

**CONNECTED COMMUNITIES
MEMORANDUM OF UNDERSTANDING**

**BETWEEN
NEW YORK CITY OFFICE OF TECHNOLOGY AND INNOVATION**

**AND
NEW YORK CITY DEPARTMENT FOR THE AGING**

This **MEMORANDUM OF UNDERSTANDING** (“**MOU**”), effective as of July 1, 2025, is entered into by and between the New York City Office of Technology and Innovation, having offices at 2 Metrotech Center, P-1 Level Mailroom, Brooklyn, New York, 11201 (“**OTI**”), and the New York City Department for the Aging, (“**NYC Aging**”), having an office at 2 Lafayette Street, New York, NY 10007. OTI and NYC Aging may be referred to individually as a “**Party**,” and together as the “**Parties**.”

WITNESSETH:

WHEREAS, OTI views access to the internet as essential for full participation in New York City (“**City**”), including the City’s economy, and aims to ensure that every New Yorker has a world-class internet connection, and is able to benefit from that access;

WHEREAS, NYC Aging’s mission is to eliminate ageism and ensure the dignity and quality of life of New York City’s diverse older adults and for the support of their families through advocacy, education and the coordination and delivery of services. NYC Aging is in a unique position to improve the access older adults have to the internet, given its support of, and relationship to, older adult centers (“**OACs**”) in local communities;

WHEREAS, OTI and NYC Aging have determined that continued implementation of the NYC Connected Communities program (“**Program**”) supports the availability of public computer centers (“**PCC**”) that are equipped to provide the resources, support and programming required for all New Yorkers to use the internet safely and equitably; and

WHEREAS, this MOU allows OTI to transfer to NYC Aging funds up to the amount specified in the attached program budget (“**NYC Aging Funds**”) to implement its portion of the NYC Connected Communities program and for NYC Aging to transfer funds to a vendor (“**Contractor**”) that will help NYC Aging implement the Connected Communities program.

NOW, THEREFORE, in consideration of the mutual covenants herein set forth, the Parties agree as follows:

1. **TERM**

This MOU is effective as of July 1, 2025, and, subject to the appropriation and availability of funds, will remain in effect until June 30, 2028 (“**Term**”), unless earlier terminated in accordance with the provisions of this MOU. Subject to the appropriation and availability of funds, this MOU may be renewed for additional terms upon written agreement by the Parties.

2. TERMINATION

2.1. Either Party may terminate this MOU if:

- 2.1.1. Either Party fails to receive funding or other expenditure authority sufficient to allow either Party, in the exercise of their reasonable administrative discretion, to make payment for performance under this MOU; or
- 2.1.2. Federal or state laws, rules, regulations, or guidelines are modified or interpreted in such a way that either the activities outlined in this MOU are prohibited or either Party is prohibited from paying for such work with the NYC Aging Funds, but only if the voided portion of the MOU cannot be removed from the MOU in a way that would allow the remaining portion of the MOU to proceed.

2.2. In no event may either Party terminate this MOU without escalation of the relevant issue in accordance with the process outlined for “critical risks” in Section 3.6.3, below. Notwithstanding any other provision of this MOU, during the time a dispute is being resolved according to this Section 2.2, the Parties shall continue to meet their respective obligations under this MOU.

2.3. The Parties acknowledge that an early termination shall have a considerable impact on the business processes and operations of both Parties and that it may take up to six months to arrange for the orderly discontinuance of the services provided herein. The Parties shall negotiate in good faith to arrange for the orderly discontinuance of their respective participation in the Program, and for the equitable appointment and settlement of termination-related costs.

3. RESPONSIBILITIES – SHARED

3.1. The Parties hereby acknowledge and agree that the scope of services contemplated by the Program has been outlined in a detailed scope of work (“**Scope of Work**”) to be implemented by NYC Aging’s Contractor, with oversight from NYC Aging. The Scope of Work is hereby incorporated into and made a part of this MOU, and attached herein as **Appendix A**.

3.2. The Parties expect to develop a detailed project plan (“**Project Plan**”) that will drive the deliverable schedule for the duration of the Program. The Project Plan will be incorporated into the MOU as **Appendix B** within 90 days of the full execution of this MOU, and such **Appendix B** will then simultaneously be incorporated into and made a part of this MOU.

3.3. The Parties additionally expect to develop performance targets (“**Performance Targets**”) that will establish performance expectations for the duration of the Program. The Performance Targets will be incorporated into and made a part of this MOU as **Appendix C** within 90 days of the full execution of this MOU, and such **Appendix C** will then simultaneously be incorporated into and made a part of this MOU.

3.4. Strategic Management Processes. Both Parties will exchange, and as necessary periodically update, the names and contact information of their respective staff members acting as project managers for the Program (“**Project Managers**”). The Project Managers and other designated representatives of both NYC Aging and OTI will be responsible for strategic planning on an ongoing basis.

- 3.5. Steering Committee. Issues that cannot be resolved between the Project Managers will be escalated to the Steering Committee. The Steering Committee will be made up of OTI’s External/Strategic Partnership and NYC Aging’s Commissioner or their respective designee(s).
- 3.6. Issues and Risk Management Processes. The governance process for managing risks and issues for this project consists of the following activities that are coordinated with all relevant resources:
 - 3.6.1. Identify Risks/Issues: The Project Managers are tasked with proactively identifying both routine and unique issues potentially affecting Program implementation, and reporting and categorizing them based on probability of occurrence and the severity of their potential impact to implementation of the Program.
 - 3.6.2. Analyze and Prioritize Risks/Issues: The Project Managers are responsible for analyzing and prioritizing items that challenge the implementation of the Project. This responsibility includes assigning team members to act as item “owners” to ensure that they are monitored effectively and that mitigation plans are followed. The Project Managers will assign owners based on: (a) respective agency responsibilities, as set forth in Article 2 above; and (b) the skills necessary to ensure that effective mitigating actions and resolutions are taken.
 - 3.6.3. Plan Mitigation Response: The Project Managers are responsible for proactively developing mitigation strategies and adjusting plans based on uncertainties and likely impacts of identified risks. Critical risks (i.e. those risks that threaten the timely and successful implementation of the Program) will be identified during annual Steering Committee meetings. Critical risks that cannot be successfully mitigated by the Project Managers must be immediately brought to the attention of the Steering Committee for resolution and planning.
 - 3.6.4. Monitor Risks: Risks are reviewed as a standing agenda item during annual Steering Committee meetings.
 - 3.6.5. Tracking Risks/Issues: Agreed-upon formats for status reports and associated issue logs will be used for tracking issues and risks.

4. RESPONSIBILITIES – OTI

During the Term, OTI shall act as lead agency in administering the Program:

- 4.1. OTI shall distribute the NYC Aging Funds as set forth in the Program budget (“**Program Budget**”), attached hereto and incorporated herein as **Appendix D**. OTI shall be responsible for determining and approving revisions to the Program Budget, and OTI shall provide approval or disapproval on budget revisions submitted by NYC Aging within 30 days of submission.
- 4.2. OTI shall determine Program objectives in accordance with citywide strategy and setting Program priorities across City agency partners.

- 4.3. OTI shall determine reporting requirements and lead:
 - 4.3.1. Performance measurement activities, including quarterly performance reporting, due 30 days after the end of each quarter; and
 - 4.3.2. Annual strategy refresh activities, with data due by September 30th of each year within the Term.

5. **RESPONSIBILITIES – NYC AGING**

NYC Aging shall, either directly or indirectly through a funded Contractor, provide the following services for the Program:

- 5.1. NYC Aging shall implement the Program as outlined in **Appendices A, B and C**, and abide by the performance targets set forth in **Appendix C**.
- 5.2. NYC Aging has identified thirty (30) locations to serve as PCC sites for the Program. The 30 locations are: A.P. Randolph Senior Center (ARC); Beatrice Lewis Older Adult Center (Central Harlem); Brookdale Village Older Adult Center (JASA); Bronxworks Heights Senior Center (Bronxworks); Bronxworks Morris Innovative Older Adult Center (Bronxworks); CASC Cassidy Coles Senior Center (CASC); Concourse Plaza Wellness Older Adult Center (MBSCC); Corsi House Older Adult Center (Union Settlement); Elmhurst Jackson Heights Older Adult Center (IPHRE); Mitchell Borinquen Court Older Adult Center (East Side House); PSS Andrew Jackson Older Adult Center (PSS); Ridgewood Bushwick Older Adult Center (Riseboro); SAGE Innovative Older Adult Center (SAGE); Selfhelp Benjamin Rosenthal Older Adult Center (Selfhelp); Stuyvesant Heights Older Adult Center (Fort Greene); Tompkins Park Older Adult Center (Wayside Out); Vandalia Older Adult Center (Bergen Basin); YM/YWHA Innovative Older Adult Center (Center for Adults Living Well @ the Y: YM/YWHA); Neighborhood Shopp Innovative OAC (Casa Boricua); CCNS Howard Beach OAC; Weinberg Center; Jay Harama; Grand Coalition of Seniors; Allen AME Community Linden Blvd.; Florence E. Smith OAC; Kips Bay Castle Hill OAC; Queensbridge OAC; Rosetta Gaston OAC; New Lane OAC (CASC); QCH Kew Gardens Community Center (OAC).
- 5.3. NYC Aging may remove or add PCC sites where the Program will be implemented, subject to OTI's written approval in advance, and provided that proposed sites align with broader Program goals. OTI's approval shall not be unreasonably withheld.
- 5.4. At least 30 days prior to the requested changes taking effect, NYC Aging shall submit to OTI any requests to modify any of the Appendices (A, B, C, or D).
- 5.5. NYC Aging shall contract with, and distribute NYC Aging Funds to, Contractor in accordance with this MOU. The contract shall comply with OTI's vendor policies found at the following link: <https://www.nyc.gov/content/oti/pages/vendor-resources/cybersecurity-requirements-for-vendors-contractors>.
 - 5.5.1. Prior to Contractor entering into any subcontract for an amount greater than five thousand dollars (\$5,000), NYC Aging shall submit to OTI a written request for the approval of the proposed subcontractor, giving the name and address of the proposed subcontractor and the portion of the services that it is to perform and furnish. For

determining the value of an NYC Aging subcontract, all NYC Aging subcontracts with the same subcontractor will be aggregated.

- 5.5.1.1. At OTI's request, a copy of any proposed subcontract must be submitted to OTI. Upon OTI's request, NYC Aging shall provide any other information demonstrating that the proposed subcontractor has the necessary facilities, skill, integrity, previous experience, and financial resources to perform the specified services in accordance with the terms and conditions of this MOU. OTI shall make a final determination in writing approving or disapproving the subcontractor after receiving all requested information. OTI's approval is deemed granted if OTI does not issue a written approval or disapproval within twenty-five (25) calendar days of OTI's receipt of all requested information.
 - 5.5.1.2. OTI's approval of a subcontractor does not relieve NYC Aging of any of its responsibilities, duties or liabilities under this MOU.
 - 5.5.2. All subcontracts must contain provisions specifying that:
 - 5.5.2.1. The work performed by the subcontractor must be in accordance with the terms of this MOU and all its amendments, and in accordance with all laws, rules and regulations;
 - 5.5.2.2. Nothing contained in the subcontract will impair the rights of the City; and
 - 5.5.2.3. Nothing contained in the subcontract, or under this MOU, shall create any contractual relation between the subcontractor and the City, nor shall it create any third-party beneficiary rights.
 - 5.5.3. Individual employer-employee contracts are not subcontracts subject to the requirements of this Section.
- 5.6. NYC Aging shall provide OTI with data to enable OTI to complete quarterly financial tracking and performance measurement, and to facilitate an annual strategy refresh to ensure alignment with citywide goals and standards.
- 5.6.1. OTI shall provide NYC Aging with templates for the submission of this data within ten (10) days of the Effective Date.
 - 5.6.2. NYC Aging shall provide OTI with financial and performance reporting data by 30 days after the end of each fiscal quarter.
 - 5.6.3. NYC Aging shall provide OTI with system-wide inventory data by September 30 of each year within the Term.
 - 5.6.4. OTI may provide updated templates at any point during the Term. NYC Aging shall use these updated templates for the quarter, month or year following the month, quarter or year in which NYC Aging receives the updated template.
- 5.7. NYC Aging shall work with OTI to ensure the Program aligns with broader citywide goals, and to explore the possibilities of partnerships that further the goals of the Program.
- 5.8. Should the Program continue beyond the end of the Term, NYC Aging will work with OTI one year prior to the end of the Term to outline Program components and budget for any ongoing work.

6. **TERMS OF PAYMENT**

- 6.1. Except to the extent otherwise reduced or eliminated as contemplated in the MOU, OTI shall, on an annual basis, transfer the NYC Aging Funds budget amount of \$740,140 to NYC Aging via an intra-city budget modification (“**Budget Modification**”).
- 6.2. Each Budget Modification must set forth the portions of the NYC Aging Funds that can be accessed for the respective years of Program.
- 6.3. NYC Aging will thereafter submit quarterly invoices to Samantha Wright, Associate Commissioner for External Partnerships, via email: samwright@oti.nyc.gov, detailing the full amount NYC Aging has expended directly and has paid to its contractor(s) due 30 days after the end of each quarter.
- 6.4. NYC Aging shall provide OTI access to supporting documentation for each quarter’s spending, for its own costs, as well as those incurred by its contractor(s), including:
 - 6.4.1. Copies of all signed invoices and supporting materials, such as contracts, purchase orders, timesheets, receiving reports, and asset serial numbers, tag numbers, and locations; and
 - 6.4.2. FMS screenshots of payment vouchers, and a copy of the relevant intra-city invoice.
- 6.5. Quarterly supporting documentation should be submitted after payment vouchers are processed in FMS.
- 6.6. Within 90 days after the end of each fiscal year, NYC Aging shall return to OTI via intra-agency transfer any remaining balance of the NYC Aging Funds, after all necessary costs have been settled and following presentation of supporting documentation by the Parties and approval by the Project Manager or designee of OTI, which approval will not be unreasonably withheld.

7. **COMPLIANCE WITH LAW; GOVERNING LAW**

- 7.1. The services rendered under this MOU shall be performed in accordance with the applicable provisions of federal, state and local laws, rules and regulations as are in effect at the time such services are rendered, including, without limitation, the Civil Rights Act of 1964, as amended by Executive Order 1 1246, 41 CFR 60, Section 504 of the Rehabilitation Act of 1973, 45 CFR 84, and 45 CFR 85.
- 7.2. By entering into this MOU, NYC Aging affirms that its Agency Privacy Officer has reviewed this MOU and determined that any disclosure by it of identifying information, as defined by Local Laws 245 and 247 of 2017, is routine and/or permitted. NYC Aging further affirms that it will seek review and approval from the City Chief Privacy Officer for any non-routine disclosure of identifying information, where necessary.
- 7.3. Pursuant to Local Law 140 of 2011, the Parties understand that this MOU may be posted on NYC.gov within 30 days of full execution.
- 7.4. This MOU shall be governed by and construed in accordance with the laws of the State of New York. No provision of this MOU restricts or will restrict the Parties from their individual or joint

cooperation with any officer or elected official of the State or City of New York or from performing their respective duties under any law, rule or regulations, such as Article 6 of the Public Officers Law of the State of New York and its relevant regulations or abiding by the terms of any court subpoena or court order.

8. NOTICES AND COMMUNICATIONS

8.1. With the exception of invoices required to be submitted in accordance with Article 4 above, any notice or other communication, including a change of address or of the identified person to be notified, given under this MOU to a Party must be in writing and sent through email, to the attention of the Parties at the respective addresses set forth below:

To OTI: Samantha Wright
samwright@oti.nyc.gov
Associate Commissioner
External Partnerships
2 MetroTech Center
P1 Level Mailroom
Brooklyn, NY 11201

With a copy to:

Office of the General Counsel
legalservices@oti.nyc.gov

To NYC Aging: Agnes Mak
Senior Director of Aging Wellness
2 Lafayette Street, 8th Floor
New York, NY 10007
wmak@aging.nyc.gov

With a copy to:

Penney Vachirapapun
General Counsel
pvachirapapun@aging.nyc.gov

9. RETENTION OF RECORDS; RIGHT TO EXAMINE

The Parties and their contractors shall retain all books, records, and other documentation relevant to this MOU for a period of six (6) years after the final payment or termination of the MOU, whichever is later. Any city, state, and federal auditors and any other persons duly authorized by either Party shall, with reasonable notice to the other Party, have full access to and right to examine any of said materials including excerpts, photocopies, and transcriptions for the purpose of making audit examination during said period.

10. **PUBLICITY.**

To the extent practicable, neither OTI nor NYC Aging shall release any public statement relating to work performed pursuant to this MOU without first providing the other Party with prior notification of intent to release such statement, as well as of the content of the proposed statement. The Party intending to release the statement shall provide the other Party a reasonable period of time in which to provide comments to the Party intending to release the statement. Notwithstanding the foregoing, the Parties agree and acknowledge that the Office of the Mayor is not constrained in any respect by this provision from issuing any public statement(s) as it may deem appropriate regarding the subject matter of this MOU.

11. **MISCELLANEOUS**

- 11.1. This MOU may be modified upon mutual agreement of the Parties as set forth in writing signed by the Parties. It may not be modified orally.
- 11.2. This MOU contains all terms and conditions agreed upon by the Parties hereto, and no other agreement, oral or otherwise, regarding the subject matter of this MOU shall be deemed to exist or to bind any of the Parties hereto, or to vary any of the terms contained herein.
- 11.3. Neither Party may assign the performance of its obligations under this MOU, except with the written consent of a duly authorized representative the non-assigning Party.
- 11.4. Under no circumstances will this MOU be construed as one of agency, partnership or joint venture between the Parties. The Parties agree that neither Party may bind the other Party to any additional contracts, and neither has the authority to do so.
- 11.5. This MOU may be executed in any number of electronic counterparts, each of which when executed and delivered shall constitute a duplicate original, but all counterparts together shall constitute a single agreement.

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IN WITNESS WHEREOF, the Parties have executed this Memorandum of Understanding on the dates appearing below their respective signatures.

**CITY OF NEW YORK
OFFICE OF TECHNOLOGY AND INNOVATION**

JHONY CONSTANT

JHONY CONSTANT (01/30/2026 15:06:54 EST)

**Jhony Constant
Associate Commissioner of Management and
Budget**

01/30/2026

Date

**CITY OF NEW YORK
DEPARTMENT FOR THE AGING**

Penney Vachirapapun

**Penney Vachirapapun
General Counsel**

2/2/2026

Date

APPENDIX A
SCOPE OF WORK

NYC Aging Connected Communities: Scope of Services

Article 1. General Services

1. The Scope of Services shall reflect the program requirements (hereinafter referred to as the “**Services**”) as stated in the New York Connected Communities program Negotiated Acquisition (“**NA**”) and any addenda issued thereafter, which is incorporated by reference into this contract.
2. The Contractor shall be responsible for providing the New York City Department for the Aging (“**NYC Aging**”) with services that further NYC Aging’s Connected Communities program.
3. The Services provided by the Contractor shall specifically include the following, which are further outlined in **Article 2** of this Scope of Services:
 - a. Promote digital literacy and internet access among older New Yorkers;
 - b. In partnership with NYC Aging and the New York City Office of Technology and Innovation (OTI), the Contractor shall offer older adults’ greater access to technology by maintaining Public Computer Centers (PCCs);
 - c. Provide training and create an online community.

Article 2. Connected Communities Program Service Requirements

1. Training
 - a. The Contractor shall deliver a range of engaging and age-appropriate technology training programs that encourage older adults to: use and understand up-to-date technology; connect with peers, friends, and family; participate in events (virtual and otherwise) held in the larger community; and research and utilize information on physical and mental health and other issues of special concern to older adults.
 - i. The Contractor shall ensure that all classes are delivered live by a qualified instructor. Pre-recorded training without live instruction will not be allowed under this contract.
 - ii. The Contractor shall preferably use innovative approaches that enhance program delivery (e.g., specialized online platforms, intergenerational programming, evidence-based approaches, etc.).
 - b. The trainings that the Contractor delivers shall include, but not be limited to, the following topics:
 - i. The importance of digital literacy in older adults’ lives;
 - ii. How to become comfortable with new and unfamiliar technology;
 - iii. Accessing and utilizing telehealth services;
 - iv. Accessing and utilizing government benefit websites and related mobile applications;
 - v. Accessing and utilizing other support websites and applications;
 - vi. Navigating online platforms for the purpose of socialization and training in technology; and
 - a. Identifying and avoiding online scams.

- c. On an annual basis, the Contractor shall provide in-person training to older adults at PCC sites. The total amount of training to be provided is as follows:
 - i. During the period October 1, 2025, through June 30, 2026 (Fiscal Year 2026): 2,378 hours (1,585 sessions);
 - ii. During the period July 1, 2026, through June 30, 2027 (Fiscal Year 2027): 2,378 hours (1,585 sessions);
 - iii. During the period July 1, 2027, through June 30, 2028 (Fiscal Year 2028): 2,378 hours (1,585 sessions); and
 - iv. During the period July 1, 2028, through September 30, 2028 (Fiscal Year 2029): 594 hours (396 sessions).
- d. On an annual basis, the Contractor shall conduct outreach to and enroll older adults in training sessions (participants). Contractor shall enroll, at minimum, the following number of participants:
 - i. During the period October 1, 2025, through June 30, 2026 (Fiscal Year 2026): 14,320 participants;
 - ii. During the period July 1, 2026, through June 30, 2027 (Fiscal Year 2027): 19,093 participants;
 - iii. During the period July 1, 2027, through June 30, 2028 (Fiscal Year 2028): 19,093 participants; and
 - iv. During the period July 1, 2028, through September 30, 2028 (Fiscal Year 2029): 4,773 participants.
- e. The Contractor shall also provide older adults with one-on-one technical support (preferably in person) related to the use of the computers and phones at the PCCs. One-on-one technical support will include providing program participants with information regarding the technical support lines associated with these devices.

2. Technology

- a. Within the approved budget, the Contractor shall ensure that equipment/hardware at PCC sites is maintained, repaired, replaced, and/or upgraded as necessary to sustain operations at levels that meet community needs.
- b. The Contractor shall ensure that each PCC site has all appropriate hardware and software necessary to adequately provide program services.
- c. The Contractor shall ensure that the software on each PCC computer is up to date by providing on-site and remote equipment assessment and monitoring.
- d. The Contractor shall ensure that all software loaded onto PCC computers (e.g., end of life/end of support applications, development codes, web browsers) are the latest versions and are upgraded, as needed, to ensure compliance with NYC Cyber Security Standards.
- e. The Contractor shall ensure that each PCC computer is adequately protected with anti-virus software.

- f. No less than quarterly, the Contractor shall monitor the status of hardware and software at each site's PCC and provide NYC Aging with quarterly status reports. Contractor shall notify NYC Aging whenever repairs, replacements, and/or upgrades are needed.

3. Operational Needs Assessments

- a. The Contractor shall conduct technology needs assessments (hardware and software) of the identified PCCs and submit to NYC Aging a report of the findings. The report shall include a recommendation on computer lab trainings and how to maximize usage of the computer labs.
 - i. Within three months of the start date of the contract, the Contractor shall assess each PCC, including the status of hardware, software, internet connectivity, and the organizational capacity to sustain usage by older adult center members.
 - ii. Within four months of the start date of the contract, the Contractor shall submit to NYC Aging a report of findings from its assessments, including recommendations for each PCC related to trainings and the maximization of PCC usage.
 - iii. The Contractor shall review and update the assessments for each PCC on an annual basis and provide a report to NYC Aging.
 - iv. No earlier than six months prior to the end of the term of the contract, the Contractor shall conduct a final assessment of each PCC, including the status of hardware, software, and the organizational capacity to sustain usage by older adult center members after the end of the project.
 - v. No later than three months prior to the end of the term of the contract, the Contractor shall submit to NYC Aging a report of findings from its final assessments, including recommendations for each PCC to ensure a smooth transition to operating the PCCs after the end of the project.
- b. The Contractor shall develop a detailed project plan that will drive the deliverable schedule for the duration of the program. In addition, the Contractor shall submit an annual program plan and a monthly program performance and financial report to NYC Aging.
- c. The Contractor shall have a mechanism for collecting feedback from PCC sites and program participants with the purpose of informing and improving the program services. At a minimum, the Contractor shall hold quarterly meetings with the PCC sites to solicit feedback on the program's operations.
- d. The Contractor shall report to NYC Aging all feedback from the PCC sites and program participants, including the Contractor's plan for utilizing feedback to improve programming.

Article 3. Capacity Building and Outreach

1. The Contractor shall conduct community outreach to encourage older adults to make use of NYC Aging-funded technology services and to identify local resources for accessing technology and broadband services.

2. The Contractor shall maintain a website that shares information about the New York Connected Communities program and functions as an online community for older adults.
3. The Contractor, through the program website including but not limited to “senior planet website”, shall offer a minimum of at least one article per month related to technology for older adults and a monthly calendar of general interest events for older adults.

Article 4. Organizational Capacity and Business Operations

1. The Contractor shall maintain an organizational structure, program governance system, and appropriate levels of staffing to ensure the successful operation of the program.
2. The Contractor's responsibilities under the contract shall include, but not be limited to:
 - a. Legal and fiscal responsibility for administering and overseeing the program, including the safeguarding of program funding.
 - b. Adopting practices, in collaboration with any partners, that assure active, independent, and informed governance of the program.
 - c. Ensuring compliance with federal laws and regulations, and applicable state and local laws and regulations.
 - d. Establishing procedures and criteria for outreach and enrollment of older adults into the program in accordance with the expectations laid out in this Scope of Work.
 - e. Establishing procedures and guidelines for accessing and collecting information in accordance with the expectations laid out in this Scope of Work.
 - f. Submit to an annual assessment and financial audit to be conducted by NYC Aging.
 - g. Documenting and tracking the Contractor's progress in carrying out the programmatic and fiscal provisions in NYC Aging's contracts, including implementation of corrective actions.
 - h. Maintain personnel policies regarding the hiring, screening, evaluation, termination, and compensation of employees.
 - i. Financial management, accounting, and reporting policies, and compliance with laws and regulations related to financial statements, including maintaining and documenting:
 - i. All major financial expenditures of the organization, as related to the contract.
 - ii. The operating budget.
 - iii. Selection of independent financial auditors (except when a financial auditor is assigned by the State under State law or is assigned under local law) who shall report all critical accounting policies and practices to the governing body; and
 - iv. Correcting any audit findings and of other actions necessary to comply with applicable laws (including regulations) governing financial statements and accounting practices.

- j. Personnel policies and procedures, including policies and procedures regarding the hiring, screening, evaluation, compensation, and termination of the Executive Director, Director of Human Resources, Chief Fiscal Officer, and any other person in an equivalent position with the Contractor organization.
 - k. Establishing, adopting, and periodically updating written standards of conduct that establish standards and formal procedures for disclosing, addressing, and resolving:
 - i. Any conflict of interest, and any appearance of conflict of interest, by officers and employees of the Contractor, and consultants and agents who provide services or furnish goods to the Contractor; and
 - ii. Complaints, including investigations, when appropriate.
 - l. Ensuring that any Subcontractors adhere to all pertinent expectations as laid out in this contract and any standards, policies, and procedures established after the commencement of this contract.
3. Culturally Competent Services: The Contractor would demonstrate a culturally competent environment and provide services that are culturally and linguistically sensitive to the distinct needs of the New York City population.
- a. The Contractor shall ensure that all training content, curriculum/a, and materials demonstrate cultural and linguistic competence. The Contractor shall ensure the capacity to deliver technology training sessions in a variety of languages, which must include, at minimum, all ten (10) citywide languages designated by Local Law 30.
 - b. The Contractor shall have a plan and relevant policies in place to address the needs of individuals with Limited English Proficiency (LEP).
4. The contractor must participate in meetings with other contractors hosted by NYC Aging, as requested.

Article 5. Staffing Plan

1. The Contractor shall maintain the ability to attract staff with relevant experience capable of managing this program and submitting deliverables. For example, staff may have a combination of experience working with older adults, administering technology workshops and trainings, providing technical support, and conducting technology needs assessments.
2. The Contractor shall have the staffing capacity and operational resources to manage the program services, as well as the ability to efficiently adhere to the program timelines.
3. The contractor shall notify NYC Aging within two (2) weeks of permanent changes in staffing.
4. The Contractor shall employ staff members and consultants, including those who deliver technology trainings, who demonstrate cultural sensitivity and competence.

5. The contractor shall actively manage employee turnover and vacancies to maintain their ability to meet program participant need/demand and ensure program quality. The contractor shall fill any vacancies within three months.

Article 6. Data Management and Record Retention

1. Data Management:
 - a. The Contractor shall maintain complete, accurate, and up-to-date records of program participants and service delivery in line with specific requirements set forth by NYC Aging. Contractor shall use and adhere to NYC Aging's data collection system for the purposes of tracking and keeping client information up to date.
 - b. The Contractor shall have the capacity, equipment, and staffing to manage data collection and entry.
2. Record Retention: The Contractor shall maintain all physical records in good order and adhere to the record retention policies established by the City of New York. Record retention may be electronic.
3. The Contractor shall submit information regarding computer software programs used to provide and facilitate program administrative reporting, data tracking, and other electronic data transfers to NYC Aging for approval.

Article 7. Emergency Preparedness

1. The Contractor shall coordinate with NYC Aging's Office of Emergency Preparedness and Response (OEPR), upon request, which offers trainings, meetings, and public/private partnerships to help service providers be better prepared for emergencies.
2. In the event of a public health emergency, the program shall adhere to any additional guidance issued by NYC Aging.
3. During a large-scale emergency, NYC Aging may request that the program assist with emergency response outside normal operating hours, such as during evenings and weekends (i.e. major hurricane event or no-notice event such as a building collapse or terrorist attack).

Article 8. Financial Requirements

1. The Contractor shall meet general financial requirements, as outlined in [The Department for the Aging Fiscal Management Manual](#) and in any announcements released by the office of the NYC Aging Chief Financial Officer.
2. The Contractor's budget, based on approved units and rates, shall fully support the effective delivery of services described in this Scope of Work.

3. The Contractor shall be financially sound and stable, as evidenced by the latest organization wide/program audited financial statements and shall adhere to sound financial practices and Generally Accepted Accounting Principles (GAAP).
4. The Contractor shall notify NYC Aging of any changes in its financial status in a timely manner (e.g., if the organization is at risk of or becomes financially unstable at any point during the contract term, it shall notify NYC Aging at the time that determination is made).
5. The Contractor shall have and adhere to appropriate financial infrastructure related to transactional, operational and strategic staffing, GAAP, and accounting system, to produce credible data to make sound financial decisions.

**APPENDIX B
PROJECT PLAN**

APPENDIX C
PERFORMANCE TARGETS

**APPENDIX D
PROGRAM BUDGET**

Connected Communities FY26 (7/1/2025-6/30/2026)		
OTI/NYC Aging Budget		
Category	Line Item Description	TOTAL COST
Professional Services	Management, Administration, Training and Tech support staffing	\$314,927.88
	Volunteer stipends	
	Training consultants	
	Technical Support (NYC Aging consult)	
Equipment/Other	Connectivity	\$1,050.00
	Prof Services	\$272,325.00
	Printing	
	Upgrades/Repairs	\$95,857.55
	Supplies	\$3,196.70
	Space Cost	\$52,782.77
	Marketing	
	Software	
		<i>SUBTOTAL</i>

Connected Communities FY27 (7/1/2026-6/30/2027)		
OTI/NYC Aging Budget		
Category	Line Item Description	TOTAL COST
Professional Services	Management, Administration, Training and Tech support staffing	\$267,040.00
	Volunteer stipends	
	Training consultants	
Equipment/Other	Technical Support (NYC Aging consult)	
	Connectivity	
	Prof Services	\$363,100
	Printing	
	Upgrades/Repairs	\$110,000
	Supplies	
	Space Cost	
	Marketing	
	Software	
		<i>SUBTOTAL</i>

Connected Communities FY28 (7/1/2027-6/30/2028)		
OTI/NYC Aging Budget		
Category	Line Item Description	TOTAL COST
Professional Services	Management, Administration, Training and Tech support staffing	\$267,040.00
	Volunteer stipends	
	Training consultants	
	Technical Support (NYC Aging consult)	
Equipment/Other	Connectivity	
	Prof Services	\$363,100
	Printing	
	Upgrades/Repairs	\$110,000
	Supplies	
	Space Cost	
	Marketing	
	Software	
		<i>SUBTOTAL</i>