Consumer and Worker Protection

Annual Tax Season Initiative Request for Proposals Pre-Proposal Conference

> July 1, 2025, 2:00PM

Welcome and Agenda

RFP Timeline



PASSPort Resources and Overview



Program Expectations



Post-Award Requirements

Question and Answer Session

All questions will be answered at the end of the conference, during the Q&A Session. Please submit your questions via the chat feature.

RFP Timeline

Erik Schiff, ACCO, DCWP

RFP Timeline

Anticipated Contract Term: July 1, 2026 to June 30, 2029 (Option of Two (2) Three (3) Year Renewals)

Proposal Due Date	August 15, 2025 at 02:00 PM
Award Announcement	Fall/Winter 2025
Questions	Must be received by August 11, 2025

 Questions should be submitted through the Discussion Forum in PASSPort

PASSPort Resources and Overview

Erik Schiff, ACCO, DCWP

PASSPort Resources and Overview



PASSPORT RESOURCES

LEARNING TO USE PASSPORT

PASSPort Resources

https://www.nyc.gov/site/mocs/passport



Learn to Use PASSPort

NYC Mayor's Office of Contract	t Services		311 Search all NYC.gov website
	Mayor's Contract	Office of Services	한국어▶ Translate ▼ Text-Siz
About PASS	Port Opportunities Reso	urces Regulations	Search Q
Abou	ut PASSPort Learn F	PASSPort PASSP	ort Financials
Resources Library			
FAQ	Learn PAS	SPort	
Trainings	Learn how to use PASSPo complete contract tasks, m		YC contracting opportunities and more!
Procurement 101		54.0	The factor of
Requirements Contract	Resources Library	FAQ	Trainings
f X t 🖂 Share	Understand each step of the NYC contracting process with step-by- step guides and more.	Find answers to common questions from organizations like yours.	Check out our in- person training sessions and live webinars!
	View learning resources →	Browse the FAQ →	Learn more about trainings →

Learning to use PASSPort

Access user guides, videos, onepagers, HHS Accelerator to PASSPort quick guide, Finding and Respond to RFx, E-learning course, Finding and Responding to RFx for HHS Providers, recorded training webinar, and more

Submission Instructions

- Responses must be submitted electronically utilizing the PASSPort system. If vendors have questions on how to respond to the RFP, please submit a ticket with the <u>MOCS Service Desk.</u>
- Responses must be completed and submitted in PASSPort by <u>02:00 PM</u>
 <u>EDT on August 15, 2025.</u>
- Please allow sufficient time to complete and submit responses, which includes entering information and uploading documents. The PASSPort system will only allow Proposers to submit proposals prior to the Proposal Due Date and Time.
- Unless the Agency issues a written addendum to the RFP that extends the Proposal Due Date and Time for all proposers, the Proposal Due Date and Time above shall remain in effect.

HHS PQL Application in PASSPort

- Please take the following steps to complete the HHS Accelerator Prequalification application in PASSPort:
- Navigate to RFx on the top navigation menu and select Browse Prequalified Lists from the dropdown.
- Search for "HHS Accelerator Prequalification" and click the **PQL Label**.
- Click the Create New Application button located at the top of the page, complete the questionnaire, upload any required documentation, and click Submit for Review and then the Vendor Admin or Procurement L2 may click Sign and Submit Application to sign and submit the PQL application for MOCS' review.
- Please ensure you have the assigned Roles: Vendor Procurement Level 1, Vendor Procurement Level 2*, and Vendor Admin*

Application Approval and Returned for Revision

PASS Port	t Profile Tasks Catalog RFx Contracts Ordering Catalogs Financials Reporting Performance Support	Message Dear Jane Johnson,
< う☆ PQACO	00105/H48 Accelerator Prequalification	The Prequalified Application PQA00021 you submitted for PQL00104 HHS Accelerator Prequalification has been Returned for Revision with the following comments: Tami BURMEY-HENDRIX: Need IRS letter
	Bave Save and Close Update Application Close	Assisting To view and edit the Prequalified Application, dick this link: HHS Accelerator Prequalification
Coerrier Co	APPLICATION HISTORY~ CurrentStatus: Approved Application 10 Buberisted By Application Status Decision Date POA00006 06/13/023 ViBrig/ Approved 06/13/0221 1 Resulto1 ADDITIONAL HISTORY~ O Resulto1	Please contact DFRCE OF CONTRACT SERVICES directly if you have any quediens. Regards, The PASSPort Team Mayors Office of Contract Services (MDCS)
📕 🖤 the	Once Approved: roviders receive a notification email notifying them of their Approved status and will see their application status has thanged to Approved in the Application History section.	Save Save and Close Submit for Review Cancel Application Close
 Provide the second secon	otifying them of Returned status and cited — ^{——} make updates, an eason for revision.	eturn to the application, and resubmit for review. n is approved, Application

Checking your PQL Status

You may view your HHS Accelerator Prequalification (PQL) status in PASSPort by following these steps:

- 1.Navigate to **RFx** on the top navigation menu and select **Browse Prequalified** Lists from the drop-down.
- 2.Search for "HHS Accelerator Prequalification". You will see in the results, the **Current Status** for this particular PQL.

3.Additionally, you may click the **PQL Label** to view more PQL related information including the Vendor Status section which includes your **Current Status** as it relates to HHS Accelerator Prequalification (PQL). In the same section, you will see the **Qualification Expiration Date** which is the expiration date for the current PQL.

Prequalification Renewals/ Expirations

						_	Do you really wan	it to submit your proposal?	×
_	Proprehabaus/buyer/hyc/prep4/ut58/pag SPort Vendors Catalog Requisitor Config Integration Settings	n Sourcing Contracts Ordering	Receiving Financials Re	porting Rules Admin	1ESTA ~		o agree award and/o the Ac	or una contract, and affirm that it is a material term of this Contract that the Vendor will d the total dollar value of the M/WBE Participation Goals to certified MBEs or WBEs, unless a full waiver is obtained or such goals are modified by gency; and and affirm, if awarded this Contract, to make all reasonable, good faith	•
く う ☆ PQL000103-HHS PQL For Testing O Manage Questionnaire			1	🔍 Search - 🛛 🌪 🖪 🖨		P ■ ⊖ efforts to meet the M/WBE Participation Goals, or if a partial waiver is of or such goals are modified by the Agency, to meet the modified Particip Goals by soliciting and obtaining the participation of certified MBE and/o firms. • agree and affirm that I have read and understand all items contained in		s to meet the M/WBE Participation Goals, or if a partial waiver is obtained ch goals are modified by the Agency, to meet the modified Participation by soliciting and obtaining the participation of certified MBE and/or WBE and affirm that I have read and understand all items contained in the	
Conview	Current Satue : Application Activity :	Show Approval Required Only: EN:				1	items	iated Prequalification Questionnaire and certify that as of this date, these have not changed, or such changed items have been provided with this r proposal	1
P Document	O V Babal	Current Status Approval Required	Dration Activity Drat None	Qualification Expiration Date			By clicking this of the secura	checkbox you are signing off the response and confirming that its ite.	
						riggered By Action Date scheduler 7/20/2021		ite for this PQL has been extended because of the RFx Participation to the PQL Proc	turement
1	PQL Applications are v or until Documentation whichever occurs first.	expires,	2	PASSPort the	y will be	oposals to RFx asked to valid a information is		Users can find current PQL status in the Additional History section of their application under the Application History tab.	
	If Documentation expir changes from Approve			This restarts t status, movin after proposa	g Expirat	tion Date to 3 y	rears		

Updating your PQL Application



MOCS HelpDesk

mail confirmation to *		
Jser Information		_
irst and Last Name*	Email *	
Organization Type*		
Select	✓ Select	
	✓ Select	

What does your inquiry relate to? Both fields are required.*

. .

Select ~		Select 🗸	
----------	--	----------	--

~

Describe your concerns below (please be specific):*

Normal text 🐱	в I …	= ~ <u>A</u> ~	:=)=	& <>	🚯 🤧 — 🔤

For all PASSPort related issues
please reach out for assistance
at the link below. To make it
easier for MOCS to research
your issue, provide screenshots
of the error page(s).

https://mocssupport.atlassian.net/servicedesk

Upload your files:

Program Expectations

Grace Marie Louis, Director of Programs Office of Financial Empowerment, DCWP

Annual Tax Season Initiative Mission

Tax time can be a crucial money moment for families and individuals with low incomes. Tax refunds can be the largest cash infusion or "paycheck" a family receives all year.

But tax preparation fees average \$322 in NYC and costs of \$800 or more are not uncommon, eroding the value of these critical funds.

The Annual Tax Season Initiative (Initiative) has three goals:



Increase the availability and usage of high quality, free tax preparation services in New York City.



Increase the number of eligible New Yorkers claiming the EITC and other valuable tax credits through the City's Annual Tax Season Initiative.



Use tax time as an opportunity to build assets among New Yorkers with low- and moderateincome, thereby improving their financial health.

About NYC Free Tax Prep

NYC Free Tax Prep is the primary activity of the Initiative, making free tax preparation services available in-person and online for New Yorkers earning less than 60% of Area Median Income (AMI).

NYC Free Tax Prep services are based on the Internal Revenue Service (IRS) Volunteer Income Tax Assistance and Tax Counseling for the Elderly (VITA/TCE) programs.

In 2023, NYC Free Tax Prep for Self-Employed Filers was launched to serve selfemployed New Yorkers (including freelancers, gig workers, for-hire drivers, and small business owners) who often struggle to file taxes and manage financial recordkeeping and who face limited access to capital, banking services, and loans.

Competition Details

Competition Pools:

Competition Pool #1:

NYC Free Tax Prep for Individuals & Families

Competition Pool #2:

NYC Free Tax Prep for Individuals & Families *and* NYC Free Tax Prep for Self-Employed Filers

Total maximum available funding: \$14,419,844 for 3 years (\$4,806,628 annually).

Estimated number of contracts: approximately seven (7) or more contracts ranging from no less than \$250,000 to no more than \$1,500,000 annually.

DCWP OFE reserves the right to award more or less than the full amount of funding requested by proposers.

Service Delivery - Competition Pool #1

NYC Free Tax Prep offers free, high-quality tax preparation services.

Contractors are expected to:

- Complete and file 3,500-20,000 tax returns annually
- Prepare Individual Taxpayer Identification Number (ITIN) applications and renewals as part of the IRS Certified Acceptance Agent (CAA) program
- Assist clients with tax-related issues, such as responding to IRS and New York State Department of Taxation and Finance (NYS DTF) correspondence, requesting transcripts, etc.

Service Delivery - Competition Pool #2

NYC Free Tax Prep offers free, high-quality tax preparation services.

Contractors are expected to:

- Complete and file 3,500-20,000 tax returns annually across both service lines and scopes of service.*
- Prepare Individual Taxpayer Identification Number (ITIN) applications and renewals as part of the IRS Certified Acceptance Agent (CAA) program
- Assist clients with tax-related issues, such as responding to IRS and New York State Department of Taxation and Finance (NYS DTF) correspondence, requesting transcripts, etc.
- Offer year-round educational and support programs for self-employed filers, including the preparation of quarterly estimated tax filings, one-on-one and small group consultations on record keeping and tax filing obligations, group workshops on recordkeeping and tax filing obligations.

* See RFP Attachment C – SETP Scope of Services for more details.

Sites, Scheduling, and Appointments

- Contractors operate one or more sites, with a focus on serving neighborhoods* of highest need.
- Sites must:
 - Be convenient and accessible for people with disabilities
 - Be equipped with standard, modern technology and offer secure storage space
 - Provide a safe, weather protected waiting area for clients and allow appropriate privacy for tax preparers and clients to meet
- Contractors may subcontract (with pre-approval) or co-locate services to reach target audiences. OFE may mandate locations with key partners. See RFP for more details.
- At least 15% of services must be offered during evening and weekend hours.
- At least 1 site must be open at least 1 day each week year-round
- Appointments will be available by phone or online scheduling, using a centralized online scheduling system managed by DCWP, if available.
- Preference will be given to proposers who offer some capacity for walk-in appointments.

*See RFP Attachment B – Preferred Neighborhoods.

Wraparound Services & Referrals

To help tax filers optimize their tax refund, begin to build assets, and develop financial capabilities, Contractors connect tax filers to wraparound services, *Including*:

- Financial counseling
- Public benefits (e.g., SNAP) screening and/or enrollment
- Promoting asset building behaviors, such a using of direct deposit for receiving tax refunds and encouraging tax filers to save a portion of their refund;
- Access to safe and affordable financial services (e.g., savings accounts)
- NYC Business Solutions Centers and other Department of Small Business Services programs – for Competition Pool #2.

Contractors must train and support staff and volunteers on applicable IRS and NYS DTF forms and on effective strategies for engaging filers.

Organization, Staffing, & Management – Competition Pool #1

Required dedicated staff:

- Full-time, year-round Tax Program Manager to supervise the program and act as a primary point of contact.
- Site coordinator(s) to oversee each site during all hours of operation.
- Volunteer Program Manager to oversee volunteer recruitment, training and retention.

Organization, Staffing, & Management – **Competition Pool #1**

To ensure both high-quality and high-volume of tax preparation services, Contractors are expected to recruit and hire seasonal Tax Preparers, including paid staff and volunteers.

- Expected Staffing Levels: The number of Tax Preparers needed to achieve annual the annual return completion goal at the rate of 1 return per preparer for each hour of service.
- Volunteer Engagement: to make best efforts to recruit enough volunteers so that 50% of the contractual return goal can be completed by volunteers.
- Language Skills: Contractors will make best efforts to recruit multilingual Tax Preparers to meet the language needs of their neighborhoods (based on NYC Department of City Planning data).
- **Training and Certification:** All Tax Preparers must complete and pass required IRS Standards of Conduct, ethics, and tax law exams.

Organization, Staffing, & Management – Competition Pool #2

Required dedicated staff:

- Full-time, year-round Tax Program Manager to supervise the program and act as a primary point of contact.
- Site coordinator(s) to oversee each site during all hours of operation.
- Volunteer Program Manager to oversee volunteer recruitment, training and retention.
- At least one Enrolled Agent, Certified Public Accountant, or licensed attorney to oversee tax return preparation for selfemployed filers.

Organization, Staffing, & Management

To ensure both high-quality and high-volume of tax preparation services, Contractors are expected to recruit and hire seasonal Tax Preparers, including paid staff and volunteers.

• Expected Staffing Levels: The number of Tax Preparers needed to achieve performance goals at the following rates:

For Individuals & Families	For Self-Employed Filers:
1 return per preparer for each hour of service	Four (4) hours per annual tax return Two (2) hours per quarterly estimated filing Five (5) hours per workshop Two (2) hours per consultation

- Volunteer Engagement: to make best efforts to recruit enough volunteers so that 50% of the contractual return goal can be completed by volunteers.
- Language Skills: Contractors will make best efforts to recruit multilingual Tax Preparers to meet the language needs of their neighborhoods (based on NYC Department of City Planning data).
- **Training and Certification:** All Tax Preparers must complete and pass required IRS Standards of Conduct, ethics, and tax law exams, with all SETP tax preparers qualifying at the "advanced" level or higher.

Communications and Outreach

In order to reach New Yorkers that may be eligible for free tax preparation services, Contractor will target outreach and marketing efforts to the following audiences:

- Individuals and families with low- and moderate-incomes
- Working individuals and families living below the poverty line
- Tax filers who are currently using paid tax preparers and are likely to request loan products, such as Refund Anticipation Checks (RACs).
- Individuals and families who are eligible for the EITC;
- Individuals and families who might be eligible for EITC but are not likely to file a tax return, such as single workers who don't have kids, families with very low incomes, foster parents, and recent immigrants.
- Self-employed filers For Competition Pool #2

Contractors are expected to conduct their own marketing and outreach activities to augment the campaign run by DCWP and participate in events with DCWP.

Monitoring and Reporting

Contractors will report on performance metrics and client demographics through reports to DCWP based on an annual reporting schedule.

Reporting and performance management activities include:

- Bi-weekly or weekly reports during the tax season
- Regular conference calls
- Monitoring and evaluation via site visits, interviews, surveys, and other data collection

Contractor Experience & Organizational Capability

Contractors are expected to have the experience and organizational capability to manage a free tax preparation program, including:

- At least 3 years' experience operating a VITA/TCE program or a similar direct service program in New York City.
- Experience working in one or more communities with low- or moderate incomes in New York City.
- Experience conducting effective client outreach, using multiple marketing and outreach tools, and cultivating partnerships with community leaders to build a high-volume client base.
- Experience engaging volunteers in support of direct service programs.
- Experience recruiting, training, and managing direct service program staff.30

Budget Management

Contractor's proposed budget will represent the annual costs to provide services for each year of the proposed program over the duration of the contract term.

- Contractor's costs would allow for the effective delivery of services described in the RFP.
- The annual contract amount cannot exceed 40 percent of a contractor's total organizational income for the program year.
 - In the case where a portion of the budget is going to a subcontractor, the subgranted amount must not exceed 40% of the subcontractor's organizational income and would not count towards the lead contractor's 40% limit.

Evaluating the Proposals

Proposals will be evaluated using the following criteria:

- A. Free Tax Preparation Services- 30 Points
- B. Communications and Outreach 20 Points
- C. Monitoring and Reporting 15 Points
- D. Contractor Experience & Organizational Capability 20 Points
- E. Budget Management 15 Points

Post-Award Requirements

Erik Schiff, ACCO, DCWP

Responsibility Determination

Please be advised that it is a requirement for all prospective contractors to be determined responsible in the Post Award phase.

Therefore, please make sure your Charities' filings are current and ensure that any outstanding liens or adverse information has been resolved.

Unresolved issues often cause significant delays in the post award process.

NYC Insurance Requirements

- Commercial General Liability Insurance: \$1 Million per occurrence and \$2 Million aggregate
- Motor Vehicle Liability (if applicable) \$1 Million per accident combined single limit
- Worker's Compensation, Disability Benefits Insurance and Employer's Liability
- Professional Liability Insurance- \$1 Million per occurrence, if indicated in schedule A

DCWP **will not** be able to proceed with processing an awarded contract until it has obtained acceptable proof of the necessary insurance coverage.

DCWP reserves the right to notify contractors of additional insurance requirements at the time of contract award.

Conflict of Interest

Human Services	Section in ≤\$100k	Section in \$100k+	Subject	What the Contract says*
Contract Section	Discretionary	Discretionary		
6.05	Article 5(B)(4)-(6)	6.05	composition and rule against employees supervising or making	Employees and members of their immediate families may not serve on the Board or any committee with authority to affect his/her job or the employment of any candidates in the program. The above rule does not apply if the Board has more than 5 members, provided that (1) employees and members of their immediate families are prohibited from deliberation and/or voting on any such personnel matters and must fully disclose all conflicts to the Board, and (2) Contractor employees and members of their immediate families may not serve as either Chairperson or Treasurer of the Board, nor constitute more than one-third of the Board or any committee. No person may hold a job with Contractor if their immediate family exercises any authority over him/her without the permission of the Commissioner, unless the position is voluntary and unpaid. Contractor must have at least 5 Board members if its contractor's total revenue. **Immediate family includes the following: husband, wife, domestic partner, father, father-in-law, mother, mother-in-law, brother, brother-in-law, sister, sister-in-law, son, son-in-law, daughter, daughter-in-law, niece, nephew, aunt, uncle, first cousin, and separated spouse. This also includes the immediate family of a spouse or domestic partner. *
6.06	Article 5(C)(1)	6.06	required; Disclosure of interests	If required by New York's Not-for-Profit Corporation Law §715-a(a), the Contractor must maintain a Conflict-of-Interest Policy that includes: A definition of the circumstances that constitute a conflict of interest; Procedures for disclosing a conflict of interest or possible conflict; A requirement that the person with the conflict of interest not be present at or participate in board or committee deliberation or vote on the matter giving rise to such conflict; A prohibition against any attempt by the person with the conflict to influence improperly the deliberation or voting on the matter giving rise to such conflict; A requirement that the existence and resolution of the conflict be documented in the corporation's records, including in the minutes of any meeting at which it was discussed or voted upon; and Procedures for disclosing, addressing, and documenting related party transactions in accordance with this section. A requirement that each director annually submit the statement required by Section 6.06(b) or Article 5(c)(2) for s \$100k Discretionary
Appendix A, 2.02	Article 5(B)(1)-(3)	Appendix A, 2.02	Prohibition on Conflicts of Interest	None of the key members of the Contractor can have any interest that may possibly conflict with the performance of the agreement. Consistent with NYC Charter § 2604, no elected official or other officer or employee of the City, nor any person whose salary is payable from the City Treasury can participate in decisions relating to this Agreement that affect his/her personal interests or outside professional interests. § 2604 details prohibited conduct and interests in New York City. This does not apply when the employee's sole personal interest is in the Contractor. Contractors cannot employ a person or allow a person to serve on the Board of Directors or as an officer if the employment would violate Charter Chapter 68, which governs the City's conflict of interest rules.
4.06	Article 3(B}, (C)	4.06	Party Transactions	No funds obtained through this Agreement shall be spent for any expense not incurred in accordance with the terms of the Agreement. Any cost found by DYCD, the City, or an auditing authority that examines the financial records of Contractor to be improperly incurred, including but not lim <u>ited to Improper Related Party Transaction</u> s, shall be subject to reimbursement to the City.
Appendix A, Section 13.04	Article 8(D)	Appendix A, Section 13.04	Compliance with Law	The Contractor shall perform all services under this Agreement in accordance with all applicable Laws as are in effect at the time such services are performed.

Question & Answer Session

Please use the chat to ask any questions you may have about the RFP requirements or proposal process and DCWP staff will answer to the best of our ability.

Wrap-Up

Transcript, presentation and attendance rosters will be posted to the DCWP website for viewing

www.nyc.gov/DCWP