

**New York State Department of Health
Office of Health Insurance Programs**

**Request for Proposals (RFP) #20187: Person-Centered Planning Comprehensive
System Transformation Statewide Training Initiative**

Questions and Answers - November 4, 2022

Question #	Corresponding RFP Section	Question	Answer
1.	General	Can you state if the previous RFP, RFP # 17625 Person-Centered Planning Comprehensive System Transformation Statewide Training Initiative has been awarded? If so, can you please provide the name of the awarded vendor?	Contract #C033972 is the resulting contract from RFP #17625. Contract #C033972 was awarded to Public Consulting Group LLC.
2.	General	Is the incumbent, Public Consulting Group, Inc., successfully providing the services included in the Scope of Work at the present time?	This question is not relevant to the submission of a proposal under this RFP.
3.	General	Have there been any amendments made to the existing contract held by incumbent, Public Consulting Group, Inc.? If so, can the Department provide a reason for each amendment?	This information can be requested through a Freedom of Information Law (FOIL) Request by following the link below: Request NYS Department of Health Records Through The New York State Freedom of Information Law
4.	3.2 Preferred Qualifications (Page 7)	What does DOH defining as an “impacted population’s service system”?	The term ‘impacted populations’ refers to the populations of individuals who receive home and community-based services (HCBS) under Medicaid’s HCBS Final Rule, including, but not limited to, through service systems regulated by the New York State Office of Mental Health, the New York State Office for People with Developmental Disabilities, and the New York State Department of Health.
5.	4.1 Tasks/Deliverables (Page 8)	Will the contractor need to develop a new person-centered planning template for the Resource Library? Or is the contractor obtaining existing person-centered planning templates from NY HCBS programs to add to / update on the Resource Library?	The contractor will be responsible for obtaining existing person-centered planning templates from NY HCBS programs to add to the Resource Library.

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6.	4.1.B Person-Centered Planning and Practice Resource Library (Page 9)	There is not a monthly resource library report described in the Reporting section of this RFP. Would the selected contractor be expected to submit separate monthly resource library reports? Or would resource library reporting be included in the overall monthly progress reports?	Resource library reporting can be included in the overall monthly progress reports.
7.	4.1.D Learning Institutes (Page 10)	What are DOH's expectations for training registration infrastructure?	The training registration infrastructure should be adequate to support the goals of the training initiative including, but not limited to, accurately processing registrations and maintaining accurate information regarding training events and participants.
8.	4.1.D Learning Institutes (Page 11)	How will DOH determine if and how many Learning Institutes and Regional/Virtual Trainings occur in-person vs. virtual?	The Department will work with the contractor to determine the most appropriate methodology for training sessions based on the content to be delivered and the audience(s) being targeted.
9.	4.1.D Learning Institutes (Page 11)	What is DOH defining as an "institute" in the context of Section 4.1.D.3.c?	A Learning Institute is an intensive training mechanism that promotes needed change at the systems level.
10.	4.1.D Learning Institutes (Page 11)	If DOH determines demand for Learning Institutes exceeds the anticipated amount of 6 per year, should Contractor propose a per unit price methodology for each Learning Institute to ensure pricing can be easily adjusted to scale up if needed? Or is per unit pricing for Learning Institutes supposed to cover total cost of all Learning Institutes per year?	The bidder should propose a per unit price methodology for each Learning Institute. Specifically, as outlined in the RFP in Attachment B – Cost Proposal, "Bidders must provide a deliverable price per unit price for each deliverable."
11.	4.1.E Regional/Virtual Trainings (Page 11)	Is DOH interested in contractors that propose other person-centered planning concepts (e.g. Charting the Lifecourse) that are not currently part of the training curriculum?	Contractors are not limited in their proposals to concepts currently in use.
12.	4.1.E Regional/Virtual Trainings (Page 11)	Will DOH provide the selected Bidder's with a list or data (names of individuals and entities) to identify the recruit and track audiences targeted for registration and training sessions?	The Department may provide the selected Bidder with available information. However, selected Bidder should be fully prepared to identify and recruit the training audiences without this information.
13.	4.1.E Regional/Virtual Trainings (Page 11)	Does DOH have a denominator or estimated number of individuals to quantify the audiences targeted for recruitment and trainings?	Per section 4.1.E.3.a of the RFP, the Department anticipates up to 100 total training sessions will be conducted per year; the actual number of

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			training sessions may vary based on need and demand, as determined by the Department. Per section 4.1.E.2.d.iv of the RFP, the Contractor must develop and utilize recruitment strategies that will ensure approximately 40 individuals will be trained in each in-person or virtual training session.
14.	4.1.E Regional/Virtual Trainings (Page 11)	Can DOH either define or provide the names of “all HCBS service sectors”?	New York State provides home and community-based services across five offices that oversee programs and services to individuals with disabilities, including physical, behavioral, mental, developmental, or intellectual disabilities. The agencies/offices which oversee New York’s home and community-based service (HCBS) provision are the: Department of Health (DOH); Office for People with Developmental Disabilities (OPWDD); Office of Mental Health (OMH); Office for Alcohol and Substance Abuse Services (OASAS); and Office of Children and Family Services (OCFS).
15.	4.1.E Regional/Virtual Trainings (Page 13)	The RFP requires the production of edited, polished recordings for each new Regional/Virtual Training topic. Would DOH consider revising the cost proposal to include a line item for the production and delivery of these recordings?	No changes are anticipated to be made to the structure of the cost proposal. Bidders will need to respond to the RFP as it is issued and should price the deliverables accordingly.
16.	4.1.E Regional/Virtual Trainings (Page 13)	Do the Regional/Virtual Training recordings need to be in any specific format? And does the recording need to be accompanied by a transcript or other additional features?	The format will be determined by technical requirements of the Department of Health webpage that will be hosting the recordings. A transcript will be required to accompany the recording.
17.	4.1.F Program Evaluation (Page 14)	Will Contractor be responsible for conducting the project’s formal independent evaluation? Or is Contractor responsible for hiring an independent 3rd party sub-contractor to complete the evaluation?	The Contractor will conduct a formal independent evaluation of the project as outlined in RFP Section 4.1.F. While the Department anticipates this independent evaluation will be conducted by an independent 3rd party, using a 3rd party is NOT a requirement. It is up to the Contractor, at

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			their sole discretion, to determine if an independent 3rd party is needed to conduct the independent evaluation as outlined in RFP Section 4.1.F.
18.	4.1.F Program Evaluation (Page 14)	Aside from the formal independent evaluation, will DOH conduct their own evaluation of the Contractor's training development and delivery? If so, what performance criteria will DOH use and will performance feedback or evaluation results be shared with the Contractor throughout the program? If so, what frequency will DOH share evaluation results with the Contractor?	The Department will closely monitor the Contractor's performance in meeting project deliverables, including but not limited to, review of submitted reports, and regular meetings with the project team responsible for implementation.
19.	4.1.F Program Evaluation (Page 14)	How is DOH defining effectiveness of the Contractor's training delivery? For example, is effectiveness defined by quantifiable outcomes of targeted Statewide audience's training attendance and engagement? And by qualitative outcomes of patient centered care and HCBS practices after training is delivered?	The Department will closely monitor the Contractor's performance in meeting project deliverables, including but not limited to, review of submitted reports, and regular meetings with the project team responsible for implementation.
20.	4.1.F Program Evaluation (Page 14)	If Contractor's proposal requires access to Patient Health Information data for measuring effectiveness for formal evaluation, will DOH assist to provide or access to this data?	The specifics of data access will need to be resolved once an award is made. The Department may only be able to share de-identified data.
21.	4.1.F Program Evaluation (Page 14)	Does the Department have a grading rubric or preferred criteria for evaluating a Contractor's proposed methodology to measure training or audience outcomes? For example; should Contractor's proposed methodology focus on evaluating the outcomes of training participation and engagement? or measuring the outcomes of participants adopting training practices? Or measuring impacts of PC practices on patient outcomes?	The Department is relying on the contractor to propose an appropriate and effective methodology.
22.	4.1.F Program Evaluation (Page 14)	Will DOH conduct their own evaluation to determine if Contractor's training program is successful? If so, how will this evaluation be conducted and how frequently?	The Department will closely monitor the Contractor's performance in meeting project deliverables, including but not limited to, review of submitted reports, and regular meetings with the project team responsible for implementation.
23.	4.1.F Program Evaluation (Page 14)	Is the prime contractor permitted to complete the formal independent evaluation? Or does DOH expect that the prime contractor will subcontract with a separate entity that	The Contractor will conduct a formal independent evaluation of the project as outlined in RFP Section 4.1.F. While the Department anticipates

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		will conduct the evaluation independent from the prime contractor?	this independent evaluation will be conducted by an independent 3rd party, using a 3rd party is NOT a requirement. It is up to the Contractor, at their sole discretion, to determine if an independent 3rd party is needed to conduct the independent evaluation as outlined in RFP Section 4.1.F.
24.	4.1.F Program Evaluation (Page 14)	Are there key metrics that DOH wants to be evaluated? For example, trainer effectiveness and knowledge growth/retention are some typical metrics.	The Department is relying on the contractor to propose an appropriate and effective methodology.
25.	4.1.F Program Evaluation (Page 14)	Does DOH expect that evaluation data will be self-reported by training participants?	The Department is relying on the contractor to propose an appropriate and effective methodology.
26.	4.2 Staffing (Page 14)	What criteria will DOH use to determine if Bidder's staff has a sufficient number of culturally competent staff? And what criteria will DOH use to determine if a Bidder's staff has sufficient cultural competence? For example; Is completion of a Cultural Competence training module/course (compliant with NYSDOH criteria) considered sufficient training to qualify staff for Culturally Competence?	The Department has not established minimum standards for determining the cultural competence of staff. Please see Amendment #1.
27.	4.2 Reporting (Page 15)	The reporting activities as described will require a significant amount of time and resources to complete. Would DOH consider revising the Cost Proposal to include deliverables for the required reports? The reports would include: <ul style="list-style-type: none"> o Learning Institute Reports o Regional/Virtual Training Attendance Reports o Monthly Progress Reports o Quarterly Training Evaluation Reports 	No changes are anticipated to be made to the structure of the cost proposal. Bidders will need to respond to the RFP as it is issued and should price the deliverables accordingly.
28.	6.1 Administrative Proposal (Page 27)	Item G, "Bidder's Certified Statements" states that "Attachment A must be signed by an individual authorized to bind the Bidder contractually." Can the Department	Confirming that RFP Section 6.1: Administrative Proposal Item G: Bidder's Certified Statements is

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		confirm if this is referring to Attachment 7 as there is no signature line on Attachment A?	referring to Attachment 7. Please see Amendment #1.
29.	6.2 Technical Proposal (Page 27)	Will the Bidder's qualifications, competence, and capacity be weighted differently when DOH evaluates the total score of a proposal's Technical and Administrative sections?	Bidders will be scored solely on information included in their Technical (70%) and Cost Proposals (30%). Please see Section 6.0: Proposal Content and Section 8.0: Method of Award of the RFP for additional information.
30.	6.2 Technical Proposal (Page 28)	What type of documentation is considered acceptable or sufficient documentation to demonstrate a Bidder's prior experience to determine eligibility?	Please see RFP Section 6.2.C. in its entirety, and specifically, "Documentation of Bidder's Eligibility Responsive to Section 3.0 of the RFP. 1. Bidders must be able to meet all the requirements stated in Section 3.1 of the RFP. The bidder must submit documentation that provides sufficient evidence of meeting the criterion. This documentation may be in any format needed to demonstrate how they meet the minimum qualifications to propose..."
31.	6.2 Technical Proposal (Page 28)	Does DOH have minimum staffing ratios to determine if a Bidder has proposed sufficient numbers of training staff to conduct required Learning Institutes and deliverables? If so, does this criteria vary for conducting virtual vs. in-person Learning Institutes or deliverables?	The Department has not established minimum staffing ratios. Please see Amendment #1.
32.	6.2 Technical Proposal (Page 28)	Does DOH have minimum standard to determine if a Bidder's staff and/or sub-contracted staff has sufficient or relevant prior experience?	The Department has not established minimum standards for staffing. Please see Amendment #1.
33.	6.2 Technical Proposal (Page 28)	Section 6.2 states "The Technical Proposal should demonstrate the qualifications of the Bidder and the staff to be assigned to provide services related to the services included in this RFP" and to "Please provide the information in the same order in which it is requested." However, the following requirements from the scope are not referenced in the Technical Proposal Narrative: 4.1.A, 4.1.B.1, 4.1.B.4, 4.1.B.6, 4.1.B.7, 4.1.C, 4.1.D.4, 4.1.E.2.a, 4.1.E.2.c, 4.1.E.2.g, 4.1.E.2.j, 4.1.E.4, 4.2.A, 4.2.B, 4.2.C (partial), 4.2.E, 4.4, 4.5, and 4.6. To address the requirements not listed in the Technical Proposal Narrative, should bidders create a separate section in their proposal response?	Please see RFP Section 6.2 Technical Proposal in its entirety, and specifically, " <u>The following outlines the information requested to be provided by Bidders. The information requested should be provided in the prescribed format. Responses that do not follow the prescribed format may be eliminated from consideration.</u> All responses to the RFP may be subject to verification for accuracy. <u>While additional data may be presented, the following should be included. Please provide the information in the same order in which it is requested...</u> "

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34.	6.2.D Technical Proposal (Page 29)	The RFP states that the bidder must “revise and deliver the Learning Institute curriculum.” Can the Department confirm if the curriculum is already developed for the contractor to use and revise, and if so, provide detailed information on the pre-established curriculum and trainings?	The Department confirms this curriculum has been developed and will be provided to the selected Bidder after contract award. Additional information will not be provided prior to contract award.
35.	7.0 Proposal Submission (Page 33)	What is an “open and permission password protected” PDF file?	<p>Please refer to the following link for more information on Permission Password Protected PDF files:</p> <p>https://helpx.adobe.com/acrobat/using/securing-pdfs-passwords.html</p>
36.	8.3 Technical Evaluation (Page 34)	<p>Will DOH utilize a standardized scoring rubric or formula be used for evaluating specific components of Bidder’s Administrative and Technical Proposals?</p> <p>If so, can this information be shared before the RFP submission deadline?</p>	<p>Please see RFP Section 8.0 Method of Award in its entirety, and specifically from RFP Section 8.3 Technical Evaluation, “The evaluation process will be conducted in a comprehensive and impartial manner. A Technical Evaluation Committee comprised of program staff of DOH will review and evaluate all proposals. Proposals will undergo a preliminary evaluation to verify Minimum Qualifications to Propose (Section 3.0). The Technical Evaluation Committee members will independently score each Technical Proposal that meets the submission requirements of this RFP. The individual Committee Member scores will be averaged to calculate the Technical Score for each responsive Bidder. The technical evaluation is 70% (up to 70 points) of the final score.”</p> <p>The Department will not be disclosing any relative weights for detailed categories.</p>

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37.	8.4 Cost Evaluation (Page 35)	What criteria will The Cost Evaluation Committee use to determine if a Cost Proposal is “non-responsive”?	Please see RFP Section 6.3 Cost Proposal in its entirety, but specifically, “The Cost Proposal shall comply with the format and content requirements as detailed in this document and in Attachment B. Failure to comply with the format and content requirements may result in disqualification.”
38.	8.4 Cost Evaluation (Page 35)	If the awarded Bidder did not submit the lowest all-inclusive cost proposal, then will DOH still award them the full amount requested in their Cost Proposal?	Please see RFP Section 8, “Method of Award”.
39.	8.4 Cost Evaluation (Page 35)	Is there a maximum amount or funding limit that a Bidder’s all-inclusive cost proposal should not exceed? If so, what is it?	There is not a maximum amount or funding limit set for this initiative.
40.	Attachment A – Proposal Document Checklist (Page 37)	Can the Department confirm if Attachment A is required to be submitted with the proposal? If so, where should it be submitted (e.g., with the Administrative Proposal or Technical Proposal)?	Attachment A: Proposal Document Checklist is for vendor’s reference only and does not need to be included within the vendor’s proposal submission.
41.	Attachment B – Cost Proposal (Page 38)	What type of evidence or documentation will DOH accept to support a Bidder’s unit pricing in the Cost Proposal? What type of supporting evidence or documentation will DOH not accept?	No supporting evidence or supporting documentation should be submitted please see RFP Section 6.3 Cost Proposal.
42.	Attachment B – Cost Proposal (Page 38)	If the Department elects a 2-year renewal, will there be inflation adjustments or an opportunity to adjust the initial pricing in Contractor’s proposed Cost Evaluation? If not, then should Contractor’s base their pricing estimates based on assumption of operating a 4-year program budget instead of 2-years?	Please refer to RFP Section 6.3: Cost Proposal in its entirety and specifically, “To complete the Cost Proposal, Bidders must provide a Deliverable Price Per Unit price for each deliverable identified in Attachment B. Deliverable prices are to be all-inclusive to cover the cost of furnishing all of the said services, including but not limited to materials, reporting, equipment, travel, location rentals, profit and labor to the satisfaction of the Department and the performance of all work set forth in said specifications. The Contractor will not be reimbursed for any costs incurred outside of the prices provided in its Attachment B: Cost Proposal.”