

**New York State Department of Health  
Division of Family Health, Bureau of Early Intervention**

**Early Intervention Statewide, Web-Based Training**

**Request for Proposals  
RFP No. 20064**

**Questions and Responses  
November 12, 2021**

**Eligibility-Specific Questions:**

- 1. Question:** Whether companies from outside USA can apply for this? (like from India or Canada)  
**Response:** Companies from outside the USA can apply, but all Data shall remain in the Continental United States (CONUS). Any Data stored, or acted upon, must be located solely in Data Centers in CONUS. Services which directly or indirectly access Data may only be performed from locations within CONUS. (See Attachment 8 DOH Agreement (Standard contract), Appendix F-Technology Terms and Conditions).
- 2. Question:** Whether we need to come over there for meetings  
**Response:** The RFP states, “The Contractor will attend one EICC Meeting per year in person or virtually, with DOH approval, and will present on current and upcoming training course offerings, course evaluation results, and needs assessment analysis”. This is meant to be interpreted as, The Contractor will attend one EICC Meeting per year in person, unless pre-approved by DOH to present virtually. (See 4.1D Outreach and Communications, 2. Early Intervention Coordinating Council Meetings (EICC))
- 3. Question:** Can we perform the tasks (related to the RFP) Outside USA? (Like from India or Canada)  
**Response:** See restrictions as stated in Attachment 8 DOH Agreement (Standard Contract), Appendix F - Technology Terms and Conditions.
- 4. Question:** Can we submit the proposal via email?  
**Response:** Yes. See RFP Section 7.0, Proposal Submission.

## Program-Specific Questions:

5. **Question:** Page 11 of the RFP states that --“Outreach to professional organizations (examples include, New York State Speech-Language Hearing Association (NYSSLHA), New York State Physical Therapy Association (NYPTA), etc.) to promote the availability of training. Outreach to the EI stakeholder community (examples include, EI providers, municipal EI staff) to promote the available training.” What is the actual scope of work here (e.g., frequency, method, etc.)?

**Response:** The Outreach described in this section is being done to promote the availability of trainings and would be done with the same frequency as the trainings. The Contractor will propose outreach methods for approval by the Department. (See 4.1.D, Outreach and Communications)

6. **Question:** Page 11 (4.1.D) also states, --“The Contractor will develop and/or incorporate existing EI materials for potential use with high school, college, and university students, and relevant professional associates as an introduction to the Early Intervention Program.” Can you clarify what specifically the scope of work is for this task?

**Response:** As part of the Outreach and Education requirements of this RFP, The Department will provide a pre-recorded video presentation about the Early Intervention Program for the purpose of providing high school, college, university students, and relevant professional associates with information about possible career opportunities in fields of study related to Early Intervention, (e.g. special education, physical/occupational therapy, speech-language pathology, etc.). The Contractor will post the video on their LMS platform and provide outreach/communications to high schools, colleges, universities, and professional associations to promote the availability of this presentation. The Contractor will work with the Department to develop a system for tracking and collecting participant feedback. The purpose of this outreach activity is to help increase the capacity of Early Intervention Providers in the future.

### See Amendment 1 to this RFP.

7. **Question:** Page 12 of the RFP states, "The Contractor will identify and implement the use of a cost-effective, synchronous web-based training Platform, acceptable to the DOH, to deliver live, interactive trainings that provide the necessary audio needed for two-way communication from the trainer to the trainees, example being, Web-ex." Can you clarify what is meant by two-way communication? Is a chat feature sufficient, or do learners need to be able to speak during the live classes?

**Response:** A chat feature is sufficient, as long as two-way communication between the trainer and trainees is possible.

- 8. Question:** Page 13 of the RFP indicates that “key positions cannot be subcontracted out, nor may they be employed on a consultant basis”. Do these positions need to be full time, or is part time allowable?  
**Response:** The number of Key personnel and the percentage of time working on this project is up to the Contractor. Key personnel need to be available to meet the contract deliverables.
- 9. Question:** Page 10 of the RFP states, "Upon request from the DOH, the Contractor will be required to make modifications/revisions and/or updates to these converted trainings. Revisions will include modifying, updating, and/or adding slides and/or resources when necessary, and updating or adding any corresponding audio in the existing self-paced training available on the LMS." Can you clarify the scope/frequency of such revisions, such as total number of slides you anticipate needing to be revised per year?  
**Response:** Revisions can vary based on changes in Early Intervention regulations, policies or procedures, Public Health Law, technology changes or feedback received from the participant's course evaluations. The current contractor has made 1-15 slide revisions to 2 out of 7 existing trainings over the past 3 years. It should be noted however, that because the new contractor will be inheriting 10 existing trainings and developing 5 additional new topic trainings over the length of the new contract, the Department estimates that there may be up to 225 slide revisions per year, during the new 5-year contract. The Department anticipates that some trainings will require more revisions than others, and it is possible that one year of the contract may require more revisions than others, depending on the timing of regulatory and/or policy changes, etc.
- 10. Question:** Page 12 of the RFP states, "A mechanism to ensure that the trainee is fully engaged throughout the entire training session." Does this requirement apply to live online classes or only self-paced courses?  
**Response:** This requirement applies to both live and self-paced courses.
- 11. Question:** Page 12 also states, "The ability to create break out rooms for activities." Is there a minimum number of breakout rooms that would be considered acceptable?  
**Response:** The Platform must have the ability to create at least 2 break out rooms.
- 12. Question:** What are the requirements for adhering to Section 508/Accessibility Guidelines?  
**Response:** Although 508 compliance is not mentioned in this RFP, Section 508 of the Rehabilitation Act of 1973 requires electronic and information technology (EIT) be accessible to all people with disabilities and applies to all vendors or contractors doing business with a government agency.

- 13. Question:** How will the previously collected data (registrations, completions, IACET certificates) be transferred to the qualified vendor?  
**Response:** The Department will transfer previously collected data to the qualified vendor, when applicable.
- 14. Question:** Can the current LMS be turned over to the qualified vendor as is?  
**Response:** Yes, the current LMS can be transferred from the current Contractor to a new Contractor once the new Contractor establishes an account with WizIQ.
- 15. Question:** Will the qualified vendor be able to import the courses from the current LMS installation to a new installation if the same LMS is used?  
**Response:** It will not be necessary to import the courses to a new installation, if the same LMS is being used. The current LMS can be transferred to the new Contractor.
- 16. Question:** What is the satisfaction level of DOH staff with the current LMS?  
**Response:** DOH will allow continued use of the WizIQ LMS for new courses developed, as long as it meets the platform requirements listed in section 4.1.E EI Learning Management Platform and Dedicated EIP Training Website Requirements.
- 17. Question:** What is the satisfaction level of users with the current virtual classroom platform?  
**Response:** DOH does not have adequate data to answer this question.
- 18. Question:** What is the satisfaction level of DOH staff with the current virtual classroom platform?
- 19. Response:** DOH will allow continued use of the WizIQ virtual classroom platform for new courses developed, as long as it meets the platform requirements listed in section 4.1.E EI Learning Management Platform and Dedicated EIP Training Website Requirements.
- 20. Question:** How will current courses be transferred to a new system/LMS?  
**Response:** If the Contractor chooses to switch to a different LMS, it will be up to the Contractor to determine this, by working with the current LMS vendor and the new LMS vendor. If choosing to transfer to a new LMS, it is imperative to understand the limitations and exclusions of the new system. It is also an option to take the content and recreate the courses in the new LMS. Any costs associated with switching to an alternate LMS are the responsibility of the contractor and should be factored into the initial cost proposal.

- 21. Question:** How will current user data be transferred to a new system/LMS?  
**Response:** If the Contractor chooses to switch to a different LMS, user data should be able to be pulled from the current LMS, formatted into a CSV file, and uploaded into the new system. This will require all parties and LMS vendor resources to work collaboratively in a well-defined process.
- 22. Question:** How many total unique users are enrolled/registered in the LMS?  
**Response:** The Department estimates that there are currently around 5,000 unique users registered in the LMS.
- 23. Question:** What is the expected maximum number of users with LMS?  
**Response:** The Department estimates that there are approximately 5,000 people being served on the LMS, which is currently hosting 7 training courses. The Department expects that number to increase with the addition of new courses.
- 24. Question:** How are the current courses being marketed?  
**Response:** Stakeholders are invited to participate in the trainings via the DOH Distribution mailing list and are announced on the DOH website and the Contractors website.
- 25. Question:** Can you clarify what is meant by “interactive synchronous” in Section 4.0?  
**Response:** Interactive synchronous means that the training is being given in real time, and participants are seeing it live as it is being given.
- 26. Question:** Is the contractor required to use the WIZIQ LMS platform to maintain the existing trainings? (Section 4.1 a.)  
**Response:** The existing trainings are currently in the Wiz IQ LMS. The WizIQ LMS can be transferred from the current contractor to a new contractor. If the contractor chooses to use another platform, the platform must be approved by the Department. The Contractor must ensure that the courses are able to be exported and transferred to the new platform and available to the public within 90 days of the start of the contract.

**See Amendment 1 to this RFP.**

- 27. Question:** Will the contractor be issuing communications on the DOH List Serve:
- 28. Response:** No. The Contractor will assist the Department in drafting communications. DOH will disseminate the final communications on the DOH List Serve.

**29. Question:** Can we use the current LMS to maintain the existing trainings, but use a different LMS for newly developed trainings?

**Response:** Yes, as long as the new LMS meets the requirements stated in section 4.1.E EI Learning Management Platform and Dedicated EIP Training Website Requirements of this RFP and has been approved by the Department.

**30. Question:** Is there a cost associated with using the current Platform/LMS?

**Response:** Yes. The selected contractor would have to establish an account with WizIQ.

**31. Question:** If the contractor is using training made available from another state or national organization, how does this become the “sole property of DOH”? (4.0, paragraph 3)

**Response:** Contractors may use quality research methods and resources from other states and national organizations to create web-based trainings for the target audience. If applicable, resources will be referenced/cited. The final training and associated materials created by the contractor will become the sole property of DOH.

**32. Question:** How many CEU’s can be earned per training?

**Response:** Partial CEUs are issued for the Early Intervention trainings. For example, a 4-hour training would earn .4 CEUs.

**33. Question:** For the payments that will be made upon completion of deliverables, and upon approval by the Department, is there a standard timeframe for the Department’s period of review (i.e., 30 days)?

**Response:** New York State Finance Law §179- f requires the State to pay vendors promptly (within 30 days of the Merchandise/Invoice Received (MIR) date for most vendors, 15 days for qualified Small Business Vendors).

**34. Question:** Will the selected contractor have the opportunity to submit an advance payment request?

**Response:** No. This is a deliverables-based contract and DOH cannot provide payment until the deliverables have been completed.

**35. Question:** What is the dollar threshold for an item to be considered an Equipment purchase?

**Response:** This is not a grant contract. It is a miscellaneous services contract, based on deliverables. Any equipment needed to complete the deliverables should be incorporated into your bid prices for the respective deliverable in the cost proposal.