capacity of resident leaders to facilitate broader resident engagement. Technical services may include drafting and distributing resident communications, coordinating meetings, notetaking, creation of project management tools, and providing support with door-knocking and canvassing.

Social Services Assessment and Planning

Work with residents to identify enhancements and improvements to existing social services and communicate their needs for new social services. Technical services may include leading instructional workshops, convening working sessions, conducting surveys, assisting resident leadership and the PACT Partner team in the vetting and selection of providers, and coordinating communications between residents, NYCHA staff and PACT Partner team.

Design Support

Facilitate activities that assist residents with visioning and communicating priorities for the physical redesign of their development, such as 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.

Economic Empowerment

Facilitate activities with residents that help them communicate desired economic empowerment resources to the PACT Partner team and help residents get connected to existing available economic empowerment resources, such as employment opportunities, job training, and services supporting entrepreneurship. Technical services may include convening working sessions, conducting surveys, and coordinating communications between residents and the PACT Partner team.

Property Management Planning

Equip residents to inform the property management plan, including day-to-day management practices and other aspects of property management along with fostering strategies for effective two-way communication and partnership. Technical services may include leading instructional workshops and coordinating communications between residents and the PACT Partner team.



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Small Business Enterprises (SBEs), Minority-Owned Business Enterprises (MBEs), Women-Owned Business Enterprises (WBEs), and Nonprofit Organizations

In accordance with LISC NYC's commitment to racial equity and the New York City Housing Authority's support of minority- and women-owned business enterprises, LISC NYC encourages applications from Black, Indigenous, People of Color (BIPOC) led firms, organizations and consulting practices. LISC NYC encourages applications from SBEs, MBEs, WBEs and nonprofit 501(c)(3) organizations. Technical assistance providers who are private firms, non-profit organizations or sole practitioners are all eligible to be considered for inclusion in the prequalified pool of PACT Resource Team consultants.

Prequalification Check-list

Consultants must meet the following eligibility criteria in order to be considered for prequalification for this technical assistance opportunity:

- Disclose any existing work with NYCHA or NYCHA residents
- Have relevant experience in the service area(s) they are interested in providing
- Attest that they will adhere to the required contract provisions, policies and procedures

Selection Criteria

Responses to this RFQ will be evaluated based on the applicant's relevant experience, knowledge, cultural competency, track record, and capacity to deliver quality services.

Contract Provisions

All consultants selected for service contracts as part of the PACT Resource Team must adhere to the policies and procedures linked below:

- [NYCHA General Rules of Behavior for On-Site Consultants](#)
- [NYCHA Sexual Harassment Prevention Policy](#)
- [NYCHA Privacy Policy](#)
- [NYCHA Internet Policy](#)

Insurance

LISC will require most consultants selected for service contracts as part of the PACT Resource Team to have insurance coverage consistent with the [PACT Resource Team Consultant Insurance Requirements](#).

Interested service providers who do not have the requisite insurance coverage are encouraged to submit an application and speak to LISC NYC about ways in which this requirement can be addressed. Depending on the scope of the contract, LISC may either adjust the requirements or discuss options for obtaining the required coverage.



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Submission Requirements

RFQ responses must be submitted via this [online application portal](#) and must include the following:

- **Statement of interest** – Description of the applicant’s interest in providing services to NYCHA residents as part of the PACT Resource Team (written statement of 250 words or less and optional video statement of 2 minutes or less).
- **Geographic reach of services** – Description of whether the applicant offers citywide services or focuses on a particular New York City borough or neighborhood(s). For applicants outside of New York City, description of whether the entity has offered services in New York City, either virtually or in person.
- **Experience working with NYCHA or NYCHA residents** – Applicants are not required to have experience working with NYCHA or NYCHA residents, however they must disclose any existing work with NYCHA or NYCHA residents.
- **Service areas the applicant is interested in offering** – Description of the applicant’s relevant experience, knowledge, cultural competency, track record, and capacity to deliver quality services in one or more of the service areas outlined in the RFQ. Description should include types of clients served, results achieved, written products or training courses developed and delivered, and other background on the applicant’s experience.
- **Language capabilities** – Languages in which the applicant is able to offer services.
- **Rates** – Hourly rates of up to 3 members of the firm, organization or consulting practice who would deliver the services (can include base, fringe, overhead and administrative expenses).
- **References** – Three references who are familiar with the applicant’s track record of work in the service areas indicated on the application. References can include clients, NYCHA residents, government officials, community residents, and other stakeholders.
- **Work products** – Examples of presentations, training curriculum, webinars, videos, or other work products that demonstrate the applicant’s experience in the service areas they are interested in delivering (between 1 and 7 attachments).
- **Resumes or bios** – Resumes or bios of the principal(s) of the firm, organization, or consulting practice and up to two additional people who would provide services as part of the PACT Resource Team.



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Deadline

RFQ responses must be submitted via the [online application portal](#) by **Monday, March 7, 2022 at 11:59 pm**. Applications submitted after the deadline will not be considered for inclusion in the initial pool of qualified PACT Resource Team providers, but will be reviewed at a later date. LISC NYC anticipates announcing the pool of prequalified PACT Resource Team consultants in April 2022.

Information Session

LISC NYC will hold an information session on the PACT Resource Team and how to apply to become a prequalified PACT Resource Team technical assistance provider on **Wednesday, February 16th, 2022 from 11 am to 12 noon**. [Register here](#).

A recording of the session will be posted on LISC NYC's website after February 16th at <https://www.lisc.org/nyc/resources/events/>.

Contact Information

Questions or technical issues with the application can be sent to NYCPACTResourceTeam@lisc.org.
