



**Garment District Alliance**  
209 West 38th Street, 2nd Floor  
New York, NY 10018  
212.764.9600 T  
212.764.9697 F

www.garmentdistrict.nyc  
#garmentdistrict  
Info@garmentdistrictnyc.com

## **Request for Proposals (RFP)**

### **Garment District Alliance**

### **Social Service Outreach and Case Management Services**

Released: March 2, 2026  
Due: April 1, 2026

#### **1. Introduction**

The Garment District Alliance (“GDA”), which operates a business improvement district in New York City’s garment district (the “District”), is seeking qualified organizations to provide **social service outreach and case management services** to individuals in need within the Garment District neighborhood of Manhattan. The goal is to enhance community well-being by connecting vulnerable populations to resources, reducing individuals in crisis on our streets with addictions, mental illness or other similar conditions, and improving quality of life for residents, businesses, and visitors.

#### **2. Background**

GDA, is a not-for-profit tax-exempt organization that operates a business improvement district through a contract with the New York City Department of Small Business for the Garment District in midtown Manhattan generally between 34<sup>th</sup> and 42<sup>nd</sup> Streets and Fifth to Ninth Avenues (the “Garment District” or the “District”; see map, below). Working in partnership with local building owners and businesses, GDA improves the quality of life and economic vitality in the Garment District.

The Garment District is a vibrant mixed-use neighborhood with a diverse population, including residents, workers, and visitors. While the area is economically and culturally active, it faces challenges related to homelessness, mental health, substance use, and access to social services. The GDA has historically partnered with service providers to address these issues and now seeks proposals for a comprehensive outreach and case management program.

#### **3. Proposer Eligibility**

- Eligible proposers must be certified social service outreach organizations.
- Successful proposers may be required to registered with New York City’s digital Procurement and Sourcing Solutions Portal (PASSPort) and be in compliance with PASSPort’s current procedures and reporting requirements:  
<https://www.nyc.gov/site/mocs/systems/about-go-to-passport.page>.
- M/WBE entity participation is encouraged.
- Joint proposals are acceptable. Proposers may enter into partnerships, subcontracts,

consortiums, or other arrangements to fulfill the agreement. Proposals should clearly identify every business partner and subcontractor, what each entity's role would be, and disclose the nature of the relationship between entities. All business arrangements must be in compliance with GDA's procurement policies, contract with NYC including insurance and indemnification requirements, and all applicable city, state, and federal laws and regulations. The GDA will sign a contract only with the successful Proposer which will be fully responsible for the Services to be performed under this Proposal.

#### **4. Scope of Services**

The selected provider will be responsible for delivering the following services:

- **Street outreach:** Engage individuals experiencing homelessness, addiction, mental health issues or in crisis, to build trust and assess needs.
- **Hours:** Two full-time homeless outreach workers assigned exclusively to the GDA area (map attached), Monday through Friday, 8:00 am to 4:00 pm. Hours must have the flexibility to shift, either permanently or temporarily, as required by GDA. As needed and with reasonable prior notice, GDA may request additional hours including evenings and weekends.
- **Case management:** Develop individualized service plans, connect clients to housing, healthcare, mental health, substance use treatment, and other supportive services.
- **Resource navigation:** Assist clients in accessing benefits, employment programs, and community resources.
- **Crisis intervention:** Provide immediate support and referrals for individuals in urgent need.
- **Collaboration:** Work closely with city agencies, local nonprofits, and GDA staff to coordinate services.
- **Data collection and reporting:** Track outreach contacts, referrals, and outcomes; provide monthly reports to GDA.
- **Representation:** Attend meetings as necessary with and on behalf of GDA including interagency and community groups as well as GDA board and committee meetings.
- **Community engagement:** Conduct educational sessions for businesses and residents on how to effectively support vulnerable populations.
- **Legislation:** Inform GDA of City and State legislative changes which may affect delivery and impact of the services described herein.
- **Related Activities:** Perform any related activities that may arise from time to time, as determined by the GDA, in concordance with the GDA's goals of accurate assessment of and effective outreach to the local homeless population or individuals with mental health issues, addiction, or in crisis in the public realm.

#### **5. Deliverables**

- Regular outreach presence in the Garment District. Two full-time homeless outreach workers assigned exclusively to the GDA area (map attached), Monday through Friday, 8:00 am to 4:00 pm. Hours must have the flexibility to shift, either permanently or temporarily, as required by GDA. As needed and with reasonable prior notice, GDA may request additional hours including evenings and weekends.
- Street outreach staff must be prepared to escort individuals to recommended service providers.

- Street outreach staff must be accessible directly by cell phone and will communicate and coordinate with designated GDA Social Service Security Staff to coordinate care and continued engagement with clients.
- Street outreach staff are expected to respond expeditiously to GDA service calls particularly in the case of clients in crisis.
- Monthly progress reports with metrics (contacts made, referrals, housing placements, etc.).
- Annual program evaluation with recommendations for improvement.
- Participation in stakeholder meetings convened by GDA.

## 6. Proposal Requirements

Interested organizations must submit proposals that include:

- **Organizational profile:** Mission, history, and relevant experience.
- **Staff qualifications:** Resumes and credentials of outreach and case management staff.
- **Program approach:** Description of outreach strategies, case management model, and partnerships.
- **Contact:** Name and contact information for proposer's primary representative for this proposal.
- **Budget:** Detailed line-item budget, including staffing, supplies, and administrative costs. Proposal must include hourly cost of additional agreed upon services.
- **References:** At least three references from similar projects.
- **Compliance:** Proof of insurance, licensing, and ability to comply with any applicable city and state regulations.
- **Performance:** The Successful proposer will perform the required services in a professional manner according to the highest industry standards, with qualified personnel who are legally authorized to work in the U.S., and all work performed hereunder shall comply with all requirements of federal, state, and local laws, regulations, executive orders, regulations and rules, including, without limitation, the NYS Shield Act, the Occupational Safety and Health Act of 1970, the Affordable Care Act, E.O. 50, and equal employment opportunity laws; and all applicable laws, ordinances, rules, regulations and orders of any public authority.

## 7. Questions

Questions about this RFP must be submitted in writing by March 20, 2026, 5:00 pm, by email to [Jscupp@GarmentDistrictNYC.com](mailto:Jscupp@GarmentDistrictNYC.com)

Responses to any questions related to this RFP will be posted on the GDA website [www.garmentdistrictnyc.com](http://www.garmentdistrictnyc.com).

## 8. Evaluation Criteria and Selection Process

Proposals will be evaluated based on:

- Demonstrated experience in outreach and case management.
- Strength of program design and alignment with GDA goals.
- Qualifications of proposed staff.
- Cost-effectiveness and budget clarity.
- Capacity to collaborate with stakeholders.
- Track record of measurable outcomes.

GDA may request interviews with proposers.

GDA shall not pay any costs incurred by any entity in responding to this RFP. The review or selection of a submission will create no legal relationship or equitable rights in favor of a Proposer, including, without limitation, rights of enforcement or reimbursement.

Failure by GDA to select an entity, or to enter a contract with an entity if selected as a result of this RFP, will not create any liability on the part of GDA or any of its members, directors, officers, employees, agents, consultants, or other contractors or successors. Submission by an entity shall constitute a waiver by the Proposer of any claim or cause of action against any of the aforementioned for any costs incurred or for any matters arising in connection with GDA's review of the submissions.

## **9. Submission Instructions**

Proposers must submit one (1) digital PDF version of the proposal by email to:

Jerry Scupp  
Garment District Alliance  
[Jscupp@garmentdistrictnyc.com](mailto:Jscupp@garmentdistrictnyc.com)

## **10. Timeline**

- RFP Release Date: March 2, 2026
- Deadline for Questions: March 20, 2026
- Proposal Submission Deadline: April 1, 2026, 5:00 pm.

## **11. General Conditions and Terms**

### **A. Subcontracting**

The GDA will sign a contract only with the successful Proposer which will be fully responsible for the Services to be performed under this Proposal. If a Proposer intends to utilize a business partner or subcontractor to perform the Services, Proposals submitted must clearly identify every business partner and subcontractor who will supply services under the contract and the nature of the relationship to the Proposer.

### **B. Insurance and Indemnification**

The successful Proposer shall procure and maintain throughout the Sublicense Period, at its sole cost, Commercial General Liability insurance of not less than \$3 million combined single limit per occurrence and \$5 million aggregate and statutory limits of Worker's Compensation, Employer's Liability and Disability Benefits Insurance. All insurance policies other than Worker's Compensation, Employer's Liability and Disability Benefits Insurance must name the GDA and the City of New York, its officials, employees and agents, as an additional insured with coverage at least as broad as Insurance Services Office (ISO) Form CG 0001 and ISO Form CG 20 26 (11/84 ed.). The GDA reserves the right to require higher liability limits and other terms, if warranted.

The successful Proposer shall indemnify and hold harmless the GDA and the City, their officers, agents, servants, representatives or employees from any and all liability for any injuries, including death or damages both personal or to property, resulting from negligence

of agents, representatives, servants, employees, volunteers or independent contractors during the agreed upon time and for the agreed upon purpose;

### C. Ongoing Compliance

The successful Proposer shall comply with all laws, regulations, rules, and orders of any kind whatsoever and of any agency or entity of government whatsoever applicable to the lighting installation, replacement and maintenance.

### D. Agreement Term

Agreement with the successful proposer will be for a one-year term and will include an option for GDA to renew at the same terms for one or more terms.

## 12. District Map

