

**NEW YORK CITY MAYOR'S OFFICE OF HOUSING RECOVERY OPERATIONS
NEW YORK CITY DEPARTMENT OF HOUSING PRESERVATION & DEVELOPMENT
SOLICITATION
ASYLEE FLEX PROGRAM**

All communication regarding this Solicitation must be to: PROPOSALS@recovery.nyc.gov

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SECTION I. PROJECT OVERVIEW

A. Purpose of this Request for Proposal

The City of New York (the “City”) acting by and through the Mayor’s Office of Housing Recovery Operations (“Department” or “HRO”) on behalf of the Department of Housing Preservation & Development (“HPD”), is committed to providing adequate shelter and services to asylum seekers who have been arriving in New York City. These individuals have different needs than the general population of unhoused individuals in the City. To meet the present moment and provide necessary services, the Department is seeking proposals from qualified vendors to operate and manage shelters for migrants. The purpose of this request is to secure flexible services at various vendor capacities to ensure the effective operation, management, and support of various shelters catering to asylum seeker populations.

This is an open-ended RFP. Therefore, there is no prescribed submission deadline. All proposals will be reviewed by the Department on a rolling basis as they are received until all Department requirements have been addressed. Additionally, the City reserves the right to assign contracts derived from this RFP to any agency managing asylum seeker related work.

B. Background of this Request for Proposal

In response to the mass influx of asylum seekers arriving in New York City, the city opened various shelters often known as Humanitarian Emergency Response and Relief Centers (“HERRCs”). HERRCs provide a range of holistic services to asylum seekers including a place to stay, food, medical care, reconnection services, and connection to social services.

The City utilizes different facility types as shelters, including hotels, dorms, renovated office buildings, and tented congregate facilities. The population served at shelters includes single adults, adult families and families with children, and the number of individuals served per site currently ranges from 200 individuals to 3,500 individuals. These shelters operate 24/7 and vendors must demonstrate the ability to execute successful service delivery, regardless of inclement weather or other non-ideal circumstances.

The City is seeking vendors who can fully operate a site or sites, at varying sizes and capacities. This includes site identification and procurement, contract management, and vendor procurement and management for additional services such as meals, laundry, clinical services, and operations staff. The City is seeking vendors who can hold contracts with site owners (e.g., hotels) directly, as well as vendors who could operate shelters in situations where the City holds the contract with the site owners.

Additionally, the vendor must be able to provide full-scale project management support within a dynamic service delivery model with shifting priorities and evolving policies. This includes supporting go-live planning and execution for new site openings, as well as supporting the design and launch of new program components. Vendors will need to participate in community engagement and maintain an

open line of communication with key local stakeholders. Successful bidders must be capable of navigating complex situations with cultural competency and compassion.

Since May 2023, the City augmented its response to the influx of arriving asylum seekers with the addition of the Asylee “Flex” program, which added quickly scalable, cost-effective, humanitarian site inventory and services across multiple hotels in NYC and certain counties in Upstate New York. The program has been operating for 10 months and currently serves thousands of migrants across 28 hotel sites, including approximately 2,000 migrants across 15 sites in NYC, and 1,700 migrants in 13 sites located upstate. The program serves both single adults, adult families, and families with children. Most of the current program participants are families with children who are enrolled in local school districts and connected with local resources. The City is seeking vendors to support the next phase of this Asylee Flex program.

C. Contract Term

The proposed term of the contract award under this solicitation will be for an initial term of 12 months, however the City reserves the right to extend the engagement if the need arises. Proposers should propose a budget indicating services on a yearly basis.

D. Objectives of Current Procurement

The selected vendor(s) will be expected to provide services at existing sites, and possibly additional sites as directed by the Department. **Appendix A details examples of current sites and general population models applicable to this solicitation.**

E. Joint Ventures and Other Consultant Relationships

Proposals may be submitted by joint ventures. There is no minimum requirement for the proportion of work by either of the two joint venture parties. Joint ventures must carry the required insurance either as policies written specifically for the joint venture entity, or by using their existing single entity policies with endorsements written for the joint venture activity.

The Department does not recognize the corporate configuration wherein one company is “in association with” or is “an affiliate of” another. Relationships between two or more firms shall be either as joint venture or prime contractors/subcontractor. In the event that a proposal is received wherein two or more firms are described as being “in association with” each other, HRO will treat the relationship as one of prime contractors/subcontractor(s). The solicitation evaluation will be handled accordingly, and if chosen as a winner, the contract documents will show only the prime firm on the signature page, and all other firms will be relegated to Exhibit A, which lists any subcontractors.

Subcontractors must be approved by the Department before services may begin.

SECTION II: SCOPE OF WORK

Scope of Work:

1. Facility Support
 - a. Immediately when instructed to do so by the Department, Vendor shall begin engaging hotels and other property types that may feasibly serve as facility locations to begin building an inventory of locations interested in providing accommodations to Asylum Seekers. No hotel or other property shall be permitted to participate without the prior written approval of the Department.
 - b. When working with hotels, vendor shall provide hotel rooms at a flat fee per room per night, or another comparable pricing structure upon prior written approval of the Department.
 - c. At any time during the term of the Contract, Vendor may request permission from the Department to add hotels or other site types to its inventory.
 - d. Participating properties shall provide all necessary housekeeping, security, and maintenance services.
 - i. Vendor shall, at the direction of the Department, provide a security guard or guards to augment hotel staff, at the City's expense.
 - ii. Vendor shall ensure that all maintenance repairs are resolved within 24 hours or in keeping with industry best practices.
 - iii. Any unsafe situation within the facility must be immediately resolved, and necessary repairs promptly addressed.
 - iv. Any immediately hazardous conditions such as water leak or the presence of mold must be immediately resolved.
 - e. In the event non-hotel sites are activated, Vendor shall, at the direction of the Department, provide a security guard or guards, housekeeping, maintenance service staff or other services, as needed, at the City's expense, and with advanced approval by the Department.
2. Site Planning and Launch
 - a. Vendor will provide organizational management and strategic planning for operations structure, staffing, training, processes, and other operational needs for HERRCs and/or hotels.
 - b. Vendor will lead go-lives under the guidance of Department leadership and establish go-live work plans, communication plans, and incident escalation strategies.
 - c. Vendor will be expected to:
 - i. Coordinate services to be provided by various vendors and agencies.
 - ii. Develop onboarding and training materials for staff.
 - iii. Support planning for staff training and onboarding activities.
 - iv. Develop and manage operational reporting for HERRCs.

- v. Liaise with construction teams to confirm that program requirements are implemented.
- vi. Develop Go-Live implementation plan, compliance, and quality assurance checklists.
- vii. Lead on-site implementation and coordination support.
- viii. Along with the City, participate in community meetings and maintain open lines of communication with stakeholders.

3. Site Operations

a. Case Management

- i. Vendor shall assign caseworkers to each site to provide referrals to asylum seekers and assess the specific needs of each individual including progress and barriers towards exiting shelter, with performance metrics focused on exits and resettlement.
 - ii. Vendor shall plan and provide supports ranging from childcare plan making and United States Postal Service address updates to court process navigation assistance and resettlement.
 - iii. Vendor shall provide a daily report with aggregate data on asylum seekers as defined by the City.
- b. Laundry service shall be provided on a bi-weekly basis, or on other frequencies based on Department direction, via one or more local vendors as approved in advance by the Department. Vendor shall work with the laundry vendor(s) to coordinate laundry service and at each location and on-site staff shall coordinate laundry pickup and distribution.
- c. Vendor shall provide three meals per day for each asylum seeker. Staff at each location shall ensure delivery of meals to each asylum seeker. Vendor shall be in compliance with New York City Agency Food Standards, with regard to the provision of food to program participants, including compliance with beverage vending and food vending machines. Vendor must be able to meet medical and religious food needs as necessary.
- d. One personal hygiene kit shall be provided to each asylum seeker upon check-in
- e. Additional Pass-Through Services:
- i. Vendor will be responsible for the coordination and the provision of additional services for asylum seekers, including without limitation legal, reconnection, travel, education, and donations, depending upon availability. Additional services would be paid as direct costs on a pass-through basis, with no additional fee to be paid by the city.
- f. Support on-site staff training.
- g. Implement reporting, communication, and incident escalation strategy for ongoing operations.
- h. Vendor must be able to access real-time telephonic interpretation services across multiple languages and have on-site staff who are bi-lingual English/Spanish.

4. Data and Report Management
 - a. Vendor will be required to develop and maintain a database that provides real-time program statistics, including the daily number of active guests, number of occupied and vacant rooms, meals served, case management sessions, and other onsite services, in addition to regular reporting on program activities, outcomes, and challenges.
 - b. The City utilizes HOST as its primary database tool. Vendor should expect to utilize this tool routinely and should staff and design internal trainings accordingly.
 - c. The vendor will be responsible for creating various personnel and operational reports as needed and directed by the City, such as staff training attendance tracking, staff test completion tracking, robust go-live planning reports, site walkthrough reports, construction coordination reports, etc.
 - d. The vendor will be responsible for coordinating and presenting data gathered from clients, guests, staff, and other key stakeholders, such as guest satisfaction surveys and results of door knocking campaigns.

5. Management Structure and Quality Control
 - a. Vendor must share and maintain an updated management plan.
 - b. Vendor must share and maintain an updated quality control plan that describes how they will ensure work is consistently and correctly performed and how it addresses remediation steps needed. This may include any number of management techniques to ensure effective outcomes of work performed.

6. Vendor must share and maintain an employee training plan, inclusive of initial training prior to deployment, as well as continuous training for all staff. This should include, at minimum, training on new program policies, revised policies, procedures and protocols and ongoing trainings in professionalism and cultural competency specifically as it relates to the service provision to asylum seekers Staffing and Availability
 - a. Vendor must be available to activate and deploy offered capacity within 7 calendar days.
 - b. Vendor should have the capacity to supply project management support 7 days a week, with some level of support available for overnight support of this 24/7 operation, as requested.
 - c. Vendor must identify a primary point of contact for each project area assigned. Vendor must provide a detailed activation plan demonstrating their ability to bring together an appropriate type and level of expertise required for the completion of project areas, determined in consultation with department leadership during activations, preparation, and readiness exercises.
 - d. Vendor will provide a project management team to support vendor staff on any logistical or internal matter and to oversee quality of the work being performed, coordinated with the department.
 - e. Vendor project management team will manage staffing and on-site schedule of assigned vendor resources.

- f. Vendor will provide proactive communication and risk escalation to department leadership.
- g. Vendor must designate a small number of “executive leads” to coordinate directly with department leadership.
 - i. Executive lead must serve as central point of contact for program operations.
 - ii. An executive lead must be available for routine, ongoing, and ad hoc engagement with department leadership during all periods of activation.
- h. Vendor must ensure requested level of coverage without gaps, even in the event of call outs, holidays, extreme weather scenarios, or other possible disruptions.

7. Discretion and Professionalism

- a. Vendor staff are expected to be professional and discreet at all times while on site premises.
- b. Even if their shift has ended or not yet begun, vendor staff are expected to engage professionally with clients, guests, and staff.
- c. Vendor staff should not engage in personal relationships with clients, guests, or staff, whether they are on or off shift.
- d. Under no circumstances are staff to take pictures or videos with or of guests or clients, nor are pictures or videos on site allowable even without guests in the frame, unless for the purpose of documenting site layout or other relevant aspects of the scope of project management and requested by the Department.
- e. Vendor and its staff are not permitted to discuss the program with the media unless explicitly authorized to by the Department.
- f. Client personal identifying information (PII) must be controlled and kept confidential.

8. Response Logistics

- a. Vendor will provide at their expense all their own supplies, including but not limited to staff access to technology including hardware and software, communication devices, and all necessary and ancillary supplies.
- b. Vendor will provide at their expense any supplies pertaining to the purview of full-scale project management that are necessary for use by the department or other vendor staff for the successful integration of the vendor.
- c. Vendor is solely responsible for the transportation of vendor’s staff to and from New York City whenever necessary.

SECTION III: EVALUATION AND AWARD

Interested organizations must demonstrate the following qualifications:

Experience:

- Experience managing similar programs involving temporary housing for vulnerable populations with cultural competency, preferably with migrants or refugees.
- Demonstrated ability to work collaboratively with diverse stakeholders, including government agencies, non-profit organizations, and community groups.
- Knowledge of relevant regulations and best practices related to migrant housing, hospitality management, social services, and cultural competency.

Proposed Approach:

- Demonstrates that organization can meet the objectives as stated in this RFP.
- Ability to respond to a shifting workload and able to scale up and down quickly.

Organizational Capacity:

- Capacity to provide 24/7 support and respond promptly to emergent situations.
- Adequate staffing and resources to effectively manage the program across multiple locations.
- Financial stability and a track record of fiscal responsibility.

Proposal Requirements:

Interested vendors are required to submit the following documents as part of their proposal:

- Executive summary outlining the organization's qualifications and approach to managing the program.
- Detailed plan of action, including staffing structure with counts and detailed job descriptions, service delivery model, and quality assurance measures.
- Budget proposal, including all costs associated with program management, staffing, and administrative overhead. Including any proposed overtime costs. The Fee Schedule and Cost Scenario should be filled out.
- References from previous clients or partners attesting to the vendor's capabilities and performance.
- Any additional relevant documentation or materials to support the proposal.

Evaluation Criteria and Basis for Award

This award will be made to technically viable and responsive and responsible vendors offering services in response to this solicitation. The Department will consider the following criteria when evaluating submissions:

- Experience 20%
- Proposed Approach 30%
- Organizational Capacity 20%
- Cost 30%

Subcontracting

The Department further wishes to promote the use of minority and women owned business enterprises ("M/WBE") to address the impact of discrimination within public and private contracting, and seeks to ensure potential areas of subcontracting consider the use of M/WBEs in furtherance of the City's OneNYC goal of 30% M/WBE utilization across City contracts. The Department of Small Business Services (SBS) maintains an online list of certified minority and women owned businesses at www.nyc.gov/buycertified. All prospective vendors are encouraged to contact SBS to determine if your enterprise qualifies for certification and to review other entities that may already be certified as potential subcontractors.

In submitting a proposal, all prospective vendors must include details on their potential subcontracting plans, including, but not limited to, identifying the aspects of the scope of work that a prospective vendor would plan to subcontract; and the apparent availability of City certified M/WBEs in such categories. Such a plan may include a prospective vendor's ability to self-perform such categories as a City certified M/WBE.

Any services that the proposer elects to subcontract should be indicated in their proposals. Per Executive Order No. 34, issued on August 7, 2023, the Department shall require proposers to solicit at least one City of New York certified Minority /Woman Business Enterprise (M/WBE). Please provide the subcontractor information as well as the description of subcontracted services. Any subcontracted work is subject to the Department's approval in accordance with the City's formal subcontractor approval process. HPD/HRO will not approve any subcontracted service unless the proposer shows proof that a certified M/WBE has been solicited for the subcontracted service.

Any services that the proposer elects to subcontract should be indicated in their proposals. Please provide the subcontractor information as well as the description of subcontracted services. If any subcontracted services necessities obtaining services from a single source due to exigent circumstances, proposers should identify such sources, the reason the single source has to be utilized, and that discuss how the subcontracted price is consistent past subcontracted costs and/or costs for such services as otherwise available in the market.

Fee Schedule: (Must be filled out by respondent)

ITEM	QUANTITY *based on 12-hour shifts	PRICE
Hotel Relationship Manager	As directed by Department	\$___ per hour
Case Worker - Generalist <i>1 for every 100 guests at any location</i>	7 am – 11 pm, daily	\$___ per hour
Case Worker – Exit Planner	7 am – 11 pm, daily	\$___ per hour
Case Worker – Extenuating Circumstance	7 am – 11 pm, daily	\$___ per hour
Case Worker – Social Worker	7 am – 11 pm, daily	\$___ per hour
Case Worker Supervisor	7 am – 11 pm, daily	\$___ per hour
Admin	7 am – 11 pm, daily	\$___ per hour
Site Manager <i>1 Supervisor per site during daytime hours. Overnight shifts to be provided by region</i>	7 am – 11 pm, daily 11pm – 7am, daily	\$___ per hour
Fire & Life Safety Director <i>1 per site</i>	7 am – 11 pm, daily 11pm – 7am, daily	\$___ per hour
Security <i>1 for every 100 guests</i>	As directed by Department	\$___ per hour
Fireguards <i>1 for every 100 guests or as directed by FDNY*</i>	As directed by Department	\$___ per hour
Hotel Rooms	As Needed	\$___ per room per night
Translation	As directed by Department	\$___ per hour
Janitorial	As Needed	\$___ per hour
Food Service*	3 meals per day per asylum seeker	Not to Exceed \$___ per meal (cold breakfast) \$___ per meal (cold lunch) \$___ per meal (hot dinner)
Laundry*		Not to Exceed \$___ per pound
Transportation	As directed by Department	Billed at actual cost
* To be provided only at the direction of the Department in its sole discretion.		

Cost Scenario: (Must be filled out by respondent ref: Attachment 1 for additional details)

Site Type	Total Census	Population Served	Room Count	Facility Cost per Person Per Day (\$)	Operations Cost per Person per day (\$)	Total Cost per Person per day (\$)
Hotel	100 Adults & 100 Children	Families with Children	25 Rooms	Pass Through	\$___ per adult per day \$___ per child per day	\$___ per adult per day \$___ per child per day
Hotel	1750 Adults & 1750 Children	Families with Children	875 Rooms	Pass Through	\$___ per adult per day \$___ per child per day	\$___ per adult per day \$___ per child per day
Tented Congregate facility (Basecamp)	1000 Adults & 1000 Children	Families with Children	500 rooms ("pods")	Pass Through	\$___ per adult per day \$___ per child per day	\$___ per adult per day \$___ per child per day
Tented Congregate facility	3000 Adults	Single Adults	Open Bay	\$___ per adult per day	\$___ per adult per day	\$___ per adult per day
Congregate Building (Convertedd Office Building)	1000 Adults	Single Adults	Open Bay across multiple floors	Pass Through	\$___ per adult per day	\$___ per adult per day
Dormitory Building	500 Adults & 500 Children	Families with Children	250 Rooms	Pass Through	\$___ per adult per day \$___ per child per day	\$___ per adult per day \$___ per child per day
Hotel	1000 Adults	Adult Families	500 Rooms	Pass Through	\$___ per adult per day	\$___ per adult per day

- *For the purposes of the RFP a family with children is equal to two adults and two children. Assume children ages are 1 years old and 15 years old.*
- *Refer to Attachment 1 "Example Site List" for detailed descriptions of tented facilities.*

Re-ticketing and Extenuating circumstance Costing Scenario: (Must be filled out by respondent ref: Attachment 1 for additional details)

Reticketing & Extenuating Circumstance Center	2,000	Daily visitors	\$____ per day to run the entire center
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SECTION IV REQUIRED RESPONSES

Please provide responses to the below.

1. **Minimum Criteria Attestation:** provide a description of how your company meets each of the minimum criteria set forth in Section III.
2. **Executive Summary:** Provide a summary of no more than one page describing how you will meet the goals of the Scope of Work and a summary of the cost information.
3. **Responses to the Scope of Work:** provide a response for how you will satisfy each section of the above scope of work.
4. **Cost Proposal:**
 - a. If not already addressed in the Technical Proposal, vendor must set forth a cost proposal including line-item detail of equipment, labor and all overhead and profit within the proposal, using the format provided.
5. **Vendor's Background and Organization.** In this section provide the following information:
 - a. Number of employees
 - b. Organization chart
 - c. Audited financial statement for the last 3 years
 - d. Background of principals
 - e. Recently completed similar size projects or contracts
 - f. A copy of any licenses relevant to this RFP
 - g. Duration you have been doing business in this service or product line
 - h. A copy of your SEC 10-K, if applicable
 - i. Are there any potential or pending litigation against your company that could adversely impact your company or the goods or services being sought in this RFP? If so, please list and describe in detail, including case name, and docket numbers.
 - j. Are there any ongoing, or concluded within the last 5 years, inquiries, warnings, findings, or investigations of any governmental body of your company? If so, please describe in detail and provide any agreements, corrective action plans, settlements, and the like regarding such.
 - k. Have there been any governmental investigations, recalls, withdrawals or safety alerts of any goods or services offered by your company within the United States within the last two years? If yes, please describe the circumstances, as well as any corrective actions and the final disposition.
6. **References:** Provide a list of three current clients and one former client, including client email addresses and phone numbers.

7. Vendor Diversity and Social Responsibility

The following two questions and your responses will not be scored as a part of the evaluation of your proposal and are for informational purposes only. Please provide a response to the following:

- a. Vendor Diversity Commitment: Recognizing that at the time of this RFP there does not appear to be a substantial market number of diverse vendors able to participate in this market, we would like to know what efforts you are or plan on taking to identify and grow diverse vendors in this market. Please describe such efforts, including whether you have a vendor diversity program and the details of such program, including mentorship or joint venture efforts, etc.
- b. Corporate Social Responsibility: In addition to focused efforts on vendor diversity, what are your other corporate social responsibility efforts, such as environmental business practices, diverse hiring and cultural.

V. RFP PROCESS AND RULES PARTICIPATION

1. RFP Process

- a. A Pre-proposal Conference will be held virtually on July 1st, 2024. Companies wishing to participate must RSVP their intent to participate by emailing PROPOSALS@recovery.nyc.gov.
- b. Companies wishing to participate in this RFP are highly encouraged to participate in the pre-proposal conference. Subject matter experts will attend the conference and be available to clarify any questions.
- c. Written Questions. Any questions not answered at the pre-proposal conference may be submitted in writing by emailing the contact on the first page of this RFP before the deadline.
- d. Submission. Proposers must submit the Proposal Package in accordance with the instructions below.

2. Proposal Package Requirements

- a. Proposal Package size limit. The Proposal Package should not exceed 20 megabytes and shall be emailed to the contact listed on the first page of this RFP. All attachments and supplemental documents must be collated into one PDF document. If the proposal package still cannot be submitted due to file size, then the submitter should email one of the contacts to receive a SharePoint link for upload.
- b. Cover Sheet. The submission must include a cover sheet containing the following information: RFP number Vendor's legal name and address Principal contact person name and contact information Number of addenda received.
- c. Table of Contents. The proposer must provide a table of contents with page numbers.
- d. Required Responses. Your response to this section must address all questions set forth in the Required Responses section. You may also include any other information you believe relevant. Your response must be limited to no more than 15 pages.

3. Rules of Participation

- a. Communication with the department. From the date this RFP is issued until the award of contract, proposer and its staff shall direct all communications relating to this RFP solely to the person set forth on the first page of this RFP. Emails sent to the person on the first page of this RFP must include the RFP Number as written in this document in the subject Line.
- b. Discretionary RFP Actions. Solely within its discretion, the department may withdraw this RFP prior to award of a contract, postpone this RFP, reject all proposals, award in part, or choose not to award a contract as a result of this RFP.
- c. Addenda. The department may issue addenda to this RFP to correct or clarify it. Addenda will be distributed to all emails that RSVP'd.
- d. Mistakes. The department may waive or modify any mistakes in proposals that are deemed to be not material.

- e. No Representations. The department shall not be bound by any oral or written representations, statements, or explanations other than those made in this RFP or in formal written addenda issued to this RFP.

Costs. The department shall not be liable for any costs incurred by proposers in the preparation of proposals or for any work performed in connection therewith.

ATTACHMENT 1 – EXAMPLE SITE LIST

Site Type	Total Census	Population served	Room Count	Facility Costs (per person per day)	Service costs (per person per day)
Hotel	200	Families with Children	25 rooms		
Hotel	3,500	Families with Children	875 rooms		
Semi-Congregate facility	2,000	Families with Children	500 rooms ("pods")		
Tented Congregate facility	3,000	Single Adults	Open Bay		
Congregate Building (Converted Office building)	1,000	Single Adults	Open Bay across multiple floors		
Dormitory Building	1,000	Families with Children	250 rooms		
Hotel	1,000	Adult Families	500 rooms		
Reticketing & Extenuating Circumstances Center	2,000	Daily visitors	N/A		

The above sites are examples of prototypical sites and populations to give the respondent the scale of facility and populations compositions. In the examples above, sites are 100% dedicated to migrant operations.

Site Type Definitions

- **Hotel:** An establishment with hotel rooms that are available to the City of New York to be leased and utilized as temporary lodging.
- **Tented Congregate Facility (Basecamp):** A winterized tented complex which includes a series of tents for intake, sleeping, and dining and bathroom facilities located outdoors in mobile trailers.
- **Semi-congregate Facility:** Within a congregate setting, pods have been constructed with demountable partitions, each with a mix of beds ranging from 3 beds to 6 beds to accommodate families of different sizes. Each pod has lockable doors and cribs for each child under two.
- **Congregate Building (Converted Office Building):** A commercial, office or industrial building temporarily converted into congregate residential space within an open floor plan.
- **Dormitory Building (Dorms):** A residential hall consisting of sleeping quarters, and communal areas including bathrooms, common rooms, a dining area and a cafeteria.
- **Reticketing Center:** An administrative office building, operating daily, where asylum seekers can walk-in to obtain a ticket to travel to a final destination within the U.S. or internationally, access reconnection services, and are provided water and a meal during the visit.
- **Extenuating Circumstances Center:** An administrative office building, operating daily, where single adults and young adults applying for an extension of shelter stay will be directed to visit and bring documentation demonstrating they have an extenuating circumstance.

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