

CBO to report these issues to the respective City agency along with the assigned ticket number and to keep them updated on our end.

Moreover, we would like to bring to your attention a concerning trend regarding the response time of the MOCS helpdesk. As a provider working on time-sensitive contracts, we have noticed that the helpdesk's response time has been steadily increasing, causing significant frustration to efficiently manage our contracts. While we understand that the helpdesk may be experiencing a high volume of inquiries, responses to issues are now regularly taking over 5 business days. This delay in receiving critical support has a direct impact on our ability to meet contractual obligations in a timely manner. We strongly urge MOCS to improve the helpdesk's response time and ensure that providers receive the support they need to effectively manage their contracts. This may involve allocating additional resources to the helpdesk, implementing more efficient ticketing systems, or providing alternative channels for urgent inquiries.

We also highlight the inefficiencies and administrative burdens arising from the current three-way communication process involving the CBO (Provider), City agencies (Vendor), and the Mayor's Office of Contract Services (MOCS). This process necessitates repetitive communication, which hinders effectiveness and leads to unwarranted delays. Whenever contract-related challenges occur, both MOCS and the public agencies have failed to provide clear resolutions to the issues at hand, often engaging in a pattern of deflecting responsibility. This lack of clarity and accountability has left contractors not only in a state of uncertainty but waiting in limbo for payment on contracts.

Given these ongoing challenges, we find the overall budget cut to MOCS to be a matter of great alarming concern. We strongly advocate for the streamlining of communication channels and the prompt resolution of technical issues. By implementing these measures, administrative burdens can be significantly reduced, efficiency enhanced, and the contract management process expedited.

The challenges stemming from the data migration process from HHSA to PASSPort have resulted in additional complications affecting contract registration. Despite our efforts to upload the required contract documents promptly upon their release on the PASSPort platform, critical documents such as insurance documents, CHAR 500, or Financial Audits were lost during the migration period, exacerbating registration difficulties. Consequently, nonprofit organizations have been compelled to contact MOCS for assistance, as neither the portal allowed for document updates based on the contract policy period nor did City agencies have the ability to unlock the portal or upload documents on their end. This ultimately created a significant impediment to the contract registration process.

Ensuring timely contracted payments is paramount for University Settlement to fulfill its obligations, including staff compensation, benefits provision, rent coverage, and service delivery to New York City's most



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efficiency in the contracting process. We eagerly anticipate collaborating with the City Council and the Administration toward this shared objective. Thank you for the opportunity to provide testimony. For any further inquiries, please contact us at contracts@universitysettlement.org.

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