

**NEW YORK STATE DEPARTMENT OF HEALTH
Center for Community Health
Division of Family Health
Bureau of Early Intervention**

**A Request for Proposal for
Program Monitoring and Quality Improvement Service**

**RFP #: 20047
Questions and Responses
August 11, 2020**

Administrative/Fiscal

1. **Question:** Can the state please provide the contract number for the current contract scheduled to end in March of 2021?

Response: The contract number is C031240

2. **Question:** Who is the incumbent?

Response: The incumbent is Island Peer Review Organization Incorporated.

3. **Question:** Is the incumbent allowed to bid on this RFP?

Response: Vendor's that meet the minimum qualifications may bid.

4. **Question:** Is there a subcontractor list at this time? If so, how may interested parties be added to the subcontractor list?

Response: No, we do not have a Subcontractor's list at this time. The directory of New York State Certified M/WBEs can be viewed at: <https://ny.newnycontracts.com>. If we receive inquiries from MWBE's to be added to a list for this RFP they will be posted to the DOH Contracts page for this RFP.

5. **Question:** What is the target date to award the vendor?

Response: Refer to the RFP, Section 1.0 Calendar of Events

6. **Question:** Would the state consider extending the deadline for submission of proposals in order to provide vendors with more time after question responses are received to incorporate information into our proposals?

Response: If the State determines that more time is needed for vendors to prepare their applications, it will be listed on the DOH website at <https://www.health.ny.gov/funding/rfp/20047/index.htm>

7. **Question:** We are currently a contractor for the Department of Health providing training services to Early Intervention stakeholders statewide. Are we eligible to apply for the EI Program Monitoring and Quality Improvement Services RFP? Page 6, Section 3.1, paragraph 2: "Eligible organizations are not for profit, for profit or government entities which are legally authorized to perform the contracted services. Entities may not be directly or indirectly involved in the provision of early intervention services in New York State."

Response: Section 3.1 Minimum Qualifications. Vendors that meet the minimum qualifications may bid.

8. **Question:** Attachment 4 Vendor Assurance of No Conflict of Interest or Detrimental Effect, Section D2.2.b, and Section 4.2.2. Is an entity precluded from bidding on this RFP if they have direct contracts with providers in another state who may also have affiliates in NY?
a. Are they precluded from proposing any staff who work directly with providers in another state or with an affiliated organization in NY?

Response: Bidders must disclose any relationship with a provider(s) they may have had or currently have. Bidders deemed to have a relationship cannot be involved in the monitoring of that particular provider.

9. **Question:** Attachment 4 Vendor Assurance of No Conflict of Interest or Detrimental Effect, Section D2.2.b, and Section 4.2.2. If an entity has direct contracts with providers in a continuous state, how would NY know that one or more of these providers has a contract in NY?

Response: The selected vendor must complete a NYS Vendor Responsibility Questionnaire, prior to entering into contract with NY State.

10. **Question:** Section 7.0 Proposal Submission. Given that many offices are closed or not staffed at regular capacity because of the pandemic, will the department consider offering an electronic submission option for final proposals?

Response: Yes, see the Amendment #1 to this RFP.

11. **Question:** Section 7.0 Proposal Submission. Given the uncertainty of people's availability to work from in-person office locations during this current COVID-19 situation, would the state consider accepting electronic only submissions of this proposal via email or mailing in of the CD/flash drives and not require the hard copies? If mailing in CD/flash drives, are two each for each proposal (Administrative, Cost and Technical) still required?

Response: Yes, see the Amendment #1 to this RFP. CD/flash drives are no longer required.

12. **Question:** Section 7.0 Proposal Submission. Related to the above question, would the state accept handwritten, electronic signatures on all required forms in the Administrative and Cost Proposals? If so, would the state still require these be in blue?

Response: Yes, a handwritten signature with ink is temporarily acceptable. The document needs to be scanned in a pdf format. Where signatures are required, the proposal should have a handwritten signature and be signed in blue ink. The Department reserves the right to request hardcopy originals of all signature pages at any time

13. Question: Section 7.0 Proposal Submission. Given that many offices are closed or not staffed at regular capacity because of the pandemic, may we use electronic signatures for all items requiring signatures (e.g., forms in the Administrative Proposal and transmittal letter)?

Response: See the response for question #12.

14. Question: In the RFP it states, "Proposals must be submitted, by U.S. Mail, by courier/delivery service (e.g., FedEx, UPS, etc.) or by hand as noted below, in a sealed package..." Can the state confirm if in person hand delivery by a vendor of its proposals to the Department of Health address provided in the RFP will be accepted given the current number of office closures due to the COVID-19 situation?

Response: This RFP was amended to require electronic only submissions. See the Amendment #1 for this RFP.

15. Question: May we submit additional documentation, sufficient to present a complete and effective proposal, in an appendix to the Technical Proposal?

Response: In accordance with Section 2.2 Important Information, "the bidder acknowledges that, should any alternative proposals or extraneous terms be submitted with the proposal, such proposals or extraneous terms will not be evaluated".

16. Question: Section 5.5 Minority and Woman-Owned Business Enterprise Requirements. Can one firm that is a certified as a NYS Minority and Women-owned Business Enterprise be used to meet the total 30% M/WBE usage goal?

Response: Yes.

17. Question: Section 5.7 Sales and Compensation Use Tax Certification. Can the state confirm if these forms are required to be completed and submitted with a vendor's proposal?

- ST-220 CA: http://www.tax.ny.gov/pdf/current_forms/st/st220ca_fill_in.pdf
- ST-220 TD: http://www.tax.ny.gov/pdf/current_forms/st/st220td_fill_in.pdf

Response: No, the ST-220-CA and ST-220-TD forms will only be required from the selected Contractor.

18. Question: Section 5.13 State Finance Law Consultant Disclosure Provisions. Can the state confirm whether or not either State Consultant Services Form A or Form B need to be completed and submitted with a vendor's proposal?

Response: State Consultant Services Form A and Form B will only be required from the selected Contractor.

19. Question: Section 6.1 Administrative Proposal. Under subpart G. Bidder's Certified Statements it states: "Submit Attachment 7, "Bidder's Certified Statements", which includes information regarding the Bidder. Attachment A must be signed by an individual authorized to bind the Bidder contractually. Please indicate the title or position that the signer holds with the Bidder. DOH reserves the right to reject a proposal that contains an incomplete or unsigned Attachment 7 or no Attachment 7." Can the state clarify if Attachment A as referenced above is part of Attachment 7 or a separate document)? If a separate document, can the state provide a link to where this document can be found?

Response: See the Amendment #1 for this RFP.

20. Question: Section 6.2 D. Technical Proposal Narrative. This section states, "Bidder's should respond to each element listed below and label their responses with the corresponding section letter/number." The section numbering is inconsistent throughout Section 6.2.D. Two examples:

- D1 is followed by D.1.1.1, but it should be followed by D.1.1.
- D.1.1.1.5.b, which is followed by D.1.2.a.

Question 1: Will the state revise the numbering throughout this section?

Question 2: If not, may the Bidder create a logical (but aligned to RFP) numbering system for the Technical Proposal?

Response: See the Amendment #1 to the RFP.

21. Question: Should a vendor use the version of Attachment B that is included on pages 51-52 of the main RFP document as the template for the Cost Proposal or should we use attachment_b that was provided as a supplemental form on the procurement website?

Response: Attachment B that is included on pages 51-52 of the main RFP and Attachment B as a supplemental form are the same form. Either can be used.

22. Question: Can the State please identify if there is a maximum funding amount for the new contract?

Response: No, a maximum funding amount has not been set.

23. Question: Section 8.8 Award Recommendation. When do you anticipate that the contract will be awarded and all applicants notified of the decision? Page 48, Section 8.8, paragraph 2: "The Department will notify the awarded Bidder(s) and Bidders not awarded."

Response: The anticipated timeframe should be anywhere from November - December 2020.

Programmatic

24. Question: Is there a map or chart that shows the municipalities and providers? (How may we know the location and size of each municipality, number of providers per area, etc.?)

Response: The Central Directory of Early Intervention Services and Resources can be found at: https://www.health.ny.gov/community/infants_children/early_intervention/service_providers/. This directory contains filterable lists of Early Intervention Providers and their identified service areas.

25. Question: Section 2.1 General Overview. Has the scope of services changed for this program with the current RFP release?

Response: The scope of services for the Early Intervention Program have not changed; however, the Department has incorporated different types of monitoring reviews in this RFP.

26. Question: Section 4.0 Scope of Work. Does the NY Early Intervention Program have a 'General Supervision' manual / document that was previously submitted to the Office of Special Education Programs (OSEP) detailing the interrelated monitoring activities required under the 2004 reauthorization of IDEA Part C? If so, can this be shared with potential bidders?

Response: The Department does not have such a manual/document previously submitted to OSEP.

27. Question: How extensive is the travel between providers in a municipality (approximate radius)?

Response: The extent of travel is variable and cannot be determined since monitoring reviews are based on priority, not proximity.

28. Question: How many teams of two conduct reviews simultaneously?

Response: The question is not relevant to the development of a proposal under this RFP. The Contractor must determine the best methodology to achieve the RFP requirements.

29. Question: How many review staff are currently assigned to this project?

Response: The question is not relevant to the development of a proposal under this RFP. The Contractor must determine the number of staff they require to achieve the RFP requirements.

30. Question: Could you share a sample schedule that shows the various review activities with teams and timelines?

Response: The Department does not have a sample schedule.

31. Question: Can members of the review team be subcontractors or consultants?

Response: Yes, as long as they meet the requirements in Section 4.2.2 of the RFP and are not key personnel.

32. Question: On pg. 7, section. 4.1.1 states that reviews take “an average of one to two days to complete and in general, teams will be made up of two individuals.” Is this staff estimate and timeline applicable to each review type, including CAPs?

Response: This is a staff estimate and timeline applicable to all reviews listed in Section 4.1.1. Early Intervention Monitoring Reviews. Corrective Action Plans (CAPS) are associated with most review types, and are subject to their own timeline. CAPS do not require a team review.

33. Question: Sections 4.1.1.1; 4.1.1.2; 4.1.1.3; 4.1.1.4; and 4.1.1.5. Please confirm the following number of annual monitoring reviews:

- CRRC (Agency): 72
- CRRC (Individual Provider): 150
- MAR: 12
- IMR: 15
- SEED: 75
- VR: 25

Response: These numbers are estimates. CRRC (Agency) estimated number of reviews is 73. All other estimated numbers are correct as original language yet see Amendment #1 for this RFP.

34. Question: Section 4.1.1.3 IMR. This section states that 15 reviews are anticipated per year; however, Attachment B, Section A, Cost Report shows the estimated number of IMRs per year is 12. Which number should be used?

Response: The estimated number of IMRs per year is 12. See the Amendment #1 for this RFP.

35. Question: What applications/software are currently used to manage monitoring data and reports?

Response: The question is not relevant to the development of a proposal under this RFP. The Contractor must determine the best methodology to manage monitoring data and reports.

36. Question: If the new contractor will be required to develop a new monitoring application, will they be expected to upload/import data related to the previous contract? Page 12, Section 4.1.3.1, paragraph 1.

Response: Section 4.1.3.1 Develop and maintain EI Monitoring Application and store EI Monitoring Data. No. To the extent that historical information is needed, it will be provided by the Department.

37. Question: Could you provide an organization table for the incumbent contractor?

Response: The question is not relevant to the development of a proposal under this RFP. The Contractor must determine the best methodology to achieve the RFP requirements.

38. Question: Section 4.2 Staffing. Can the state provide the number of staff the incumbent vendor has dedicated to each job type including 1) key staff; 2) teams conducting EI monitoring reviews and 3) any other administrative support staff?

Response: The question is not relevant to the development of a proposal under this RFP. The Contractor must determine the best methodology to achieve the RFP requirements.

39. Question: Section 4.2.1.4 Data Manager. What systems and entities are to be connected via the VPN? What amount of time is allotted for establishing the VPN at the beginning of the new contract? Page 17, Section 4.2.1.4, paragraph 5: "Ensuring the VPN is completed in a timely manner and meets the needs of the Department and the Contractor".

Response: The VPN will allow limited access to the EI data system for provider information necessary to conduct monitoring reviews. The VPN must be established by the date monitoring reviews begin.(within 3 months of the contract start date in the first year of the contract).

40. Question: Section 4.2.1.4 Data Manager. Is the state committed to using a vpn or would it consider using a secure app system?

Response: The terms of the RFP apply.

41. Question: Section 4.2.1.4 Data Manager. Will the new contractor be receiving the current monitoring application? Is the new contractor expected to be able to configure, deploy, modify, and use the current system? If so, can more technical specifications be provided detailing what technologies this system is comprised of that the new vendor will need to support? Page 18, Section 4.2.1.4 paragraph 5: "Ensuring requested improvements, modifications, and changes to the existing monitoring application are completed in a timely manner and meet the needs of the Department and the Contractor"

Response: No. The new contractor will provide its own data application. The existing monitoring application referred to would be the application hosted by the new contractor, being used at that time.

42. Question: Section 4.2.1.4 Data Manager. Does this mean direct access such as being able to write queries directly against a database server? Does this mean the monitoring application can provide a screen for doing this? Is there a preferred manner or technology the Department prefers for accessing this data directly? Page 18, Section 4.2.1.4, paragraph 5: "Ensuring the Department has direct access to the monitoring and provider application data."

Response: The Department must have direct access to the application. How this is accomplished is to be determined by the contractor.

43. Question: Section 4.3.5. Early Intervention Ad Hoc Reports. Can the State describe the anticipated volume, typical requirements, and expected turn around time of ad hoc requests?

Response: Ad Hoc requests are generally minimal, up to 2 requests per quarter, and would be delivered in a timeframe agreed upon by the Department and the Vendor, based on the nature of the request.

44. Question: What platform does the Department currently use to access and create ad hoc management reports?

Response: The Department does not currently conduct this function in connection with monitoring.

45. Question: Section D1.3.a Experience – Performing Tasks/Deliverables. Can the application/database be hosted in a secure cloud based service provider instead of hosting at the contractor's business location? Page 40, Section D1.3.a, paragraph 1: "The Bidder should detail their plan for hosting a secure application/database at their business location for collecting and maintaining monitoring data, as well as providing all hardware and equipment needed to support and maintain the monitoring data application."

Response: The terms of the RFP apply.

46. Question: Section D1.3.3.b Experience – Performing Tasks/ Deliverables, Ongoing Maintenance. In section D1.3.3.b it states, "The Bidder should describe how they will provide "Ongoing maintenance" of the electronic monitoring data application as defined in Section 4.1.3.c of this RFP, and how they can ensure that the ongoing maintenance will be completed within ten business days upon written request (including email) of the Department." However, there is no section 4.1.3.c of the RFP. Can the state clarify which section of the RFP this is referencing?

Response: See the Amendment #1 for this RFP.

47. Question: Section D1.3.3.b Experience – Performing Tasks/Deliverables, Ongoing Maintenance. This section references Section 4.1.3.c, but there is no Section 4.1.3.c. Please clarify.

Response: See the Amendment #1 for this RFP.