

**REQUEST FOR PROPOSALS**  
**COMFORT CENTER OPERATOR SERVICES**  
 Summer 2026 Pilot | July 1 – September 30, 2026  
 42 Chenango Street | Binghamton, New York  
 Issued by: United Presbyterian Church of Binghamton

**Key Dates**

Milestone	Date / Deadline
RFP Issued	4/22/2026
Proposals Due	5/31/2026, 4:00 PM ET
Award Notification	6/2/2026
<b>Contract Start Date (firm)</b>	<b>July 1, 2026</b>
<b>Contract End Date (firm)</b>	<b>September 30, 2026</b>

**Issuing Organization & Contact Information**

United Presbyterian Church of Binghamton (UPC) / The UP Center  
 42 Chenango Street, Binghamton, New York 13901  
 RFP Contact: Rev. Kimberly P. Chastain, Pastor  
 Email: pastor@upcbgm.org | Phone: 607-722-4219

All questions regarding this RFP must be submitted in writing to the contact above by the Question Deadline noted in the Key Dates table. Oral inquiries will not be accepted. Written responses will be compiled into an addendum that is binding on all proposers.

**SECTION 1: BACKGROUND AND PURPOSE**

United Presbyterian Church of Binghamton (UPC), through its community ministry known as The UP Center, operates a facility at 42 Chenango Street in Binghamton, New York. The UP Center has a longstanding commitment to serving vulnerable neighbors in the Greater Binghamton community and the surrounding Broome County region. In response to the ongoing need for emergency accommodation in our community, UPC seeks a qualified nonprofit or public agency to operate a low-barrier, housing-focused emergency shelter (“The UP Center”) at this location during the Summer 2026 Pilot period.

This Request for Proposals (RFP) invites eligible organizations to submit proposals to serve as the lead Operator for the UP Center from July 1, 2026 through September 30, 2026 (the “Contract Period”). These dates are firm and reflect both funding commitments and facility availability. The selected Operator will be responsible for day-to-day UP Center operations in accordance with the scope described herein, relevant New York State Office of Temporary and Disability Assistance (NYS OTDA) shelter standards where applicable, and the values and mission of UPC.

UPC is committed to an inclusive, trauma-informed, and dignity-centered approach to emergency accommodation. Proposals that demonstrate strong alignment with these values, evidence-based housing-focused practices, and meaningful community and faith-based partnerships will be prioritized.

**Parallel Process: Request for Interest in Collaboration.** Concurrent with this RFP, UPC is issuing a separate Request for Interest in Collaboration inviting faith-based organizations, community groups, individuals, and in-kind donors to contribute volunteer hours, meals, supplies, and ancillary services that complement the work of the selected Operator. Proposers to this RFP are encouraged to describe how they would coordinate with such partners (see Section 2.3).

## SECTION 2: SCOPE OF SERVICES

### 2.1 Operating Model

The Operator shall provide overnight emergency shelter services at 42 Chenango Street, Binghamton, NY, 7 nights per week for the full Contract Period. Anticipated operating hours are 5:00 PM – 9:00 AM, with defined daily opening and closing procedures. The capacity target is up to 50 beds.

Proposers may suggest alternative operating hours or models (e.g., extended daytime hours) with justification, but the base solicitation assumes overnight operations.

### 2.2 Core Service Requirements

The Operator is required to provide or coordinate all of the following:

#### 2.2.1 Intake and Assessment

- Low-barrier intake process accessible to all individuals regardless of sobriety, background, or documentation status, consistent with trauma-informed practice
- Initial assessment of client needs, including housing, health, behavioral health, and safety
- Assist clients in completing the NY-511 Coordinated Entry System (CES) assessment within the first three nights (72 hours) of their stay and submit completed assessments to CARES of NY (the lead agency for the Southern Tier Homeless Coalition / Continuum of Care) so that clients are placed on the regional prioritization list for permanent housing

#### 2.2.2 Case Management

- Primary mission is to provide a safe place to sleep; case management will be calibrated accordingly
- Information about community resources, including mental health, substance use, employment, benefits, and legal services will be provided as needed
- Housing-focused case management, including individualized housing stability plans with measurable goals, offered to all interested clients; additional daytime support available on-site as needed
- Regular documentation of client progress and housing outcomes

#### 2.2.3 HMIS Participation

- Participation in the Homeless Management Information System (HMIS) as required by the local CoC and applicable federal standards
- Timely and accurate data entry consistent with emergency shelter / street outreach project types
- Designation of a staff person responsible for HMIS data quality
- Compliance with all HMIS privacy and security requirements

#### 2.2.4 Housing-Focused Services

- Active facilitation of exits to permanent or stable housing, including referrals to rapid re-housing and permanent supportive housing pathways
- Diversion assessments offered at intake where appropriate
- Participation in community housing placement initiatives

### 2.2.5 Food Service

- Provision of meals and/or snacks commensurate with shelter operating hours (5 PM – 9 AM)
- Food service supervised by a person with ServSafe certification
- Meals must meet minimum nutritional standards and accommodate dietary restrictions as practicable
- Operator shall describe food service model, including partnerships with food banks, community providers, or faith-based meal programs (see Request for Collaboration document)

### 2.2.6 Safety and Facility Management

- Staffing to ensure a safe, supervised environment at all times during operating hours
- Implementation of a written safety and security plan (required as part of submission)
- Incident documentation and reporting protocols compliant with NYS OTDA standards
- Compliance with applicable fire safety, building, and health codes and UPC policies
- First aid and NARCAN training for all direct-service staff prior to client contact
- Close coordination with UPC regarding facility use, maintenance, and any capital needs

## 2.3 Community and Faith-Based Partnership Plan

A central feature of this Summer 2026 Pilot is coordination between the selected Operator and a network of community collaborators — including faith-based organizations, individual volunteers, and in-kind donors — who will be recruited through UPC's parallel Request for Interest in Collaboration.

As part of the RFP response, the Operator must submit a Community Partnership Plan describing:

- How the Operator will receive, train, schedule, and supervise volunteers contributed by faith-based and community partners, consistent with the Operator's safeguarding and insurance policies
- How the Operator will coordinate with partners providing in-kind meals, supplies, or ancillary services (e.g., clothing, hygiene, pastoral presence)
- How the Operator will protect client confidentiality and dignity when volunteers or visitors are present
- A single point of contact (staff name and title) responsible for community partnership coordination

UPC will facilitate introductions between the selected Operator and partners who respond to the Request for Interest in Collaboration, but the Operator retains sole authority and responsibility for day-to-day staffing decisions and program integrity.

## SECTION 3: ELIGIBILITY REQUIREMENTS

To be eligible to submit a proposal, organizations must meet the following minimum qualifications:

- **Legal Status:** Must be a duly organized nonprofit organization or public agency in good standing in the State of New York.
- **Experience:** Must have a minimum of three (3) years of demonstrated experience operating emergency shelter programs or conducting street outreach for people experiencing homelessness.
- **Practice Model:** Must demonstrate trauma-informed, low-barrier practice, with supporting policies and procedures.

- Cultural Humility: Must demonstrate commitment to culturally humble and equitable service delivery; staff training in this area is required.
- HMIS Capability: Must be currently enrolled in the applicable HMIS or demonstrate readiness to enroll and operate prior to July 1, 2026.
- Regulatory Compliance: Must be able to comply with NYS OTDA shelter standards where applicable and practicable, as well as any applicable CoC requirements.
- Insurance: Must be able to obtain and maintain required insurance coverage as specified in Section 8 and provide certificates of insurance prior to contract execution.

UPC reserves the right to verify all eligibility claims and to disqualify any proposal that does not meet the minimum eligibility requirements.

## SECTION 4: BUDGET REQUIREMENTS

### 4.1 Budget Structure

Proposals must include a detailed quarterly operating budget covering the firm Contract Period (July 1, 2026 – September 30, 2026) using the framework below. UPC has defined the following budget line item categories and their basis. Proposers should use actual costs where known and provide clear assumptions for estimated items.

Budget Line Item	Basis	Quarterly Amount
Personnel – Salaries	Per position and proportion of fte	[Per Budget]
Personnel – Benefits	Per position and proportion of fte	[Per Budget]
Utilities	Incremental increase over UPC’s 2025 baseline	[Per Budget]
Professional Fees	Cleaning and laundry services	[Per Budget]
Insurance (Other Expenses)	Incremental insurance cost attributable to shelter operations	[Per Budget]
Food Service	Consistent with overnight operating hours (5 PM – 9 AM)	[Per Budget]
Program / Operating Costs	Case management supplies, client necessities, HMIS licensing, etc.	[Per Budget]
<b>TOTAL PROPOSED QUARTERLY BUDGET</b>		<b>\$ _____</b>

### 5.2 Budget Notes

- The maximum of the budget is \$100,000 (all inclusive). This amount represents a the Operator being a subcontractor for the grant the City of Binghamton awarded to United Presbyterian Church of Binghamton.
- UPC expects that the largest portion of the budget will be for staff.
- UPC wants to partner with the Operator. Accordingly,
  - In-Kind Contributions: Proposers are encouraged to identify any in-kind contributions they anticipate receiving through UPC’s Request for Interest in Collaboration (e.g., donated meals, volunteer hours) and to reflect these as offsets in the budget narrative, not as reductions in required paid staffing.
  - Utilities: The church will cover the cost of utilities.

- Custodial services: UPC will provide standard custodial services while the shelter is not in operation and will coordinate with Center staff to address emergent custodial needs
- Insurance (Other Expenses): The church shall maintain building insurance, but the church should be added as an additional insured to the Operator's professional liability insurance.

Proposers shall separately describe:

- Professional Fees: Covers contracted cleaning and laundry services required for shelter operations, at a frequency appropriate to overnight operations and 50-bed capacity.
- Insurance provisions in their own organizational budget.
- Food Service: Budget should be consistent with overnight operating hours and expected capacity utilization.

Proposers must certify that their proposed budget is realistic, sufficient to operate the program at the proposed level, and consistent with the organization's fiscal policies.

## SECTION 5: SUBMISSION REQUIREMENTS

### 5.1 Proposal Package

Proposals must include all of the following components, organized in the order listed. Incomplete submissions may be disqualified.

#### A. Cover Letter

- Signed by an authorized organizational representative
- Affirms the organization's eligibility and commitment to UPC's mission and values
- Confirms awareness of and agreement to the key contract terms outlined in Section 7

#### B. Organizational Overview

- Organizational history, mission, and core programs
- Description of current and prior emergency shelter or homeless services experience (minimum 3 years required)
- Organizational chart showing leadership and program structure
- Evidence of nonprofit / public agency status (e.g., IRS determination letter, NYS filing)
- Most recent audited financial statements (last two fiscal years)

#### C. Staffing Plan and Wages

- Proposed staffing structure including all positions, FTE status, hours per week, and wage rates
- Confirmation that staffing meets or exceeds the needs for this service
- Description of supervision, on-call coverage, and schedule management practices
- Staff recruitment strategy and projected timeline for hiring in advance of July 1, 2026

#### D. Cultural Humility Training Plan

- Description of current cultural humility, equity, and anti-racism training provided to staff, if any
- Documentation or attestation of training completion for existing relevant staff
- Commitment to ongoing training and how training outcomes are tracked

#### E. HMIS Plan

- Current HMIS enrollment status in the applicable CoC (Southern Tier / Broome County)
- Name and qualifications of staff responsible for HMIS data entry and quality
- Description of policies and procedures governing timely and accurate HMIS data entry
- Recent HMIS data quality report or equivalent performance documentation, if available

#### F. Quality and Safety Plan

- Description of program quality assurance practices, including how outcomes are tracked and reviewed
- Written Safety and Security Plan specific to emergency shelter operations, addressing building access and visitor management; guest conduct and grievance procedures; incident classification, response, and reporting; staff safety and de-escalation; emergency procedures (fire, medical, behavioral-health crises); coordination with local law enforcement and emergency services; safeguarding and child/vulnerable-adult protection policies

#### G. Insurance Certificates

- Certificates of insurance (or letter of intent to obtain) for all required coverages (see Section 7.3)

#### H. Proposed Quarterly Budget

- Complete quarterly operating budget (7/1/26 – 9/30/26) using, minimally, the line items in Section 5
- Narrative explaining key assumptions, cost drivers, and any projected cost-sharing or in-kind contributions
- Proposed total contract amount (maximum \$100,000)

#### I. References

- Minimum of three (3) professional references from funders, partner agencies, or government entities with direct knowledge of the applicant's shelter or homeless services work
- Reference letters or contact information (name, title, organization, phone, email)
- References from Broome County agencies or CoC partners are strongly encouraged

#### J. Community Partnership Plan

- Per Section 2.3, describe how the Operator will engage, train, schedule, and supervise volunteers and in-kind partners recruited through UPC's parallel Request for Interest in Collaboration
- Identify a single staff point of contact for community partnership coordination

### 5.2 Submission Instructions

Proposals must be submitted by the deadline noted in the Key Dates table.

Submit one (1) electronic copy (PDF preferred) and one (1) hard copy to:

**United Presbyterian Church of Binghamton – RFP Shelter Operator**

42 Chenango Street, Binghamton, NY 13901

Attn: Rev. Kimberly P. Chastain, Pastor

Email: pastor@upcbgm.org

Electronic submissions should have a file name formatted as: [Organization Name]\_ShelterRFP\_[Date].pdf

## SECTION 6: SELECTION PROCESS AND EVALUATION

## 6.1 Review Process

All responsive proposals will be reviewed by a UPC selection committee designated by Session. UPC reserves the right to request clarifications, schedule presentations or site visits, and contact references during the review process. Proposals may be evaluated in multiple rounds.

## 6.2 Evaluation Criteria

Proposals will be scored according to the following weighted criteria:

Evaluation Criterion	Max Points
Organizational experience & capacity (≥3 yrs emergency shelter/outreach)	25
Service model quality (trauma-informed, low-barrier, housing-focused)	20
Staffing plan, wages, and supervision structure	15
HMIS capability and data quality performance	10
Regulatory compliance (NYS OTDA, CoC, etc.)	10
Budget realism, cost-effectiveness, and financial controls	10
Alignment with UPC mission and community / faith-based partnerships	10
<b>TOTAL</b>	<b>100</b>

## 6.3 Award

UPC reserves the right to award a contract to the highest-scoring responsive and responsible proposer, to negotiate with one or more finalists, to reject any or all proposals, and to cancel or reissue this RFP at any time. Award is subject to Session approval by UPC.

## SECTION 7: KEY CONTRACT TERMS

The following terms will be incorporated into any resulting contract. By submitting a proposal, the Operator acknowledges awareness of these terms and agrees to negotiate in good faith toward their inclusion.

### 7.1 Performance and Reporting

- The Operator shall meet program KPIs established in the contract, including but not limited to: average nightly occupancy, housing exits, HMIS data quality scores, incident rates, and case management engagement rates.
- The Operator shall submit monthly and end-of-pilot performance reports to UPC in a format specified in the contract.
- UPC retains audit rights over all program records, financial records, and HMIS data related to the contract.

### 7.2 Indemnification

- The Operator shall indemnify, defend, and hold harmless UPC and its officers, employees, and agents from any and all claims, damages, losses, and expenses arising from the Operator's performance under the contract.

### 7.3 Insurance Requirements

- Commercial General Liability: minimum \$1,000,000 per occurrence / \$2,000,000 aggregate
- Professional Liability / Errors and Omissions: as applicable to services provided (\$1,000,000)
- Abuse & Molestation: minimum \$1,000,000
- Automobile (HNOA; if applicable): minimum \$1,000,000 CSL
- Workers' Compensation: as required by New York State law
- UPC shall be named as Additional Insured on GL and HNOA with primary-and-noncontributory wording; waiver of subrogation where available
- Certificates of insurance must be provided prior to contract execution and maintained throughout the Contract Period

#### 7.4 Safeguarding Policy

- The Operator shall maintain and enforce a written safeguarding policy to protect all clients, including vulnerable adults, from abuse, neglect, and exploitation.
- All staff and volunteers (including those placed via UPC's Request for Interest in Collaboration) in direct contact with clients must undergo background checks prior to service, consistent with the Operator's policy.

#### 7.5 Non-Discrimination

- The Operator shall not discriminate in the provision of services or hiring on the basis of race, color, religion, national origin, sex, gender identity or expression, sexual orientation, age, disability, marital status, or any other protected characteristic under applicable federal, state, or local law.
- Services shall be provided in a manner that affirms the dignity and worth of every person served.

#### 7.6 Incident Reporting

- The Operator shall report all critical incidents (as defined in the contract) to UPC within 24 hours and to applicable regulatory agencies within required timeframes.
- The Operator shall maintain an incident log accessible to UPC upon request.

#### 7.7 Termination

- Termination for Cause: UPC may terminate the contract immediately upon written notice if the Operator materially breaches any contract term and fails to cure such breach within the timeframe specified.
- Termination for Convenience: Either party may terminate the contract without cause upon thirty (30) days written notice, given the short Contract Period.
- Upon termination, the Operator shall cooperate fully in the transition of shelter operations to ensure continuity of services for clients.

### SECTION 8: GENERAL CONDITIONS

- This RFP does not commit UPC to award a contract, to pay any costs incurred in the preparation of proposals, or to procure or contract for services.
- All materials submitted in response to this RFP become the property of UPC.
- UPC reserves the right to waive minor irregularities in proposals.
- Proposers must disclose any actual or potential conflicts of interest in the cover letter.

- Any misrepresentation in a proposal may result in disqualification.
- This RFP and any resulting contract shall be governed by the laws of the State of New York.
- Questions and clarifications will be answered in a written addendum posted to all registered proposers. UPC's responses to questions shall be binding on all proposers.

## APPENDIX A: GLOSSARY OF KEY TERMS

Term	Definition
<b>CoC</b>	Continuum of Care – the regional planning body for homeless services (Southern Tier / Broome County)
<b>CES</b>	Coordinated Entry System – a standardized, community-wide process for connecting people experiencing homelessness to appropriate housing and services
<b>HMIS</b>	Homeless Management Information System – a locally administered database that collects client-level data on homelessness
<b>Low-Barrier</b>	A shelter model that removes common barriers to entry such as sobriety requirements, curfews, or ID requirements, to the extent feasible
<b>OTDA</b>	New York State Office of Temporary and Disability Assistance – state agency overseeing emergency shelter standards
<b>PCUSA</b>	Presbyterian Church (USA) – UPC’s denominational affiliation, whose employment standards govern benefit requirements
<b>Trauma-Informed</b>	A service approach recognizing the widespread impact of trauma and integrating knowledge about trauma into policies, procedures, and practices
<b>UPC</b>	United Presbyterian Church of Binghamton – the issuing organization for this RFP

## APPENDIX B: SUBMISSION CHECKLIST

Complete and include this checklist as the first page of your submission package.

✓	Required Document	Pages (est.)
<input type="checkbox"/>	A. Cover Letter (signed by authorized representative)	1–2
<input type="checkbox"/>	B. Organizational Overview (with org chart, IRS letter, audits)	3–5
<input type="checkbox"/>	C. Staffing Plan and Wages (all positions, hours, rates, benefits)	2–4
<input type="checkbox"/>	D. Cultural Humility Training Plan (with documentation)	1–2
<input type="checkbox"/>	E. HMIS Plan (enrollment status, staff, data quality)	1–2
<input type="checkbox"/>	F. Quality and Safety Plan (incl. written Security Plan)	2–4
<input type="checkbox"/>	G. Insurance Certificates or Letter of Intent to Obtain	As needed
<input type="checkbox"/>	H. Proposed Quarterly Budget (with narrative)	2–3
<input type="checkbox"/>	I. References (minimum 3, with contact info)	1–2
<input type="checkbox"/>	J. Community Partnership Plan (see Section 2.3)	1–2

*Thank you for your interest in serving the Binghamton community through The UP Center Shelter.*  
 Questions? Contact: Rev. Kimberly P. Chastain, Pastor | pastor@upcbgm.org | 607-722-4219