

Request for Proposals

RFP # 20077

Program Performance Monitoring and Quality Improvement in Maternal and Child Health Programs

Amendment #2
October 27, 2022

The following are official modifications, which are hereby incorporated into the New York State Department of Health, Program Performance Monitoring and Quality Improvement in Maternal and Child Health Programs Request for Proposals (RFP) #20077, issued October 5, 2022. The information contained in this amendment prevails over the original RFP language. For all amendments below, deleted language appears in red and strikethrough (“~~xxx~~”) and added language appears in underline (“xxx”).

1. 6.3 Technical Proposal Narrative

~~4.1.8~~ 4.1.9 Assessing Potentially Problematic Information

~~4.1.9~~ 4.1.10 Department’s Right to Modify, Reduce or Eliminate Program Monitoring/Quality Improvement Activities

~~4.1.10~~ 4.1.11 Meetings with DOH

~~4.1.11~~ 4.1.12 Use of Generally Accepted Medical Criteria for Reviews

2. 6.3 Technical Proposal Narrative

The technical proposal should provide satisfactory evidence of the Bidder’s ability to meet, and expressly respond to, each element listed below.

Elements of the technical proposal are as follows:

~~Experience – Performing Tasks/Deliverables~~

D.1 The bidder should describe a plan to revise and develop a monitoring tool that meets the regulatory and programmatic needs of the Department, outlining their timeline to ensure completion in the first 3 months of the contract, as described in Section ~~4.1.3~~4.1.2

D.1.1 The Bidder should describe in detail, their approach to planning and performing each type of monitoring review, including arranging site visit scheduling, conduct pre-review, on-site, and post review activities, and site visit follow up activities, as described in Sections ~~4.1.4 through 4.1.5a-c~~ 4.1.3 through 4.1.4 of this RFP.

D.1.2 The Bidder should describe in detail, their plan for tracking and screening all Corrective Action Plans received from providers, their approach tracking CAPs, extensions, and resubmissions and due dates. In addition, describe their approach to reviewing, developing, and sending draft responses to DOH. This should include plan for developing training and guidance to providers on accurate response and completion of CAPs, as described in Section ~~4.1.5 c~~ 4.1.5 through 4.1.6 of this RFP.

D.1.3 The Bidder should describe a plan and method to transmit all data to DOH on a quarterly basis using standardized reports, as well as the ability to provide ad hoc reporting to DOH in an agreed upon time frame and platform, as described in Section ~~4.1.5 d~~ 4.1.7 of this RFP.

D.1.4 The Bidder should describe their approach to maintaining the Monitoring Application and Data System, including responsibility for the system hardware and equipment, programming for adjustments to the established Teleform System, routine adjustments, completing reports, upkeep of laptop computers for monitoring staff to enter monitoring data on site, and updates/revisions to the Monitoring tool as needed or required as described in Section ~~4.1.6~~ 4.1.7 through 4.1.8 of this RFP.

D.1.5 The Bidder should describe their approach to communicating serious problems or situations found during a review to DOH, as described in Section ~~4.1.7~~ 4.1.9 of this RFP.

D.1.6 The Bidder should provide acknowledgement of the Departments right to modify or eliminate Program Monitoring/Quality Improvement Activities as described in Section 4.1.10.

D.1.7 The Bidder should demonstrate their ability to meet the availability criteria described in Section ~~4.1.9~~ 4.1.11 of this RFP.

D.1.8 The Bidder should describe their familiarity with and use of nationally defined/accepted medical standards and care criteria to conduct its reviews as described in Section 4.1.12.

D.2 Staffing

D.2.1 The bidder should provide a staffing plan for completion of services that includes detailing the following for each:

a. Bidder's process for designating a Project Manager that has all the required qualifications as described in Section 4.2.1 of this RFP;

~~b. Bidder's process for ensuring all Contractor and subcontractor staff will be appropriately trained and how the training protocols provide for consistency among monitoring staff and the analysis of findings as described in Section 4.2.2 of this RFP;~~

~~c.~~ b. How the Bidder intends to maintain the staffing levels and personnel planned; and

~~d.~~ c. An organizational chart that delineates the titles of the staff responsible for fulfilling the tasks/deliverable detail in Section 4.0 (Scope of Work), their lines of communications, and demonstrates how the organization intends to utilize management, key personnel and other staff for this project.

D.2.2 The Bidder should detail how they plan to recruit and train an adequate number of staff to comprise teams that will conduct simultaneous monitoring reviews throughout the state as described in Section 4.2.2 of this RFP.

D.2.3 The Bidder should demonstrate their ability to provide sufficient additional administrative support staff necessary to organize, prepare and carry out all administrative tasks associated with conducting the services as describe in Section 4.2.2.

D.3 The Bidder should describe their proposed approach for collecting, organizing, managing and reporting data as described in Section 4.3.1 of this RFP.

D.4 The Bidder should describe their proposed approach to ensure compliance with required Information Technology as described in Section ~~4.4~~ 4.3.2 of this RFP.

D.5 The Bidder should describe their proposed approach to comply with all privacy and security requirements as described in Section ~~4.5~~ 4.3.3 of this RFP.

D.6 The Bidder should describe their proposed approach for Transition as described in Section ~~4.6~~ 4.3.4 of this RFP.

D.7 The Bidder should describe their proposed approach for Meeting Timelines for Deliverables (see Scope of Work Section ~~4.7~~ 4.3.5).

3. 5.5 Minority & Woman-Owned Business Enterprise Requirements

Business Participation Opportunities for MWBEs

For purposes of this solicitation, DOH hereby establishes an overall goal of ~~0~~ 30% for MWBE participation, ~~0~~ 15% for Minority-Owned Business Enterprises (“MBE”) participation and ~~0~~ 15% for Women-Owned Business Enterprises (“WBE”) participation (based on the current availability of qualified MBEs and WBEs and outreach efforts to certified MWBE firms). A contractor (“Contractor”) on the subject contract (“Contract”) must document good faith efforts to provide meaningful participation by MWBEs 24 as subcontractors or suppliers in the performance of the Contract and Contractor agrees that DOH may withhold payment pending receipt of the required MWBE documentation. For guidance on how DOH will determine “good faith efforts,” refer to 5 NYCRR §142.8.

4. 4.2.2 Teams to Conduct Statewide Monitoring Reviews

Individuals need to have had training and/or experience in the administration and/or fiscal management of organizations providing health and human services, preferably in Family Planning in accordance with New York State and federal Title X standards and requirements as outlined on HHS.gov found here: <https://opa.hhs.gov/sites/default/files/2022-08/title-x-program-handbook-july-2022-508-updated.pdf> (~~Attachment L~~), School Based Health Center Medical and/or School-Based Health Center Dental Programs (the Contractor may provide such training, after Departmental approval, and should be prepared to have that training prior to implementation)