



Department of Health

Request for Proposals

RFP #20046

Special Supplemental Nutrition Program for Women, Infants and Children (WIC) – Training Services for the Bureau of Supplemental Food Programs

Issued: June 15, 2021

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1.0 CALENDAR OF EVENTS

RFP 20046 - Special Supplemental Nutrition Program for Women, Infants and Children (WIC) – Training Services for the Bureau of Supplemental Food Programs	
<u>EVENT</u>	<u>DATE</u>
Issuance of Request for Proposals	June 15, 2021
Deadline for Submission of Written Questions	July 7, 2021 5:00 p.m. ET
Responses to Written Questions Posted by DOH	On or About August 4, 2021
Deadline for Submission of Proposals	August 25, 2021 5:00 p.m. ET
<i>Anticipated</i> Contract Start Date	June 1, 2022

2.0 OVERVIEW

Through this Request for Proposals (“RFP”), the New York State (“State”) Department of Health (“DOH”) is seeking competitive proposals from training entities to provide a statewide training program for staff of the New York State Department of Health (NYS DOH), Division of Nutrition (DON), Bureau of Supplemental Food Programs (BSFP), including WIC local agency and vendor management agency contractor staff, as further detailed in [Section 4.0](#) (Scope of Work). The resulting Contractor will be required to develop, modify, and deliver adult-based training via various modalities in support of the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) (which includes WIC Vendors and the Vendor Management Agencies) and the Farmers’ Market Nutrition Program (FMNP). It is the Department’s intent to award one (1) contract from this procurement.

2.1 Introductory Background

The Bureau of Supplemental Food Programs administers large, federal nutrition programs that provide supplemental food, nutrition education/counseling, breastfeeding promotion and support, and linkages with health and social services for low-income, at-risk populations in New York State. BSFP program goals include improving pregnancy outcomes, promoting optimal growth and development for infants and children, influencing lifetime nutrition and health behaviors, encouraging New Yorkers to transition to healthier lifestyles, and preventing or decreasing obesity. BSFP aims to achieve these goals via two programs:

1) Special Supplemental Nutrition Program for Women, Infants and Children (WIC). Congress established this program in 1972 to serve low-income pregnant women, new mothers, and children less than five years old who are at medical and/or nutritional risk. The WIC Program provides nutrition education and counseling; breastfeeding support; supplemental foods that are a good source of the essential nutrients often missing from the diets of women and young children; and referrals, if necessary, for health and social services. WIC’s purpose is to improve pregnancy outcomes, promote optimal growth and development for infants and children, and influence lifetime nutrition and health behaviors.

This highly regulated, complex program addresses the needs of a specific population and is administered under agreement with the United States Department of Agriculture (USDA). The State WIC Program serves approximately 370,000 women, infants and children each month through 90 local providers (hospitals, local health departments and community-based organizations) at 400 service sites. WIC provides individually tailored food prescriptions issued to each participant for specific types and brands of foods that meet strict nutrition

requirements. These food benefits, valued at \$284 million annually, can be redeemed at more than 2,800 authorized vendors across the state.

Basic Elements of the Program:

- a. **Breastfeeding Promotion and Support:** The WIC Program actively supports and encourages breastfeeding. All WIC local agencies currently offer breastfeeding peer counseling programs. In addition, the website www.breastfeedingpartners.org is available to support breastfeeding in the NYS WIC Program.
- b. **Healthy Lifestyles:** Nutrition education is a core component of the WIC Program. WIC staff assist participants in making positive behavior changes that result in lifelong healthy eating habits and being physically active.
- c. **Participant-Centered Services:** WIC Program participants are supported and encouraged based on their concerns, needs, and interests. Providing services designed with participants' needs in mind can result in increased positive behavior change and more satisfied participants and staff.
- d. **Certification and Issuance of Food Benefits:** Applicants and participants are certified for participation in the WIC Program based on four eligibility criteria (category, residency, income, and nutritional risk) and issued computer-generated electronic benefits (referred to as eWIC) that provide a carefully prescribed, age appropriate package of supplemental foods.
- e. **Referrals to Other Health and Social Services:** Applicants and participants are provided relevant referral information on health-related and public assistance programs from local agency staff.

WIC Local Agency Staff employed by the 90 contracted agencies are the frontline staff providing daily services to enrolled participants. WIC Local Agency Staff are required to participate in training.

The WIC Program also includes the WIC Vendor Management Agencies (VMAs), which are responsible for assisting the DOH in managing the retail food delivery system, a critical component of the WIC Program. The four WIC VMAs must ensure an adequate number of vendors (retail food stores and pharmacies) are authorized for convenient participant access to obtain prescribed WIC foods. The WIC VMAs are responsible for conducting all activities related to the oversight and management of the vendors including application processing and authorization, monitoring and training to ensure compliance with USDA and State requirements. VMA staff are required to participate in training.

Additional information about the WIC Program can be found on DOH's public website:
<https://www.health.ny.gov/prevention/nutrition/wic/>

2) The Farmers' Market Nutrition Program (FMNP) is designed to encourage low-income families at nutritional risk to increase their consumption of fresh fruits and vegetables through the issuance of benefits that may be redeemed at participating farmers' markets throughout the state. From June to November each year, about 334,000 WIC participants enjoy the benefits of the FMNP. By introducing WIC participants to farmers' markets through the FMNP, they develop an interest in purchasing fresh produce and continue to frequent these markets.

Additional information about the FMNP Program can be found on DOH's public website:
<https://www.health.ny.gov/prevention/nutrition/fmnp/>

2.2 Important Information

The bidder is required to review, and is requested to have legal counsel review, [Attachment 8](#), the DOH Agreement as the Bidder must be willing to enter into an Agreement substantially in accordance with the terms of [Attachment 8](#) should the bidder be selected for contract award. Please note that this RFP and the awarded bidder's proposal will become part of the contract as Appendix B and C, respectively.

It should be noted that Appendix A of [Attachment 8](#), “Standard Clauses for New York State Contracts”, contains important information related to the contract to be entered into as a result of this RFP and will be incorporated, without change or amendment, into the contract entered into between DOH and the successful Bidder. By submitting a response to the RFP, the Bidder agrees to comply with all the provisions of Appendix A.

Note, [Attachment 7](#), the Bidder’s Certifications/Acknowledgements, should be submitted and includes a statement that the bidder accepts, without any added conditions, qualifications or exceptions, the contract terms and conditions contained in this RFP including any exhibits and attachments. It also includes a statement that the bidder acknowledges that, should any alternative proposals or extraneous terms be submitted with the proposal, such alternate proposals or extraneous terms will not be evaluated by the DOH.

Any qualifications or exceptions proposed by a bidder to this RFP should be submitted in writing using the process set forth in [Section 5.2](#) (Questions) prior to the deadline for submission of written questions indicated in [Section 1.0](#) (Calendar of Events). Any amendments DOH makes to the RFP as a result of questions and answers will be publicized on the DOH web site.

2.3 Term of the Agreement

This contract term is expected to be for a period of five (5) years commencing on the date shown on the Calendar of Events in [Section 1.0](#), subject to the availability of sufficient funding, successful contractor performance, and approvals from the New York State Attorney General (AG) and the Office of the State Comptroller (OSC).

The pricing for years four (4) and five (5) of the contract is subject to an annual increase or decrease as described in [Section 5.4](#).

3.0 BIDDERS QUALIFICATIONS TO PROPOSE

3.1 Minimum Qualifications

DOH will accept proposals from organizations with the following types and levels of experience as a prime contractor:

- Bidder must have at least three (3) years of experience providing the following related to classroom style (20 learners) training programs (in-person and/or virtual online) for adult professional and paraprofessional learners:
 - Curriculum development
 - Training coordination
 - Curriculum modification
 - Delivery of training
- Bidder must have at least three (3) years of experience providing the following related to large (250 attendees) workshop training programs (in person and/or virtual online) for adult professional and paraprofessional learners:
 - Curriculum development
 - Training coordination
 - Curriculum modification
 - Delivery of training
- Bidder must have at least three (3) years of experience providing the following related to online self-paced training programs for adult professional and paraprofessional learners:
 - Curriculum development
 - Training coordination
 - Curriculum modification
 - Delivery of training
- Bidder must have at least three (3) years of experience providing the following related to webinar trainings for adult professional and paraprofessional learners:
 - Curriculum development

- Training coordination
- Delivery of training
- Bidder has at least three (3) years of experience with website design, management, and administration, to include a learning management system (LMS).

Experience acquired concurrently is considered acceptable.

3.2 Preferred Qualifications

Preference will be given to those bidders who have public health training experience.

For the purposes of this RFP, a prime contractor is defined as one who has the contract with the owner of a project or job and has full responsibility for its completion. A prime contractor undertakes a complete contract and may employ (and manage) one or more subcontractors to carry out specific parts of the contract.

In implementing a statewide training program for the DOH, the successful contractor will be required to assume responsibility for all services requested by this RFP. Any subcontract or assignment of the contract must receive the prior written approval of the DOH. The planned use of any and all subcontractors must be clearly explained in the proposal. The Contractor must ensure that all subcontractors abide by all terms and conditions of the contract. Prior approval is also required for any cost or term amendment to approved subcontracts.

Failure to meet these Minimum Qualifications will result in a proposal being found non-responsive and eliminated from consideration.

4.0 SCOPE OF WORK

This Section describes the training services that are required to be provided by the selected bidder. The selected bidder must be able to provide all of these services throughout the contract term.

PLEASE NOTE: Bidders will be requested to provide responses that address all of the requirements of this RFP as part of its Technical Proposal.

The terms “bidders”, “vendors” and “proposers” are also used interchangeably. For purposes of this RFP, the use of the terms “shall”, “must” and “will” are used interchangeably when describing the Contractor’s/Bidder’s duties.

4.1 Abbreviations and Definitions

- **Bidder's Library** – a resource for prospective bidders, which contains illustrative copies of training materials currently available to WIC staff. The training materials consist of training slides, trainer manuals, webinar presentations, and online learning modules.
- **BSFP:** Bureau of Supplemental Food Programs
- **CEU:** Continuing Education Unit – a measure of continuing education used to document training.
- **CERP:** Continuing Education Recognition Point – the measurement of continuing education for CLCs and IBCLCs.
- **CLC:** Certified Lactation Counselor – a person who has received training and competency verification in breastfeeding and human lactation support.
- **CPEU:** Continuing Professional Education Unit – the measurement of continuing education for RDs and DTRs.
- **CPA:** Competent Professional Authority – an individual qualified to perform nutrition-related duties at the

local agency under the supervision of a Qualified Nutritionist.

- **Day:** when not otherwise referred to as a Training Day, the use of day throughout the RFP shall mean calendar day.
- **DOH:** Department of Health (New York State)
- **DON:** Division of Nutrition
- **DTR:** Dietetic Technician, Registered – a food and nutrition practitioner educated and trained at the technical level of nutrition and dietetics practice.
- **eWIC:** computer generated electronic food and formula benefits
- **FMNP:** Farmers' Market Nutrition Program
- **FNS:** Food and Nutrition Service (United States Department of Agriculture)
- **IBCLC:** International Board-Certified Lactation Consultant – a health care professional who specialized in the clinical management of breastfeeding.
- **LA:** Local Agency – a hospital, public health or human service agency or a private, non-profit health or human service agency that provides health services, either directly or through contract, in accordance with the federal regulations. Generally used to refer to an agency that has contracted with New York State to provide WIC benefits to participants.
- **LACASA:** Local Agency Compliance and Self-Assessment – New York State's management evaluation process used to determine if local agencies are administering and operating in accordance with program and civil rights regulations and requirements.
- **LMS:** Learning Management System
- **MIS:** Management Information System
- **NYS:** New York State
- **NYWIC:** The New York State WIC Management Information System
- **QA:** Quality Assurance
- **QI:** Quality Improvement
- **QN:** Qualified Nutritionist – This person at a local agency has completed the educational requirements and practical experience required to earn a degree and/or credential in the field of nutrition.
- **RD:** Registered Dietitian – an individual who has met academic and professional requirements and is recognized as the food and nutrition expert.
- **RFP:** Request for Proposals
- **Section 508 Compliant:** Section 508 is an amendment to the United States Workforce Rehabilitation Act of 1973 that requires all website content be accessible to people with disabilities. This applies to Web applications, Web pages and all attached files on the Intranet, as well as, the Internet.
- **SME:** Subject Matter Expert

- **TA:** Technical Assistance
- **Training Day (In-Person Classroom and Workshop):** a training day is a 7.5-hour training event for an in-person, classroom style training, which includes 2, 15-minute breaks as well as a 60-minute lunch break. This results in a net of 6 hours of training provided. An in-person training may occur within one calendar day, or, it could be split over two calendar days, such that the total training time equals that of a singular training day.
- **Training Day (Virtual Online Classroom and Workshop):** used in the context of a virtual online training, a training day is a 3-hour training event, where the training will be provided in 60- or 90-minute increments, with breaks in-between. The training should be designed and planned such that a net of 3 hours of training is provided.
- **USDA:** United States Department of Agriculture
- **VMA:** Vendor Management Agency – A local agency that performs vendor management activities within a defined geographic area.
- **WIC:** The Special Supplemental Nutrition Program for Women, Infants and Children.

4.2 Overview

Approximately 70% of the WIC local agency staff to be trained are located in the New York City metropolitan area, with the remaining 30% located across the rest of New York State. Training topics are best described as a range of nutrition, health, outreach, and programmatic content that utilize all available training modalities to meet subject matter needs. Some trainings will be heavily policy/knowledge based, while others will be skills-based. Topics can include:

• Breastfeeding promotion & support	• Program eligibility & income assessment	• Communication skills
• Infant formula	• Physical activity	• Anthropometry (heights & weights)
• WIC food package prescriptions	• High risk care	• Note writing
• Nutrition assessment & education	• Cultural competency	• Outreach and referrals
• Utilization of WIC program data	• Use of management information system (MIS)	• Quality assurance (QA)
• Quality Improvement (QI)	• Customer service	• Supervisory skills enhancement

Training topics are identified by DOH from a variety of sources, to include (but not limited to):

- State and Federal regulations;
- Program policies and priorities;
- State Plan objectives;
- Needs/gaps that may be identified through the annual Local Agency Compliance and Self-Assessment (LACASA) process or Local Agency Corrective Action Plan; and
- Gaps identified from the training needs assessment.

Trainings shall be provided statewide. This RFP describes to potential bidders the anticipated training needs of the DOH. All quantities identified in the RFP are best estimates; actual quantities may vary during the contract term. The State reserves the right to alter quantities from year to year, based on the best interests of the State. The awarded Contractor shall only be paid for actual deliverables provided.

The NYS WIC Program employs an estimated 1,700 local agency staff. There are approximately 700 Qualified Nutritionists (QNs)/Competent Professional Authorities (CPAs) who are responsible for determining participant nutritional risk, providing participant-centered nutrition education, prescribing supplemental food packages and providing necessary referrals. There are approximately 1,000 program support staff that provide either managerial oversight of clinic operations, administrative support in the local agencies, or vendor oversight of WIC vendors. The NYS WIC Program employs an additional 170 state staff. Staff often grow professionally through their work in WIC: gaining confidence, learning new job skills, and moving on to other positions within the program. This ever-changing organization assures that there will always be people who need training on all aspects of the program.

In implementing the training services as described in the RFP, the Contractor should be prepared to manage all aspects of the day-to-day operations of a large, dynamic, and complex statewide training program, including, but not limited to:

- Utilizing the most current training methods and modalities to train large numbers of adult professional and paraprofessional staff
- Providing qualified training and administrative staff in a capacity sufficient to meet the volume of work expected from this contract
- Managing Training Needs Self-Assessments and Workforce Competency Evaluations
 - Administer a baseline training needs self-assessment survey to staff based on the existing job role competencies
 - Analyze data from the training needs self-assessment survey and provide analysis to NYS DOH
 - Based on the results of the training needs self-assessment survey the contractor will:
 - Devise a learning plan (utilizing existing training deliverables) for each job role (Job Role Curriculum Map)
 - Recommend educational content development to address gaps in knowledge
 - Administer a (second) training needs self-assessment survey to staff based on the existing job role competencies, analyze the results, and identify changes in knowledge gaps
 - Once during the contract (anticipated to occur in contract year 3 or 4), the contractor will complete an evaluation of the existing workforce competencies to assure the competencies are relevant, accurate and remain valid to job roles
- Administering training programs (this includes in-person classroom training, online training [self-paced, virtual, and webinar], the Managers' Workshop, Learning Community, and State Staff workshops)
 - Identify training locations
 - Obtain approval for Continuing Education Unit credits
 - Carry out training registration
 - Publicize all scheduled trainings
 - Develop an annual training schedule
 - Disseminate the training schedule to State and Local Agency staff
 - Manage content for a website for the provision of on-line training registration and training delivery services management, including webinar registration and archived webinar access
- Providing Technical Assistance (TA) to State and/or agency staff
- Providing targeted training for local agency staff
- Developing a written resource guide/toolkit to be used for new coordinator training
- Redesigning, hosting and maintaining the BreastfeedingPartners.org website (www.breastfeedingpartners.org)
- Managing training content on a LMS
- Ensuring that any in-person trainings adhere to social distancing protocols, if necessary, and any other COVID-19 guidance issued by state and/or federal regulatory authorities

The Contractor should utilize the most current training methods and modalities to train large numbers (as detailed in Section 4.3.1 below) of adult staff (professional and paraprofessional) on a variety of topics. Additionally, the Contractor must be able to meet deadlines, accomplish independent goals within a limited timeframe, have experience working with subcontractors, and possess the knowledge, skills, drive, and organizational capacity (staff) to produce high-volume, multi-focused trainings. Ideal instructors will be detailed, dynamic, engaging, and creative, and will possess experience that is relevant to the task(s) at hand, including familiarity with conducting and/or managing training programs designed for adult learners. Bidders should also detail unique approaches to training in their proposal responses.

4.3 Tasks/Deliverables

The following sub-sections provide details regarding the scope of training services being solicited from this RFP, and further describe selected Contractor's responsibilities.

4.3.1 Training Methods and Modalities

Contractors must be prepared to develop and deliver a variety of statewide trainings as further described in the RFP. Depending on the specific training component, training shall be delivered using the classroom training format (in-person or virtual online); workshop training (in-person or virtual online); webinar training (live and archived); Local Agency specific training; and self-paced online computer-based training. The contractor will develop and deliver training and technical assistance including, but not limited to, these modalities:

Modality	Expected Class Size Range
<p>Classroom Trainings (In-person or virtual online) These trainings are provided either in-person classroom style or virtually online with live instructor(s) teaching specified curriculum to groups of adult learner trainees. Certificates of completion and applicable continuing education unit credits will be provided. These trainings are typically 1- or 2-day trainings, however, some might be as long as 3 days. The expected class size range is 15-30 for the trainings listed in Section 4.4.2, Classroom Modality table.</p>	15 – 30
<p>Learning Community Classroom Training (In-person or virtual online) These trainings are provided either in-person classroom style or virtually online with live instructors teaching specified curriculum to groups of adult learner trainees. These trainings are a series of three, 2-day trainings for each cycle of a Learning Community (one Learning Community offered annually), which take place over a period of 6 to 7 months. The expected class size range is 40-75 attendees for each training.</p>	40 - 75
<p>Certified Lactation Counselor Training (in-person or online) The Certified Lactation Counselor Training is a five-day, 45-hour evidence based, lactation management course that concludes with a comprehensive examination. Individuals who complete this course and pass the examination earn the Certified Lactation Counselor (CLC) certification. Maximum class size will be capped at 50 for trainings held outside of the NYC metropolitan region, and at 75 for trainings in NYC. This training shall be provided a total of 3 times in the NYC metropolitan region over the course of the contract and a total of 2 times in upstate regions over the course of the contract. The contractor is required to provide all course and exam materials, at no cost to attendees. This training may be provided either in-person or via online training. This training is only for WIC local agency staff and DOH state staff. Contractor shall be expected to work with Healthy Children Project, Inc.'s Center for Breastfeeding to provide this training.</p>	25 - 75 NYC area 25 - 50 Upstate areas
<p>Managers Workshop Training for WIC LA Coordinators and VMA Directors This type of annual training is delivered either in-person classroom style or online virtually to large audiences. At DOH's direction, it may include an expert keynote presentation(s) and plenaries for the entire group (to take place on one or more days of the events), and/or it may also include multiple, smaller break-out workshops for adult learner trainees to choose from. Certificates of completion and applicable continuing education unit credits will be provided. This training would be a 2-day workshop training.</p>	100 – 250

Modality	Expected Class Size Range
<p>Workshop Training for DOH State Staff This type of training is delivered either in-person classroom style or online virtually to a medium to large audience of DOH state staff. At DOH's direction, it could include outside content expert speakers. This training may consist of full group plenaries and/or multiple, smaller break-out workshops for adult learner staff to choose from. Certificates of completion and applicable continuing education unit credits will be provided, if applicable. This training would be a 1-day workshop training and may be requested more than once annually.</p>	50 – 150
<p>Webinar Trainings This type of training is delivered by way of the internet with participants (adult learners) watching a visual presentation on a computer monitor or other electronic device and listening to the instructor(s) talk live by way of an audio stream or by telephone. Participants should have the ability to speak or use a chat box feature to direct questions to the instructor(s)/presenter(s). Webinars generally have less interaction between trainees and presenters and are more like an online lecture. Depending on the topic, the contractor may be expected to engage the services of outside content experts as presenters. Printable certificates of completion and applicable continuing education unit credits will be provided.</p>	30 – 600
<p>Local Agency Training This type of training may be requested in the event of staffing deficiencies and/or identified training deficits or needs. Local agency staff may need specialized evaluation and training to improve productivity, skills and/or comply with program requirements. Trainings may range from 1 – 5 days, and training selections must come from the current offering of classroom/virtual online trainings. No new curriculum shall be created for local agency training. This type of training is expected to either be conducted on-site at a WIC Local Agency (it may also be conducted at an off-site location, with the agency's approval, at no cost to the agency, and no additional reimbursement to the contractor) or provided via virtual online training. Certificates of completion and applicable continuing education unit credits will be provided. Use of this type of local agency training must have prior approval from the DOH contract manager.</p>	3 – 30
<p>Archived Webinar Training Webinar trainings provided under this contract are recorded and posted to the NYS WIC LMS website, managed by the Contractor for viewing by WIC Local Agency, Vendor Management Agency, and NYS DOH staff. Printable certificates of completion and continuing education unit credits will be provided for all archived webinars.</p>	N/A
<p>Online Self-Paced Computer-Based Training Online self-paced learning modules with varying levels of interactive technology will be developed by the contractor and posted and managed by the contractor on the NYS WIC LMS website. These modules may be brand new trainings, or, they could be conversions of content from classroom training to online training. Additionally, some modules may include specially produced video clips to reinforce content. Printable certificates of completion and continuing education unit credits will be provided. Several online training courses and modules already exist, and contractor shall be expected to administer these, as well. All posted online materials must be Section 508 compliant.</p>	N/A
<p>Technical Assistance Technical assistance (TA) involves providing targeted support to staff (WIC local agency, vendor management agency, and/or DOH staff) with a professional development need or problem regarding a particular topic or skill. No new curriculum will be developed by the contractor for this service. Rather, the Contractor will use their knowledge and expertise to provide consulting and/or coaching services on a variety of WIC-related topics, including but not limited to: SMART goals; program evaluation and measurement; best practices for conducting site visits; how to run effective meetings; enhanced communication skills; note writing, etc. TA will be provided in-person, over the phone, or via use of a webinar or online conference room/meeting. Use of TA must have prior approval from the DOH contract manager.</p>	N/A
<p>Toolkit/Training Guide for new WIC Coordinators This is a written training resource that will be created specifically for new WIC local agency Coordinators. It will consist of high-level, broadly based topics which would be universal to all WIC Coordinators across the state, and it could be customized, as needed, by DOH Regional Office (DOH RO) staff to best meet the needs of the agencies in their geographic areas.</p>	N/A

4.3.2 Training Services

All estimates within this RFP are based on the past, current, and estimated future needs of trainees, including local agency, vendor, and state staff.

The Contractor will develop and provide trainings in the classroom (in-person and/or virtual), workshop (in-person and/or virtual), online self-paced computer-based, and webinar modality each year as directed by DOH. Refer to the tables that follow.

The Contractor will be required to meet the highly specialized needs of the DOH, including delivery of tailored, topic-specific and policy-driven training for DOH state, local agency, and vendor management staff. The Contractor will work with DOH to determine the number of classroom, workshop, webinar and online computer-based trainings, topics, locations, and dates. It is anticipated that some trainings will be offered more frequently than others, and that DOH needs and priorities may change from year to year. Please see the Bidder's Library for information regarding existing training curricula. The Bidder's Library is located on DOH's Grants/Funding Opportunities webpage for this procurement.

Training needs are determined annually. Training needs may be modified on an on-going basis between DOH and the Contractor, based on training demand throughout the contract period. The contractor must work with DOH to ensure any Executive Order (EO) proclamations related to a state of emergency (ie:COVID-19, natural disasters, etc.) issued by state and/or federal regulatory authorities which might impact the provision of in-person trainings are addressed and factored into training. The Contractor is responsible for providing all training materials related to each of the following training topics listed.

The following tables reflect the estimated annual training needs of the DOH. The total training day units for classroom and workshop trainings, number of self-paced online computer-based trainings, and number of webinars are not guaranteed in any year of the contract. The DOH reserves the right to revise the number of trainings and/or length of each topic, and the Contractor must have the flexibility to accommodate this. A historical training summary is included in this RFP as Attachment C. Use of new training technology may impact estimated or future projections. It is anticipated that additional training topics will be developed for classroom (in-person and virtual), webinar and self-paced online computer-based modalities during the contract period. Training topics may include, but are not limited to, the following:

Classroom (In-Person and Virtual Online) Modality

Training Topic	Training Length (Days)	Estimated Number of Annual Offerings	Estimated Total Units (Training Days)	CPEUs for RDs and DTRs	CERPs for CLCs and IBCLCs
Existing Classroom Trainings					
Breastfeeding: It's What We Do! Competencies for Clerical Staff*	1	4	4	Y	N
Breastfeeding: It's What We Do! Competencies for QNs/CPAs*	1	4	4	Y	Y
Building Skills: Assessing and Counseling Breastfeeding Mothers*	1	4	4	Y	Y
Building Skills for the CPA: Conducting a Breast Pump Assessment	1	4	4	Y	Y
Breastfeeding Best Practices: You Can Do It, WIC Can Help!*	2	3	6	Y	N
Lactation Counselor Training Course**	5	1	5	Y	Y
High Risk Care*	2	4	8	Y	N
Participant-Centered Nutrition Assessment, Education, and Counseling*	2	3	6	Y	N
Participant-Centered Group Facilitation	2	3	6	Y	N

Training Topic	Training Length (Days)	Estimated Number of Annual Offerings	Estimated Total Units (Training Days)	CPEUs for RDs and DTRs	CERPs for CLCs and IBCLCs
Existing Classroom Trainings cont.					
Advanced Formula*	1	4	4	Y	N
Skills Lab for Support Staff	1	4	4	Y	N
Skills Lab for QN/CPA Staff	1	4	4	Y	N
Income Assessment and Reassessment for Staff Who Determine Income Eligibility*	1	9	9	Y	N
Building Continuity of Care: Critical Thinking and Note Writing in WIC*	1	4	4	Y	N
Talking About Weight: From Age One to Five*	1	3	3	Y	N
Referrals are a Two-Way Street: Developing and Maintaining an Effective Referral System*	1	4	4	Y	N
Effective Supervision: The Key to a Quality Program*	1	4	3	Y	N
YOU are the Face of WIC: Enhanced Skills for Engagement and Conflict Management for Support Staff*	1	6	6	N	N
Develop and Offer					
Series of 3 *** WIC Learning Community (topic to be determined annually by DOH) 1 st in series of 3 2 nd in series of 3 3 rd in series of 3	2, 2, 2	1	6	Depends on Topic	Depends on Topic
Vendor Management Agency Staff Training (topic to be determined by DOH)	1	1	1	N	N
DOH Regional Office Staff Training (topic to be determined by DOH)	2	1	2	Depends on Topic	Depends on Topic
To Be Determined by DOH - #1	1	6	6	Depends on Topic	Depends on Topic
To Be Determined by DOH - #2	1	6	6	Depends on Topic	Depends on Topic

*These trainings exist in the in-person classroom format and are in the process of being converted to virtual online trainings (1 in-person classroom day will convert to a 3-hour virtual training and 2 in-person classroom days will convert to a 6-hour virtual training).

**The CLC training shall be provided annually in certain regions as directed by DOH. It is planned that the training will be provided a total of 3 times in the NYC metropolitan region over the course of the contract and a total of 2 times in upstate regions over the course of the contract. DOH shall determine, each year, in which region the training is to be held.

***The WIC Learning Community is an innovative and collaborative six to eight-month learning opportunity for up to twelve WIC local agency multi-disciplinary teams. Each team consists of three to four members, and they come together for a minimum of three facilitated in-person classroom trainings or virtual online trainings and four webinars. Using a performance management framework, the WIC Learning Community members will work together to consider challenges and best practice associated with an identified service or task. The theme of each Learning Community shall be determined annually by the DOH. Class size for the Learning Community trainings could be up to 75.

Self-Paced Online Computer Based Modality

Training Topic	Actual/Estimated Course Hours	CPEUs for RDs and DTRs	CERPs for CLCs and IBCLCs
Existing Online Courses			
16 & Pregnant: Providing WIC Services to Adolescents	2 hours	Y	N
Enhancing Customer Service	1.5 hours	Y	N
Finessing the Front Desk	2 hours	Y	N
Understanding Baby Behavior	2 hours	Y	N
Basic Training for QNs/CPAs	7.75 hours	Y	N
Basic Training for Support Staff	4.5 hours	Y	N
Participant-Centered Communication Skills	3.5 hours	Y	N
Life Cycle Nutrition of WIC Participants	7.75 hours	Y	N
Advanced Participant-Centered Communication Skills	2 hours	Y	N
Public Health Detailing	1.5 hours	Y	N
Note Writing in New York State WIC for All Staff	0.5 hours	N	N
Note Writing in Vendor Management Agencies (VMAs)	0.5 hours	N	N
Basic Training for Breastfeeding Peer Counselors	1.5 hours	N	N
Maternal Perinatal Depression	1.75 hours	Y	N
Core Competencies of WIC Managers	3.75 hours	Y	N
NYWIC (MIS) training modules	6.5 hours	N	N
Develop and Offer			
Topics to be determined DOH – annually <i>Note: 8 hours could be for one course or several shorter courses. DOH needs will be determined annually</i>	8 hours	Depends on topic	Depends on topic
Convert (from classroom) and Offer			
Topics to be determined by DOH – annually <i>Note: 4 hours could be for one course or several shorter courses. DOH needs will be determined annually</i>	4 hours	Depends on topic	Depends on topic

Webinar Modality – Annual Amounts Each Year

Training Topic	Estimated Length (hours)	CPEUs for RDs and DTRs	CERPs for CLCs and IBCLCs
Series of 4* WIC Learning Community (topic to be determined by DOH) - annually 1 st in series of 4 2 nd in series of 4 3 rd in series of 4 4 th in series of 4	2, 2, 2, 2	Depends on topic	Depends on topic
Cultural Competency - annually	1	Depends on topic	Depends on topic
Topics to be determined by DOH – annually <i>Note: 22 hours will be used for 60, 90, and 120-minute webinars, depending on topic</i>	22	Depends on topic	Depends on topic

Workshop (In-Person or Virtual) Modality – All Years

Training Topic	Workshop Length (Days)	Estimated Number of Annual Offerings	Estimated Total Units (workshop days)	CPEUs for RDs and DTRs	CERPs for CLCs and IBCLCs
Annual WIC Managers' Workshop (topics to be determined by DOH)	2	1	10	Depends on topic	Depends on topic
Annual workshop(s) training day for DOH State Staff (topics to be determined by DOH)	1	2	10	Depends on topic	Depends on topic

Refer to Bidder's Library for more information on current curricula, which exists in classroom, webinar, and self-paced online formats.

NOTE: The Contractor will be reimbursed based on the actual delivery method utilized for each training; however, delivery methods of the training may change from one modality to another throughout the term of the contract. Please see Modalities for a description.

4.3.2.a Identify Instructors, Consultants, and Subject Matter Experts (SMEs)

The Contractor will be responsible for identifying instructors to lead and/or develop the trainings to be delivered under this contract and should demonstrate competency at this task within their response. Instructors may include contractor staff as well as paid and unpaid consultants/SMEs.

Contractor staff who will be utilized to lead training should be identified in the Staffing Plan (RFP Section D.4). For new contractor staff trainers who may be hired throughout the contract term, resumes should be provided to DOH at least two months prior to their first scheduled training.

For non-contractor consultants/SMEs who are proposed to lead and/or develop training, their resumes should be provided to DOH after the initial curriculum discussion and before a preliminary training outline is submitted (see Section 4.4.6: New Curricula Development and Conversion of Classroom to Online Computer-Based Training). At a minimum, this must occur 3 months prior to the first scheduled training.

All instructors and consultants/SMEs must be approved by DOH, and that approval must occur prior to any work undertaken by said contractor staff, paid/unpaid consultants, or SMEs; DOH reserves the right to approve all job postings. When SMEs are needed, the Contractor may subcontract with SMEs/consultants as previously described in the introduction of this RFP regarding topics that could include, but are not limited to: certified lactation counseling, nutrition topics, drug/alcohol/substance abuse, healthy lifestyles, participant-centered nutrition services, cultural competency, and civil rights. Note: current NYS WIC local agency staff are expressly excluded from being used as instructors and/or content developers/reviewers.

4.3.2.b Training Curricula and Materials

The DOH has currently approved training curricula for classroom, webinar, and self-paced online trainings. Review the Bidder's Library for samples of existing training curricula. The training content consists exclusively of pertinent information intended to enhance WIC staff knowledge, skills, and application of federal regulations and state policies and procedures. The DOH may instruct the Contractor to make curriculum updates or revisions, including all related training materials (i.e.: training agendas, curricula, slides, handout, etc.) based on changes in laws, regulations, training evaluation data or DOH determination. The Contractor will be required to meet all training requests of the DOH. The topic areas will be identified through local agency training needs assessments, federal and state regulations and mandates, State Nutrition Coordinator recommendations, management evaluations, Local Agency Compliance and Self-Assessment (LACASA), the WIC Association of NYS, Inc. and other methods.

The Contractor will be required to develop new training curricula and/or series of trainings as directed by the DOH. The training content will consist of pertinent information intended to enhance WIC staff knowledge, skills, and application of federal regulations and state policies and procedures. Copies of training materials will be formally submitted electronically (and in hard copy, upon request) at the completion of the development of training. All course content and materials will be reviewed and approved by DOH prior to use. All materials developed with funds from this contract will become the sole property of the NYS DOH and may not be used by the Contractor outside of this project in any manner to generate profit, without prior consultation with and approval from the DOH.

All new and existing curricula will be provided by the Contractor to DOH upon request.

The Contractor will be responsible for development, coordination, reproduction, and distribution of all training materials required to effectively deliver training programs.

The Contractor will be required to develop and provide access to asynchronous computer training programs (i.e.: self-paced online courses, archived webinars) that do not require the presence of a live instructor(s) and can be used at the trainees' convenience in terms of time and location, and at no cost to trainees. The training materials must reinforce the learning.

4.3.3 Training Needs Self-Assessments and Workforce Competency Evaluation

Workforce competencies for six job roles currently exist (see Bidders' Library, located on DOH's Grants/Funding Opportunities webpage for this procurement). Using these existing competencies, the Contractor will develop and administer a baseline self-assessment for each of the six job roles in year one of the contract. A draft of the six baseline self-assessments must be submitted to DOH for review and approval within 120 days of contract approval.

Once approved by DOH, the contractor will administer each of the self-assessments. The self-assessments serve two purposes: 1) to provide data from which to develop future training, and 2) to provide data from which to develop learning plans (curriculum mapping) for each job role. A written report of findings and recommendations shall be submitted to the DOH upon completion of the assessments and analysis and evaluation of the results by the contractor. The written report shall be submitted within 60 days of the closing of the assessment period for staff.

The Job Role Curriculum Maps are envisioned to be a tool for staff and supervisors to use, which will identify the recommended competency-based trainings for each staff role. Upon development of the curriculum maps, the contractor shall submit to DOH for review and approval.

The contractor will also develop and administer a (second) training needs self-assessment survey to staff based on the existing job role competencies, analyze the results, and identify changes in knowledge gaps. It is anticipated that this second training needs self-assessment survey will occur in approximately the fourth year of the contract. A report of findings shall be submitted to the DOH.

Additionally, the Contractor will evaluate the existing core competency standards for accuracy and relevance, in accordance with federal and state policies, regulations, and USDA staffing requirements. They will identify any recommended updates and/or revisions to the core competencies and issue a report of findings to the DOH. This is anticipated to occur in the third to fourth year of the contract.

4.3.4 Administration of Training Programs

The Contractor will have full responsibility for training events including all logistical support such as publicity, information dissemination, registration, and site arrangements.

- a. Identify Training Locations

The contractor must identify a minimum of six field training locations: three in the New York City Metropolitan Region (which includes Long Island, and the counties of Rockland, Orange, Putnam, Westchester, Sullivan, Dutchess, and Ulster) and three outside of the Metropolitan Region (desired locations include those within the borders of or near major upstate cities like Albany, Syracuse, and Rochester/Buffalo, and/or near major transportation hubs). Attachment D – Staff FTE Concentration by County provides for an estimate of staff concentration in each county. The training venue must be appropriate to the specific attendee volume and in a safe environment which is conveniently located and easily accessible. All facilities selected will be required to comply with requirements under the Americans with Disabilities Act (ADA). The space must also allow for social distancing protocols to be followed, if necessary, and any other Executive Order proclamations related to a state of emergency (such as COVID-19 or a natural disaster) guidance issued by state and/or federal regulatory authorities. The Contractor must also ensure that any training participants who require lactation space during the training event have access to suitable space. The DOH reserves the right to reject proposed training sites and require the Contractor to identify alternative sites acceptable to DOH. The Contractor may not utilize WIC local agencies as training locations without prior approval from the DOH (except in cases where the Contractor is providing an on-site training for a particular agency). The contractor is responsible for all costs associated with obtaining training space.

b. Continuing Education Unit (CEU)

The Contractor will obtain approval for CEU credits when applicable (as determined by the DOH). The DOH will provide a list of disciplines and contact information for obtaining CEU credits.

If the contractor is not already, they must become a Continuing Professional Education (CPE) Accredited Provider with the Commission on Dietetic Registration (<https://www.cdrnet.org/>) and issue CPEU hours for applicable trainings conducted for Registered Dietitians and Dietetic Technicians. Currently, the application fee for this 3-year accreditation is \$500, and the annual maintenance fee is \$300.

If the contractor is not already, they must become a short-term provider of Continuing Education Recognition Points (CERPs) with the International Board of Lactation Consultant Examiners (IBLCE) (<https://iblce.org/>). Short Term Providers (STPs) must submit each educational activity to IBLCE for consideration and may not assign CERPs to their education. IBLCE has the sole authority to review and assign CERPs to education provided by STPs. STP status is valid for 1 year. Currently, the fee to provide up to and including 4 CERPs is \$55, and the fee to provide up to and including 8 CERPs is \$90.

The contractor is responsible for all costs related to being an accredited CPE and CERP provider.

c. Trainee Registration

The Contractor will be required to have the ability to register trainees for trainings by telephone, email, and online. The Contractor will be required to verify that staff attempting to register for trainings are in appropriate titles as designated by DOH to attend the trainings before accepting the registration. The contractor will notify DOH when staff whose titles are not on the DOH designated trainee list attempt to register; the DOH may, at its discretion, approve training to these individuals.

The Contractor shall ensure that all trainees and their supervisors receive a registration confirmation within a reasonable time prior to the training (i.e.: one week prior). The Contractor shall also describe and implement a wait-list policy for ensuring follow-up to trainees who are registered and subsequently are closed out of a training session due to full enrollment or cancelation.

d. Publicize all Scheduled Trainings

The Contractor will be responsible for publicizing all scheduled presentations and the training schedule via email and posting of information on the LMS.

e. Training Calendar

The Contractor will be required to develop an annual training calendar and registration forms that meet the DOH training needs. At the request of DOH, the Contractor will conduct a survey of local agency staff, prior to creating the annual training calendar, in order to ascertain information such as: demand for existing classroom trainings in certain regions, training calendar preferences (i.e.: days of week to hold trainings), preferred times for webinars, etc. The annual training calendar will cover the period of October 1 through September 30. The draft calendar, once developed, should be sent to DOH for review and approval prior to its release. The final calendar must be published by June 1st each year. The Contractor will provide DOH with an updated training calendar upon request.

f. Disseminate Schedules

Schedules will be made available to WIC and DOH staff statewide via the training learning management system (LMS) by the Contractor. Schedules will be continuously maintained and posted.

g. Document Training Sessions

The Contractor will be required to maintain and submit monthly summary reports that detail demographics (i.e.: the names and locations of all training provided, the names of the trainer(s), and attendance sheets for each training with trainee signatures, titles, agency names, and agency numbers for all attendees for each day of training), and the number and type of all continuing education credits issued.

4.3.5 Training Learning Management System (LMS) Content Management and Website Administration

The Contractor will act as a content manager in the NYS WIC LMS and manage all aspects of the training delivery services described in this RFP, for all training modalities. These management functions may include but are not limited to: maintaining training schedules/calendars, descriptions of trainings, continuing education credits, if applicable, and user guides, as necessary, for staff to understand functionality of the site. The Contractor shall also oversee and maintain online training announcements and trainee self-service registration; registration confirmation; wait-list management, the provision of online learning (computer-based training and webinars), including synchronous and asynchronous; pre/post-tests, if required; evaluation tools; bulk enrollment and monitoring of staff completion progress for mandatory trainings; and the distribution of certificates of completion and applicable continuing education unit credits. Content management duties may also include ensuring availability of a reference library containing all current training materials for each training, including, but not limited to: course outlines and agenda; PowerPoint presentations; handouts; desk aids; and other resource tools as developed and/or requested by DOH.

The Contractor will also assume responsibility for the maintenance of the existing breastfeeding website, www.breastfeedingpartners.org. The Contractor will not use the website, its name or logo for their own purpose or marketing strategies. The DOH shall approve all content for this website and will work with the Contractor to redesign and modernize the website, including optimizing it for use with mobile devices, and having it available in a language or languages (no more than 10) other than English. It is DOH's expectation that the modernization and redesign work will be completed within the first six (6) months after contract approval, or such other date as DOH and contractor mutually agree upon.

The Contractor will be responsible for managing training in the NYS WIC LMS and maintaining the breastfeeding websites. The Contractor will not use either of these sites to promote themselves or advertise Contractor services outside of this contract. Monthly website maintenance fees charged by the contractor against the contract include general administration, oversight, maintenance, and support of the sites that may be required by the Contractor, as well as administrative and course management for all training components (classroom, online, and webinars). The contractor will be required to have a designated contact for technical assistance and support available to registrants/users navigating these websites, Monday through Friday, 8:30 am to 5:00 pm ET (excluding major holidays). Issues that the contractor will be expected to address include, but are not limited to: training registration questions/issues; technical issues with course operation/navigation; sign-in issues (user name and/or password reset); training cancellations; requests to take training not mapped to a person's job role; training

completion certificate issues; user account maintenance; broken links; accessing and navigating any reporting features that users and/or supervisors may have access to. It is expected that the Contractor and DOH will work together to identify a more complete list of technical support tasks and an agreed upon timeframe for resolution (ranging anywhere from one business day to five business days).

The ongoing maintenance of both websites will include, but is not limited to: removal of outdated materials; the addition of updated materials and related links; the addition of pictures, pages, and module updates; punctuation and text edits; content reorganization; the addition of multimedia content; checking all hyperlinks for functionality (and fixing broken links upon DOH request); and any other activities necessary to maintain accuracy, relevance, and functionality of the sites and site content. The DOH will require quarterly reports from the Contractor, identifying content/functionality issues, identification of broken links and outdated materials, suggestions for changes, etc., which DOH must review and approve prior to any changes being made. DOH would also use the quarterly reports to identify changes to any site content it requests. Specifically excluded from ongoing website maintenance are activities involving actual training content modifications/updates (this includes training modules, reference library materials, handouts, desk aids, and other resource tools). These activities would fall under Curriculum Modifications.

4.3.6 New Curricula Development and Conversion of Classroom to Self-Paced Online Computer-Based Training

Based on changes in federal and state laws, regulations and guidance, or program evaluations, program priorities, and/or training needs assessment data, the Contractor, under the direction of DOH staff, will be responsible for developing new training curricula, including all related ancillary training materials for classroom (in-person or virtual online), workshop (in-person or virtual online), self-paced online computer-based training, and webinar training. The Contractor shall be responsible for meeting the training requests from DOH. All training curricula and associated training materials developed with funds from this contract will become the sole property of the DOH and may not be used in any way outside of this project to generate income, without prior consultation with and approval from the DOH.

New curricula development and conversion activities must be at the direction of the DOH. DOH will prepare and provide the contractor with a written curriculum request to start the process. The request will detail the curriculum content area, the preferred training delivery modality, the priority of the training to DOH, and requested due dates for the curriculum deliverables outlined in the following sub-sections. Upon contractor's receipt of DOH curriculum request, the following processes are expected to be followed and included as part of the curriculum development or conversion activities:

- a. An initial meeting, and subsequent meetings if needed, between the DOH and Contractor staff will take place to review the curriculum request and discuss goals, objectives and key content areas of the training. Due dates for curriculum deliverables contained in the curriculum request shall be reviewed by contractor and DOH staff and agreed upon. These meetings can take place either by way of conference calls or in-person, depending on the nature of the training topics. DOH staff will provide the contractor with any relevant materials that support the content of the training, to aid in the design and creation of the training (i.e.: policies, guidance documents, published reports, data, etc.) and DOH staff may also provide a high-level outline that illustrates their scope and vision for the training. After the initial and any subsequent meetings, and before an outline is submitted, the contractor will submit current resumes of all outside consultants/SMEs they intend to use as curriculum content experts and/or presenters, for DOH approval. The contractor shall not commence any work until DOH has approved the proposed content expert(s) and/or presenter(s).

As part of the curriculum development process for the Learning Community training, the contractor shall also advertise, solicit local agency interest, develop, distribute, and review Learning Community applications, and recommend local agencies for participation in the Learning Community. DOH, at its discretion, may also require the contractor to conduct interviews of agencies as part of the application process. DOH will make the final selection of local agencies for participation in the Learning Community.

- b. The Contractor will then prepare a training outline that includes the following:
- Training title;
 - Outline of content areas;
 - Target audience by staff role;
 - Continuing education credits, if applicable;
 - Definition of clear and measurable goals and objectives;
 - Description of teaching methodologies and modalities;
 - Listing and description of all training materials to be used as part of the training;
 - Description of pre/post-testing measurements, if required;
 - Expected length of training; and
 - Proposed instructors for the delivery of the classroom, workshop, and webinar trainings.
- c. The Contractor will submit a training outline to the DOH for review, editing, and approval. The DOH reserves the right to request revisions to any areas.
- d. For classroom/workshop training only (in-person and virtual online): The Contractor will proceed with the development of a draft curriculum including training slides and a trainer and trainee manual, if applicable, once the deliverables cited above have been approved.

The trainer manual shall, at a minimum, contain:

- A training agenda, description, goals, and trainee outcomes/competencies;
- Speaker notes, materials needed, course activities;
- Methodologies, pre/post-tests (if required), trainee evaluation tool, handouts and PowerPoint presentation; and
- All ancillary items required for training activities.

The trainee manual shall, at a minimum, contain:

- Title page;
 - Agenda;
 - Training description;
 - Introduction which clearly outlines the overall goals and objectives of the training;
 - Content sections presented in narrative form or expanded outlines with major points;
 - Copies of handouts, PowerPoint presentations, case studies and any other training resource materials; and
 - Pre/post-tests (if required) and trainee evaluation tool.
- e. If, during the curriculum development phase, the Contractor identifies any significant deviations from the approved outline, the Contractor shall cease work and request a meeting (either in person or via phone conference) with DOH to discuss the deviations and any potential changes to the approved outline. If DOH determines that changes to the outline are required, it shall direct the Contractor to make such changes and resubmit an updated outline for approval. Upon DOH's approval of the revised outline, the Contractor shall then resume curriculum development activities based on the newly updated outline.
- f. For webinar training: upon DOH approval of the outline, the Contractor shall commence work on the PowerPoint slide deck, which shall include moderate content in the speaker's notes area (enough to provide a good sense of what the presenter plans to discuss but does not need to be verbatim). The PowerPoint slides should also include any polls or other interactions with learners, if that is planned as part of the presentation.
- g. For self-paced online training (includes new development and conversion of classroom to online training): upon DOH approval of the outline, the Contractor shall commence work on the storyboard (PowerPoint slide deck), which shall include slide content as well as detailed audio in the speaker's notes section, to reflect what audio the learner will hear. The speaker's notes will also include detailed instructions for the programmers, regarding slide flow and interactions/functionality of learner activities, and will also reflect, for any learner exercises, what the correct and incorrect responses are, along with appropriate feedback.

Reference sources for training content must also be cited and included. Additionally, some modules may include specially produced video clips to reinforce content. All online training materials must be Section 508 compliant.

- h. For development of the Toolkit/Training Guide for New Coordinators: upon DOH approval of the outline, the Contractor shall commence work on writing content appropriate for the target audience of users. It is envisioned that the guide might be organized into chapters or sections, and contain written and pictorial information, reference citations, links to external content (written and/or animated) and be published in a final PDF format. Topics might include (but not be limited to): staffing, budgeting, reporting, clinic scheduling and flow, LACASA and quality assurance, outreach and retention, etc. It would also need to allow for customization, if desired, by DOH regional office staff, in the form of supplemental learning materials or addendums.
- i. The Contractor shall submit all draft curriculum materials to the DOH for review, at least 75 days prior to the expected launch/pilot of the first training (this applies to classroom, workshop, and webinar trainings; for self-paced online trainings and the toolkit/training guide, DOH and Contractor shall mutually agree upon a deadline date for submission of draft content; the annual Learning Community curriculum must be submitted by a date mutually agreed to by DOH and the contractor). DOH will review all draft curriculum materials and advise the Contractor if any revisions are needed. The Contractor will complete the development of the training, incorporating any revisions that have been directed by the DOH.

Upon submission of draft materials for new classroom training, workshop, and webinar trainings, the contractor may bill for 50% of the price bid for training development for said deliverable. Upon submission of the first draft of the storyboards (for new self-paced online training and conversion of classroom to self-paced online training), the contractor may bill for 50% of the price bid for said deliverable.

- j. Final training materials will be submitted to DOH electronically by the specified deadline and shall be comprised of:
 - Classroom/workshop: approved outline, trainer and trainee manuals, PowerPoint slide presentation(s), all ancillary materials
 - Self-Paced Online: approved outline, final storyboards, programmed filed for the LMS
 - Webinar: approved outline, final slide deck inclusive of speaker's notes
 - Toolkit/Training Guide for New Coordinators: approved outline, final (clean) version of guide, all ancillary materials
- k. For new classroom training development (in-person and virtual online), excluding Learning Community trainings, the Contractor will deliver one (1) or two (2) pilot trainings, as directed by DOH: one in the NYC area and one in an upstate area of the DOH's choosing. WIC local agency staff and DOH staff will attend the pilot trainings. After one or both pilots, contractor and DOH staff will debrief the trainings, and determine additional curriculum revisions needed based on trainer, trainee, and DOH evaluation of the pilot presentations. These revisions will be incorporated by the Contractor in the finalized training curriculum, trainer/trainee manuals, and any ancillary training materials, which shall be provided to the DOH electronically for final approval. All curriculum revisions shall be completed within 30 calendar days after the 2nd pilot, or upon such other date as is mutually agreeable between the DOH and Contractor. The cost of all post-pilot revisions shall be included in the training development cost.
- l. Upon electronic receipt of all finalized training materials, the DOH will review all materials and issue a final approval in writing to the contractor. The contractor may then bill for the remaining 50% of the deliverable's development cost (or, in the case of the Toolkit/Training Guide for New Coordinators, the contractor may bill in full).
- m. Upon DOH approval of finalized training materials, any changes/modifications required thereafter shall follow the process described below, in Section 4.4.7 Modifications to Existing Curricula and shall be billed and paid in accordance with the corresponding Curriculum Modification lines of the budget.

- n. The DOH reserves the right to assess a 5% penalty on payment of any curriculum development deliverable if stated and/or agreed upon deadlines are not met. An additional 5% will be deducted for every 30 days past the stated and/or agreed upon deadline is unmet. This penalty will continue until the work is completed and is approved by DOH.

4.3.7 Modifications to Existing Curricula (any modality)

It is expected that trainings will be updated and refined throughout the course of the contract as need arises. These refinements may be identified by way of DOH course monitoring, instructor observations, Contractor suggestions, and/or changes to state and federal regulations and policies. Upon DOH request, the Contractor shall submit a written statement of work outlining the requested or proposed revisions. The statement of work will contain sufficient detail to identify the source of the change (i.e.: updated policy, change in regulations, training evaluations, etc.) and to explain what the change(s) is/are. The Contractor shall itemize how staff time will be spent making the changes, including changes to: the training design, training PowerPoint, trainee materials, and/or ancillary materials, with a total number of curriculum modification hours requested. The statement of work may also include Contractor staff time spent reviewing training materials, if DOH requests the contractor to review a training and recommend needed updates (i.e.: due to policy changes, MIS changes, etc.). The total hours requested should reflect the maximum number of hours that the Contractor may require to complete the changes. DOH will review the statement of work and 1) accept it as written and authorize the Contractor to begin revisions, or 2) disapprove and request modifications. Revisions to classroom, online training components, and the toolkit/reference guide shall be completed within thirty days' notice of authorization to begin work from the DOH, or within a reasonable timeframe, based on the extent of the required revision(s), as agreed between the DOH and Contractor. The Contractor shall submit revision(s) of curricula to the DOH for approval prior to initiation. The Contractor will document the actual hours that were utilized to make the revisions and will be paid only for this time. If Contractor discovers that more time is needed beyond what was originally requested and approved, Contractor will cease work and not continue until a revised statement of work is submitted to DOH and is approved.

The DOH reserves the right to assess a 5% penalty on payment of any curriculum modifications if the stated and/or agreed upon deadlines are not met. An additional 5% will be deducted for every 30 days past the stated and/or agreed upon deadline is unmet. This penalty will continue until the work is completed and is approved by DOH.

4.3.8 Nutrition Content Review

The contractor shall be tasked with scheduling and conducting two reviews of all nutrition-related training materials within the contract term, with the express purpose of reviewing the nutritional education content for accuracy and ensuring it is the most up-to-date information. This includes, but is not limited to, new research and guidelines published by professional organizations like the American Academy of Pediatrics, the Academy of Nutrition and Dietetics, and the American Medical Association and government agencies such as the United States Department of Agriculture. It is expected that this task will be assigned to one of the Registered Dietitians (RDs) on contractor's staff. The RD will be responsible for determining the review schedule and presenting a schedule to the DOH for approval. Upon approval, the RD will commence review and will issue a written report of findings upon the completion of each training curricula review. DOH will review the findings and if content updates are warranted, the DOH will request a formal quote be submitted by the contractor, following the steps outlined in the Modifications to Existing Curricula section.

4.3.9 Technical Assistance (TA)

The contractor will be expected to provide technical assistance (TA) throughout the contract term. TA involves providing targeted support to staff (WIC local agency, vendor management agency, and/or DOH staff) with a professional development need or problem regarding a particular topic or skill. The need for TA can be initiated at DOH's request or proposed by the contractor. DOH will require a written estimate of how many hours of TA time the contractor proposes to address the specific need. DOH must review and approve all requests prior to the commencement of TA. No new curriculum will be developed by the contractor for this service. Rather, the Contractor will use their knowledge and expertise to provide consulting and/or coaching services on a variety of

WIC-related topics, including but not limited to: SMART goals; program evaluation and measurement; best practices for conducting site visits; how to run effective meetings; enhanced communication skills; note writing, etc. TA will be provided in-person (to include presentations at meetings), over the phone, and/or via use of a webinar or online meeting.

4.3.10 Training Delivery and Payment

The Contractor will deliver trainings in each one of the modalities specified below, at no cost to attendees / registrants; attendees shall pay for their own travel costs/expenses and must not be charged anything by contractor to attend/take a training. All in-person training events will need to comply with any Executive Order proclamations related to a state of emergency (such as COVID-19 or natural disaster) issued by state and/or federal regulatory authorities. See the Cost Proposal section for details on the payment of training development and delivery.

a. Classroom Trainings (In-Person and Virtual Online)

The Contractor will provide Classroom Trainings (including Learning Communities), defined as in-person events in classroom-like space or virtual online events, with live instructor(s) teaching specified curricula to groups of adult trainees. These trainings must take place at any or all locations. These trainings can run from one to three days in length. Payment to contractor will be based on training days delivered times the cost bid per training day.

b. Managers' Workshop (In-Person or Virtual Online)

The Contractor will develop and provide an annual two-day workshop for WIC managers. At DOH's discretion, the WIC Managers' Workshop may include an expert keynote presentation any or each day for the entire group, and multiple, smaller, moderator-led break-out sessions for attendees to choose from. The engagement of any outside speakers/presenters shall require prior DOH approval. All resumes for presenters must be submitted to DOH prior to submission of a preliminary training outline, as described in Section 4.4.6: New Curricula Development. Workshop attendees are anticipated to number from 100 to 250. Note that if the workshop is provided in-person, DOH may request that the two-day workshop be spread over three days, in the format of half-day first day (afternoon); full day second day; and half day third day (morning). This format allows attendees travel time. Regardless of whether the training is over two or three days, the payment is such that the contractor is expected to provide two days' worth of training and will be paid for such (two workshop training delivery days times the cost bid). Workshop delivery cost must include the costs, if any, for an expert keynote speaker(s).

c. DOH State Staff Workshop (In-Person or Virtual Online)

The Contractor will develop and provide a one-day workshop training for DOH State staff. This will be a once or twice annual training delivered presentation style to a medium to large audience of DOH state staff. At DOH's direction, it may include outside content expert speakers. The engagement of any outside speakers/presenters shall require prior DOH approval. All resumes for presenters must be submitted to DOH prior to submission of a preliminary training outline, as described in Section 4.4.6: New Curricula Development. This training may consist of full group plenaries and/or multiple, smaller break-out workshops for adult learner staff to choose from. Note that if the workshop is provided in-person, DOH may request that the 1-day workshop be spread over 2 days, in the format of ½ day first day (afternoon) and half day second day (morning). This format allows attendees travel time. Regardless of whether the training is over 1 or 2 days, the payment is such that the contractor is expected to provide one full day's worth of training and will be paid for such (one workshop training delivery day times the cost bid). Workshop delivery cost must include the costs, if any, for an expert keynote speaker(s).

d. Live Webinar Trainings

The Contractor may utilize existing curricula (see Bidder's Library) as one resource when developing webinars. This type of training is essentially a seminar or workshop held over the Internet. It can take the

form of a presentation, discussion, demonstration, or other type of instructional session. Participants watch a visual presentation on a computer monitor or other electronic device and listen to the instructor(s) talk live by way of an audio stream or by telephone. Participants should have the ability to speak or email (chat) questions to the instructor(s). Depending on the topic, it is expected that the Contractor may need to engage the services of an outside consultant or subject matter expert, to assist in the creation of the webinar content and/or present the webinar. DOH may provide minimum qualification guidelines for presenters, and all presenters will be required to provide disclosures of any actual or potential conflicts of interest. All resumes for presenters must be submitted to DOH prior to submission of a preliminary training outline, as described in Section 4.4.6: New Curricula Development. Webinars can range in length from 1 hour (60 minutes), to 1 ½ hours (90 minutes) to 2 hours (120 minutes), depending on topic/purpose/audience. Payment will be based on the delivery cost bid per 60-minute webinar (and would be pro-rated for 90-minute webinars).

e. Archived Webinar Trainings

All webinars provided under this contract will be recorded and posted to the NYS WIC LMS administered by the Contractor for viewing on-demand by WIC local agency and the DOH staff. There shall be no cost to staff to view an archived webinar. Existing webinars (see Bidder's Library) may also be posted to the NYS WIC LMS administered by the Contractor for viewing by WIC local agency and DOH staff. There will be no training delivery payment for Archived Webinar Trainings beyond the monthly website maintenance fee bid.

f. Self-Paced Online Computer-Based Trainings

For this training modality, there are two classifications of self-paced online computer-based trainings:

1. The Contractor will convert existing classroom trainings to self-paced online computer-based trainings per DOH request, and will be paid based upon the conversion cost bid by the Contractor for this service; and
2. The Contractor will develop new self-paced online computer-based training per DOH request, and payment will be based on the online training development cost bid by the Contractor for this service.

Regardless of online training origin (conversion or creation of new), there will be no training delivery payment to the contractor beyond the monthly website maintenance fee bid.

g. Local Agency Training

This type of training may be required in the event of staffing deficiencies and/or identified training deficits (skills and/or knowledge based) or needs, or when an organization first becomes a WIC Local Agency or has a corrective action plan (CAP). Local agency staff may need evaluation and training to improve productivity, comply with program requirements, and/or enhance skills. Trainings may range from one to five days. This type of training is expected to either be conducted on-site at a WIC local agency (it may also be conducted at an off-site location, with the agency's approval and at no cost to the agency, and no additional reimbursement to the contractor) or provided via virtual online classroom training. The training will be comprised of topics that currently exist as classroom (in-person or virtual) trainings. Use of local agency training must have prior approval from the DOH contract manager. The DOH may request a written summary from the trainer(s) after providing an agency training, to address agency and staff strengths and challenges as well as additional training needs. Local Agency Training shall be paid based on the cost bid per diem for each day of training provided and approved by DOH.

h. Technical Assistance

Technical assistance (TA) will be provided by the contractor on an hourly basis, over the phone, in-person, and/or via use of a webinar or virtual meeting room. It could involve small, medium, or large size groups of staff. No new curriculum will be developed. TA shall be paid at the hourly rate bid times the

number of hours actually used, which shall not exceed the number of hours previously approved by DOH, per request.

4.3.11 Cancellation of a Scheduled Training

The Contractor will be responsible for monitoring enrollment of participants in a given training. Classroom training (in-person/virtual, including Learning Communities), local agency training, and workshop (in-person/virtual) cancellations will be at the sole discretion of the DOH. There will be no payment to the Contractor for the cost associated with delivering the training/workshop for cancelled training events. Failure to follow the speaker approval process as stipulated earlier in this document could result in non-payment for any costs incurred for a training that is cancelled. The following process will be followed to determine if a scheduled training event will be cancelled:

- The Contractor will alert the DOH two weeks prior to the scheduled commencement of a classroom training if enrollment is below the Expected Class Size Range as specified in Section 4.4.1 Training Methods and Modalities of this RFP. The DOH may direct the Contractor to cancel the training. If enrollment drops after the two-week time frame, DOH will still hold the classroom training.
- In-person trainings of all types (classroom, local agency, and workshops) could be cancelled due to inclement weather, dangerous weather conditions, or a non-specific DOH directive. If an in-person training is cancelled due to inclement/dangerous weather conditions, or DOH directive, DOH will attempt to provide the contractor with as much advance notice (written and/or verbal) as possible. DOH will not pay for the cost associated with delivering the cancelled classroom/local agency training or workshop.
- For all training cancellations, regardless of reason, the Contractor will be responsible for notifying the enrolled participants and their supervisors, including when cancellations happen last-minute.
- If a training is cancelled, DOH will inform the Contractor if the training needs to be rescheduled at a later date.
- The DOH reserves the right to determine and/or change the size of all classes, on an exception basis as circumstances may warrant and with notification to the contractor.

4.3.12 Weekly Calls and Monthly Meetings

The Project Manager will have weekly calls (1 hour) with the DOH contract manager and be required to participate in monthly meetings with the DOH staff. The Contractor may be asked to provide a toll-free conference number to be used for the weekly calls. The monthly meetings will take place in Albany, NY, at either the Contractor's office or DOH's office, upon mutual agreement between the Project Manager and DOH contract manager. These monthly meetings will last between two to three hours, based on the agenda developed by the DOH contract manager. There will be no payment to the Contractor for the weekly calls or attendance at the monthly meetings.

Additionally, it is expected that Contractor staff will need to attend meetings and/or conferences (i.e.: NYS WIC Association annual conference; National WIC Association [NWA] Annual conferences) and listen to program webinars in order to stay current with DOH program activities and policies, as well as national issues and initiatives within the WIC program. It is expected that Contractor staff will participate in these events and activities as needed/as directed by the DOH, at no cost to the contract.

4.4 Staffing

Bidders proposing to utilize existing personnel (including subcontractors) involved with this training program should include documented evidence in their proposal of their staff's knowledge and experience in training. Bidders must also provide job postings with the minimum qualifications necessary for new staff (including subcontractors). Please note that all staff will be required to travel, primarily within NYS, including overnights and travel to areas that may not be served by public transportation.

The following staffing positions are the minimum required. The bidder may propose additional staff/positions in its proposal. It is expected that the bidder will propose staffing capacity (includes trainers, curriculum writers and designers, IT, management, and support staff, minimum) sufficient enough to demonstrate its ability to work on multiple contract deliverables concurrently and meet all deadlines. DOH expects that any staff vacancies related to work on this contract shall be filled by the contractor within 120 days of vacancy.

Project Manager: The bidder must identify in their proposal one full-time project manager dedicated to the management of this contract. This individual will not be utilized for conducting trainings of any kind. They are expected to oversee the development, revision, and implementation of trainings. The project manager will be available from 8:30 am to 5:00 pm Monday through Friday to interact with DOH management. The project manager will act as a liaison regarding training calendar development, curricula development (all modalities), training delivery (all modalities), training locations, training registration, training implementation, human resources, website maintenance, monthly vouchers and supporting documentation/report submissions, logistics and decisions regarding contract issues. The project manager will be appointed by the Contractor and must be approved by the DOH. Preference will be given to managers who are experienced at overseeing large and complex training programs. This includes programs that train a large number of staff on a variety of topics and skills, where content can be technical (based on federal regulations and policies), and there is an extensive offering of training modalities. This manager will have the authority to speak for the Contractor and will be the primary person with whom the DOH conducts all business-related tasks to be performed under this contract. It is expected that the project manager will have the ability to quickly resolve any problems that arise during the contract period. The preferred qualifications are listed below:

Position: Project Manager: 1 full-time
Experience with planning, organizing, and developing training curricula for adult learners.
Experience overseeing the implementation of participant-centered adult trainings.
General knowledge and experience in administration and business management. Preference given to those with five years (or more) of administrative experience in a health field, of which at least three years are in contract management.
Strong verbal and written communication skills.
Baccalaureate degree or master's degree. Preference given to those with higher degrees and health and education related majors.
Proven experience with overseeing and/or producing high volume work deliverables and meeting deadlines.

Position: Registered Dietitian: 2 full-time
Must possess a current registration as a Registered Dietitian (RD)/Registered Dietitian Nutritionist (RDN) with the Commission on Dietetic Registration.
Experience with implementing nutrition policies and procedures and interpreting regulations and program directives. Preference given to those with full-time professional experience as a dietitian/nutritionist in a Public Health Program.
At least one of the Registered Dietitian roles must have a graduate degree (Master's degree or higher).
Experience developing and revising training curricula for adult-learners.
Preference given for experience with administrative and technical activities in support of public health nutrition programs.
WIC experience is required for at least one of the positions.

Position: IBCLC (International Board-Certified Lactation Consultant): .25 FTE minimum
Must possess a current certification from the International Board of Lactation Consultant Examiners (IBLCE).
Must be trained in accordance with the Food and Nutrition Service (FNS) competency-based training for WIC Breastfeeding Curriculum.
Holds a master's or bachelor's degree in nutritional sciences, community nutrition, clinical nutrition, dietetics, public health nutrition, or related field.
Demonstrates ability to lead, organize, and develop breastfeeding related trainings.
Prior knowledge of the WIC Program is preferred.
Registered Nurse (RN)/Registered Dietitian (RD) credential is preferred.
This position is in addition to the two Registered Dietitians required.

Position: Training Staff (Can be full and part-time; # of trainers to be proposed by bidder)
Experience with conducting policy and skills-based in-person trainings to adult learner groups of professional and para-professional staff.
High energy, dynamic, engaging, and motivating; proven ability to work with diverse groups of learners.
Strong communication and facilitation skills.
Experience with counseling techniques, including Motivational Interviewing, preferred.
Minimum of three years' experience conducting classroom style trainings.
Proven track record of receiving high trainer evaluation scores from trainees.
Preference given for training experience related to public health nutrition programs.
Baccalaureate degree required; Master's preferred.
At least one trainer on staff must be an experienced, seasoned (defined as having 5+ years providing training to adult learners) trainer and will serve as a mentor and oversee other trainers.

Position: Information Technology Specialist
Minimum of an Associate or Technical degree in related field.
At least three years' experience of demonstrated progressive work history in technical field required to fulfill the requirements of this RFP for the administration of a public-facing website and content management of a LMS.
Experience providing input regarding system development/enhancements.
Experience providing support and technical expertise regarding equipment and system issues (equipment and networking troubleshooting skills) to end-users.
Experience developing and maintaining websites.
Experience producing reports (canned and ad hoc).
Experience with management of content in a learning management system for the administration and management of training by all modalities.

4.5 Reporting

On a monthly basis, the Contractor will be required to submit the following reports with its voucher package:

- Participant List by training (for all training modalities)
- A copy of the sign-in sheet for each in-person classroom training held. The sign-in sheet must contain the signature, title, local agency name, and local agency number for each attendee
- Attendance documentation for each virtual online training held, to include participant name, title, local agency name, and local agency number for each attendee
- Monthly Summary Report of All Trainings Conducted (includes Instructor Names, training names, dates, locations [if applicable] and training modalities for each training delivered during the reporting month)
- Live Webinar Training Participation report
- Archived Webinar Training Participation report
- Online Computer-Based Training Participation report
- Local Agency Training Participation report
- Technical Assistance Provided report
- Breastfeeding website analytics report
- LMS analytics reports, to include current month's activity as well as cumulative usage/statistics

The reports listed above reflect the minimum reports required. Additional reports may be added to the list. It is expected that the information presented in the reports will be "clean" (i.e.: data is in a consistent and usable format, such as 10 numeric digits for phone numbers, etc.) and will be visually attractive and "finished". The reports listed above should reflect the monthly activity in support of the voucher being submitted. The DOH may also ask for the contractor to provide cumulative training activity reports, as well. The DOH reserves the right to also request the reports in raw data form, and the data must be able to be easily filtered and sorted.

Additionally, the DOH may request periodic ad hoc reports for any of the training modalities, which contractor must provide within a mutually agreed upon timeframe.

4.6 Information Technology

The application and all systems and components supporting it, including but not limited to any forms and databases that include Personal Health, Personal Identification or other New York State information, must comply with all NYS security policies and standards listed at <http://its.ny.gov/tables/technologypolicyindex.htm>.

4.7 Security

The contractor must ensure that they are in compliance with all applicable New York State security policies and standards (the list below highlights the most pertinent items):

All policies and standards defined in the New York State ITS security policies and standards (<http://its.ny.gov/eiso/policies/security>), including, but not limited to:

- NYS-P03-002 – Information Security Policy,
- NYS-P10-006 – Identity Assurance Policy,
- NYS-S13-001 – Secure System Development Life Cycle Standard,
- NYS-S13-002 – Secure Coding Standard (if applicable),
- NYS-S13-004 – Identity Assurance Standard,
- NYS-S14-003 – Information Security Controls Standard,
- NYS-S14-005 – Security Logging Standard,
- NYS-S14-007 – Encryption Standard,
- NYS-S15-008 – Secure Configuration Standard
- NYS-S14-013 – Account Management / Access Control Standard
- NYS-S15-001 – Patch Management Standard (if applicable) and
- NYS-S15-002 – Vulnerability Scanning Standard

The contractor's organization, employees, subcontractors and volunteers will implement and maintain policies, an internal control process for oversight and monitoring and procedures to assure the confidentiality of personal identifiable data and protected health information.

4.8 Transition

At the commencement of the new contract award, it is expected that the contractor will require start-up time to plan, prepare, and implement training and other services as described herein. Within four (4) months of contract approval date, DOH shall expect the contractor to be able to start providing some services under this contract, such as: preparing a draft training schedule; preparing a staff self-assessment plan; gaining familiarity with the current training curriculum and being prepared to start offering training; and learning the LMS to be able to provide administrative and technical support as required by the contract.

The contractor is required to develop a plan to securely and smoothly transfer any records referenced in this section to the Department or another Department agent should that be required during or upon expiration of its contract. The plan and documentation must be submitted to the Department before the end of the first year of the contract or upon request of the Department.

The contractor shall provide technical and business process support as necessary and required by the Department to transition and assume contract requirements to the Department or another Department agent should that be required during or at the end of the contract.

5.0 ADMINISTRATIVE INFORMATION

The following administrative information will apply to this RFP. Failure to comply fully with this information may result in disqualification of your proposal.

5.1 Restricted Period

“Restricted period” means the period of time commencing with the earliest written notice, advertisement, or solicitation of a Request for Proposals (“RFP”), Invitation for Bids (“IFB”), or solicitation of proposals, or any other method for soliciting a response from Bidders intending to result in a procurement contract with DOH and ending with the final contract award and approval by DOH and, where applicable, final contract approval by the Office of the State Comptroller.

This prohibition applies to any oral, written, or electronic communication under circumstances where a reasonable person would infer that the communication was intended to influence this procurement. Violation of any of the requirements described in this Section may be grounds for a determination that the bidder is non-responsible and therefore ineligible for this contract award. Two (2) violations within four (4) years of the rules against impermissible contacts during the “restricted period” may result in the violator being debarred from participating in DOH procurements for a period of four (4) years.

Pursuant to State Finance Law §§ 139-j and 139-k, the Department of Health identifies a designated contact on face page of this RFP to whom all communications attempting to influence this procurement must be made.

5.2 Questions

There will be an opportunity available for submission of written questions and requests for clarification with regard to this RFP. All questions and requests for clarification of this RFP should cite the particular RFP Section and paragraph number where applicable and must be submitted via email to BSFP-FMS.Procure@health.ny.gov. It is the bidder’s responsibility to ensure that email containing written questions and/or requests for clarification is received at the above address no later than the Deadline for Submission of Written Questions as specified in [Section 1.0](#) (Calendar of Events). Questions received after the deadline may **not** be answered.

5.3 Right to Modify RFP

DOH reserves the right to modify any part of this RFP, including but not limited to, the date and time by which proposals must be submitted and received by DOH, at any time prior to the Deadline for Submission of Proposals listed in [Section 1.0](#) (Calendar of Events). Modifications to this RFP shall be made by issuance of amendments and/or addenda.

Prior to the Deadline for Submission of Proposals, any such clarifications or modifications as deemed necessary by DOH will be posted to the DOH website.

If the bidder discovers any ambiguity, conflict, discrepancy, omission, or other error in this RFP, the Bidder shall immediately notify DOH of such error in writing at BSFP-FMS.Procure@health.ny.gov and request clarification or modification of the document.

If, prior to the Deadline for Submission of Proposals, a bidder fails to notify DOH of a known error or an error that reasonably should have been known, the bidder shall assume the risk of proposing. If awarded the contract, the bidder shall not be entitled to additional compensation by reason of the error or its correction.

5.4 Payment

The contractor shall submit invoices and/or vouchers to the State's designated payment office:

Preferred Method: Email a .pdf copy of your signed voucher to the BSC at: AccountsPayable@ogs.ny.gov with a subject field as follows:

Subject: **Unit ID: 3450271, Contract # TBD**

Alternate Method: Mail vouchers to BSC at the following U.S. postal address:

**NYS Department of Health
Unit ID 3450271
c/o NYS OGS BSC Accounts Payable
Building 5, 5th Floor
1220 Washington Ave.
Albany, NY 12226-1900**

Payment for invoices and/or vouchers submitted by the CONTRACTOR shall only be rendered electronically unless payment by paper check is expressly authorized by the Commissioner, in the Commissioner's sole discretion, due to extenuating circumstances. Such electronic payment shall be made in accordance with ordinary State procedures and practices. The CONTRACTOR shall comply with the State Comptroller's procedures to authorize electronic payments. Authorization forms are available at the State Comptroller's website at www.osc.state.ny.us/epay/index.htm, by email at epayments@osc.state.ny.us or by telephone at 518-474-6019. CONTRACTOR acknowledges that it will not receive payment on any invoices and/or vouchers submitted under this Contract if it does not comply with the State Comptroller's electronic payment procedures, except where the Commissioner has expressly authorized payment by paper check as set forth above.

In addition to the Electronic Payment Authorization Form, a Substitute Form W-9 must be on file with the Office of the State Comptroller, Bureau of Accounting Operations. Additional information and procedures for enrollment can be found at <http://www.osc.state.ny.us/epay>.

Completed W-9 forms should be submitted to the following address:

NYS Office of the State Comptroller
Bureau of Accounting Operations
Warrant & Payment Control Unit
110 State Street, 9th Floor
Albany, NY 12236

Payment of such invoices and/or vouchers by the State (NYS Department of Health) shall be made in accordance with Article XI-A of the New York State Finance Law. Payment terms will be:

Contractor shall be paid upon completion of work and DOH's acceptance of all work and deliverables as identified in Attachment B – the Cost Proposal. Payment shall be the unit cost bid for each deliverable / service times the number of units completed.

5.5 Minority & Woman-Owned Business Enterprise Requirements

Pursuant to New York State Executive Law Article 15-A, the New York State Department of Health ("DOH") recognizes its obligation to promote opportunities for maximum feasible participation of certified minority-and women-owned business enterprises and the employment of minority group members and women in the performance of DOH contracts.

In 2006, the State of New York commissioned a disparity study to evaluate whether minority and women-owned business enterprises had a full and fair opportunity to participate in state contracting. The findings of the study were published on April 29, 2010, under the title "The State of Minority and Women-Owned Business Enterprises: Evidence from New York" ("Disparity Study"). The report found evidence of statistically significant disparities between the level of participation of minority-and women-owned business enterprises in state procurement contracting versus the number of minority-and women-owned business enterprises that were ready, willing and able to participate in state procurements. As a result of these findings, the Disparity Study made recommendations concerning the implementation and operation of the statewide certified minority- and women-owned business enterprises program. The recommendations from the Disparity Study culminated in the enactment and the implementation of New York State Executive Law Article 15-A, which requires, among other things, that DOH establish goals for maximum feasible participation of New York State Certified minority- and women – owned business enterprises ("MWBE") and the employment of minority groups members and women in the performance of New York State contracts.

Business Participation Opportunities for MWBEs

For purposes of this solicitation, DOH hereby establishes an overall goal of **30%** for MWBE participation, **15%** for Minority-Owned Business Enterprises (“MBE”) participation and **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 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.

The directory of New York State Certified MWBEs can be viewed at: <https://ny.newnycontracts.com>. The directory is found in the upper right-hand side of the webpage under “Search for Certified Firms” and accessed by clicking on the link entitled “MWBE Directory”. Engaging with firms found in the directory with like product(s) and/or service(s) is strongly encouraged and all communication efforts and responses should be well documented.

By submitting a bid, a bidder agrees to complete an MWBE Utilization Plan ([Attachment 5](#), Form #1) of this RFP. DOH will review the submitted MWBE Utilization Plan. If the plan is not accepted, DOH may issue a notice of deficiency. If a notice of deficiency is issued, Bidder agrees that it shall respond to the notice of deficiency within seven (7) business days of receipt. DOH may disqualify a Bidder as being non-responsive under the following circumstances:

- a) If a Bidder fails to submit a MWBE Utilization Plan;
- b) If a Bidder fails to submit a written remedy to a notice of deficiency;
- c) If a Bidder fails to submit a request for waiver (if applicable); or
- d) If DOH determines that the Bidder has failed to document good-faith efforts;

The Contractor will be required to attempt to utilize, in good faith, any MBE or WBE identified within its MWBE Utilization Plan, during the performance of the Contract. Requests for a partial or total waiver of established goal requirements made subsequent to Contract Award may be made at any time during the term of the Contract to DOH, but must be made no later than prior to the submission of a request for final payment on the Contract.

The Contractor will be required to submit a Contractor’s Quarterly M/WBE Contractor Compliance & Payment Report to the DOH, by the 10th day following each end of quarter over the term of the Contract documenting the progress made toward achievement of the MWBE goals of the Contract.

If the Contractor is found to have willfully and intentionally failed to comply with the MWBE participation goals set forth in the Contract, such finding will constitute a breach of Contract and DOH may withhold payment from the Contractor as liquidated damages.

Such liquidated damages shall be calculated as an amount equaling the difference between: (1) all sums identified for payment to MWBEs had the Contractor achieved the contractual MWBE goals; and (2) all sums actually paid to MWBEs for work performed or materials supplied under the Contract.

New York State certified Minority- and Women-Owned Businesses (M/WBE) may request that their firm’s contact information be included on a list of M/WBE firms interested in serving as a subcontractor for this procurement. The listing will be publicly posted on the Department’s website for reference by the bidding community. A firm requesting inclusion on this list should send contact information and a copy of its NYS M/WBE certification to [\[BSFP-FMS.Procure@health.ny.gov\]](mailto:BSFP-FMS.Procure@health.ny.gov) before the Deadline for Questions as specified in [Section 1.0](#) (Calendar of Events). Nothing prohibits an M/WBE Vendor from proposing as a prime contractor.

Please Note: Failure to comply with the foregoing requirements may result in a finding of non-responsiveness, non-responsibility and/or a breach of the Contract, leading to the withholding of funds, suspension or termination of the Contract or such other actions or enforcement proceedings as allowed by the Contract.

5.6 Equal Employment Opportunity (EEO) Reporting

By submission of a bid in response to this solicitation, the Bidder agrees with all of the terms and conditions of [Attachment 8](#) Appendix A including Clause 12 - Equal Employment Opportunities for Minorities and Women. Additionally, the successful bidder will be required to certify they have an acceptable EEO (Equal Employment Opportunity) policy statement in accordance with Section III of Appendix M in [Attachment 8](#).

Further, pursuant to Article 15 of the Executive Law (the "Human Rights Law"), all other State and Federal statutory and constitutional non-discrimination provisions, the Contractor and sub-contractors will not discriminate against any employee or applicant for employment because of race, creed (religion), color, sex, national origin, sexual orientation, military status, age, disability, predisposing genetic characteristic, marital status or domestic violence victim status, and shall also follow the requirements of the Human Rights Law with regard to non-discrimination on the basis of prior criminal conviction and prior arrest.

The Contractor is required to ensure that it and any subcontractors awarded a subcontract over \$25,000 for the construction, demolition, replacement, major repair, renovation, planning or design of real property and improvements thereon (the "Work"), except where the Work is for the beneficial use of the Contractor, undertake or continue programs to ensure that minority group members and women are afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status. For these purposes, equal opportunity shall apply in the areas of recruitment, employment, job assignment, promotion, upgrading, demotion, transfer, layoff, termination, and rates of pay or other forms of compensation. This requirement does not apply to: (i) work, goods, or services unrelated to the Contract; or (ii) employment outside New York State.

To ensure compliance with this Section, the Bidder should submit with the bid or proposal an Equal Employment Opportunity Staffing Plan ([Attachment 5](#), Form #4) identifying the anticipated work force to be utilized on the Contract. Additionally, the Bidder should submit a Minority and Women-Owned Business Enterprises and Equal Employment Opportunity Policy Statement ([Attachment 5](#), Form # 5), to DOH with their bid or proposal.

5.7 Sales and Compensating Use Tax Certification (Tax Law, § 5-a)

Section 5-a of the Tax Law, as amended, effective April 26, 2006, requires certain contractors awarded state contracts for commodities, services and technology valued at more than \$100,000 to certify to the Department of Tax and Finance (DTF) that they are registered to collect New York State and local sales and compensating use taxes. The law applies to contracts where the total amount of such contractors' sales delivered into New York State are in excess of \$300,000 for the four quarterly periods immediately preceding the quarterly period in which the certification is made, and with respect to any affiliates and subcontractors whose sales delivered into New York State exceeded \$300,000 for the four quarterly periods immediately preceding the quarterly period in which the certification is made.

This law imposes upon certain contractors the obligation to certify whether or not the contractor, its affiliates, and its subcontractors are required to register to collect state sales and compensating use tax and contractors must certify to DTF that each affiliate and subcontractor exceeding such sales threshold is registered with DTF to collect New York State and local sales and compensating use taxes. The law prohibits the State Comptroller, or other approving agencies, from approving a contract awarded to an offeror meeting the registration requirements but who is not so registered in accordance with the law.

The successful Bidder must file a properly completed Form ST-220-CA with the Department of Health and Form ST-220-TD with the DTF. These requirements must be met before a contract may take effect. Further information can be found at the New York State Department of Taxation and Finance's website, available through this link: <http://www.tax.ny.gov/pdf/publications/sales/pub223.pdf>.

Forms are available through these links:

- 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

5.8 Contract Insurance Requirements

Prior to the start of work under this Contract, the CONTRACTOR shall procure, at its sole cost and expense, and shall maintain in force at all times during the term of this Contract, insurance of the types and in the amounts set forth in [Attachment 8](#), the New York State Department of Health Contract, Section IV. Contract Insurance Requirements as well as below.

5.8.1 Professional Liability

The Contractor and any subcontractor retained by the Contractor to work on the contract shall procure and maintain during and for a period of three (3) years after completion of this contract, Professional Liability Insurance in the amount of \$2,000,000 issued to and covering damage for liability imposed on the Contractor by this contract or law arising out of any negligent act, error, or omission in the rendering of or failure to render professional services required by this contract. The professional liability insurance may be issued on a claims-made policy form, in which case the Contractor shall purchase, at its sole expense, extended Discovery Clause coverage of up to three (3) years after work is completed if coverage is cancelled or not renewed.

5.8.2 Data Breach and Privacy/Cyber Liability

The Contractor and any subcontractor retained by the Contractor shall carry and maintain applicable coverage during and for a period of one (1) years after completion of this contract, Data Breach and Privacy/Cyber Liability Insurance, including coverage for failure to protect confidential information and failure of the security of the Contractor's computer systems or the Department's Authorized Users' systems due to the actions of the Contractor with results in the unauthorized access to the Department's data.

The Contractor shall maintain said insurance at the limit of \$5,000,000 to provide coverage for damages arising from, but not limited to the following:

- Breach of duty to protect the security and confidentiality of nonpublic proprietary corporate information;
- Personally identifiable nonpublic information (e.g., medical, financial, or personal in nature in electronic or non-electronic form);
- Privacy notification costs;
- Regulatory defense and penalties;
- Website media liability; and
- Cyber theft of customer's property, including but not limited to money and securities.

If the policy is written on a claims made basis, Contractor must submit to DOH an Endorsement providing proof that the policy provides the option to purchase an Extended Reporting Period ("tail coverage") providing coverage for no less than three (3) year after work is completed in the event that coverage is cancelled or not renewed. This requirement applies to both primary and excess liability policies, as applicable.

5.8.3 Technology Errors & Omissions Coverage

The Contractor and any subcontractor retained by the Contractor shall carry and maintain applicable coverage during and for a period of one (1) years after completion of this contract, Technology Errors & Omissions Coverage Insurance.

The insurance shall be maintained at the limit of \$5,000,000 provide coverage for damages arising from computer related services including but not limited to the following:

- Consulting;
- Data processing;
- Programming;
- System integration;
- Hardware or software development;
- Installation;
- Distribution or maintenance;

- Systems analysis or design;
- Training;
- Staffing or other support services; and
- Manufactured, distributed, licensed, marketed or sold cloud computing services.
- The policy shall include coverage for third party fidelity including cyber theft.

If the policy is written on a claims made basis, Contractor must submit to DOH an Endorsement providing proof that the policy provides the option to purchase an Extended Reporting Period (“tail coverage”) providing coverage for no less than one (1) year after work is completed in the event that coverage is cancelled or not renewed. This requirement applies to both primary and excess liability policies, as applicable.

5.9 Subcontracting

Bidders may propose the use of a subcontractor. The Contractor shall obtain prior written approval from NYSDOH before entering into an agreement for services to be provided by a subcontractor. The Contractor is solely responsible for assuring that the requirements of the RFP are met. All subcontracts shall contain provisions specifying that the work performed by the subcontractor must be in accordance with the terms of the prime contract, and that the subcontractor specifically agrees to be bound by the confidentiality provisions set forth in the agreement between the DOH and the Contractor. DOH reserves the right to request removal of any bidder’s staff or subcontractor’s staff if, in DOH’s discretion, such staff is not performing in accordance with the Agreement. Subcontractors whose contracts are valued at or above \$100,000 will be required to submit the Vendor Responsibility Questionnaire upon selection of the prime contractor.

5.10 DOH’s Reserved Rights

The Department of Health reserves the right to:

1. Reject any or all proposals received in response to the RFP;
2. Withdraw the RFP at any time, at the agency’s sole discretion;
3. Make an award under the RFP in whole or in part;
4. Disqualify any bidder whose conduct and/or proposal fails to conform to the requirements of the RFP;
5. Seek clarifications and revisions of proposals;
6. Use proposal information obtained through site visits, management interviews and the state’s investigation of a bidder’s qualifications, experience, ability or financial standing, and any material or information submitted by the bidder in response to the agency’s request for clarifying information in the course of evaluation and/or selection under the RFP;
7. Prior to the bid opening, amend the RFP specifications to correct errors or oversights, or to supply additional information, as it becomes available;
8. Prior to the bid opening, direct bidders to submit proposal modifications addressing subsequent RFP amendments;
9. Change any of the scheduled dates;
10. Eliminate any mandatory, non-material specifications that cannot be complied with by all of the prospective bidders;
11. Waive any requirements that are not material;
12. Negotiate with the successful bidder within the scope of the RFP in the best interests of the state;
13. Conduct contract negotiations with the next responsible bidder, should the Department be unsuccessful in negotiating with the selected bidder;
14. Utilize any and all ideas submitted in the proposals received;
15. Every offer shall be firm and not revocable for a period of three hundred and sixty-five days from the bid opening, to the extent not inconsistent with section 2-205 of the uniform commercial code. Subsequent to such three hundred and sixty-five days, any offer is subject to withdrawal communicated in a writing signed by the offeror; and,
16. Require clarification at any time during the procurement process and/or require correction of arithmetic or other apparent errors for the purpose of assuring a full and complete understanding of an offeror’s proposal and/or to determine an offeror’s compliance with the requirements of the solicitation.

5.11 Freedom of Information Law (“FOIL”)

All proposals may be disclosed or used by DOH to the extent permitted by law. DOH may disclose a proposal to any person for the purpose of assisting in evaluating the proposal or for any other lawful purpose. All proposals will become State agency records, which will be available to the public in accordance with the Freedom of Information Law. **Any portion of the proposal that a Bidder believes constitutes proprietary information entitled to confidential handling, as an exception to the Freedom of Information Law, must be clearly and specifically designated in the proposal as directed in [Section 6.1 \(D\)](#) of the RFP.** If DOH agrees with the proprietary claim, the designated portion of the proposal will be withheld from public disclosure. Blanket assertions of proprietary material will not be accepted, and failure to specifically designate proprietary material may be deemed a waiver of any right to confidential handling of such material.

5.12 Lobbying

Chapter 1 of the Laws of 2005, as amended by Chapter 596 of the Laws of 2005, made significant changes as it pertains to development of procurement contracts with governmental entities. The changes included:

- a) made the lobbying law applicable to attempts to influence procurement contracts once the procurement process has been commenced by a state agency, unified court system, state legislature, public authority, certain industrial development agencies and local benefit corporations;
- b) required the above-mentioned governmental entities to record all contacts made by lobbyists and contractors about a governmental procurement so that the public knows who is contacting governmental entities about procurements;
- c) required governmental entities to designate persons who generally may be the only staff contacted relative to the governmental procurement by that entity in a restricted period;
- d) authorized the New York State Commission on Public Integrity, (now New York State Joint Commission on Public Ethics), to impose fines and penalties against persons/organizations engaging in impermissible contacts about a governmental procurement and provides for the debarment of repeat violators;
- e) directed the Office of General Services to disclose and maintain a list of non-responsible bidders pursuant to this new law and those who have been debarred and publish such list on its website;
- f) required the timely disclosure of accurate and complete information from offerors with respect to determinations of non-responsibility and debarment; (Bidders responding to this RFP should submit a completed and signed [Attachment 1](#), “Prior Non-Responsibility Determination”.)
- g) increased the monetary threshold which triggers a lobbyist’s obligations under the Lobbying Act from \$2,000 to \$5,000; and
- h) established the Advisory Council on Procurement Lobbying.

Subsequently, Chapter 14 of the Laws of 2007 amended the Lobbying Act of the Legislative Law, particularly as it related to specific aspects of procurements as follows: (i) prohibiting lobbyists from entering into retainer agreements on the outcome of government grant making or other agreement involving public funding; and (ii) reporting lobbying efforts for grants, loans and other disbursements of public funds over \$15,000.

The most notable, however, was the increased penalties provided under Section 20 of Chapter 14 of the Laws of 2007, which replaced old penalty provisions and the addition of a suspension option for lobbyists engaged in repeated violations. Further amendments to the Lobbying Act were made in Chapter 4 of the Laws of 2010.

Questions regarding the registration and operation of the Lobbying Act should be directed to the New York State Joint Commission on Public Ethics.

5.13 State Finance Law Consultant Disclosure Provisions

In accordance with New York State Finance Law Section 163(4)(g), State agencies must require all contractors, including subcontractors, that provide consulting services for State purposes pursuant to a contract to submit an annual employment report for each such contract.

The successful bidder for procurements involving consultant services must complete a "State Consultant Services Form A, Contractor's Planned Employment, From Contract Start Date through End of Contract Term" in order to be eligible for a contract.

The successful bidder must also agree to complete a "State Consultant Services Form B, Contractor's Annual Employment Report" for each state fiscal year included in the resulting contract. This report must be submitted annually to the Department of Health, the Office of the State Comptroller, and Department of Civil Service.

State Consultant Services Form A: Contractor's Planned Employment and Form B: Contractor's Annual Employment Report may be accessed electronically at: <http://www.osc.state.ny.us/agencies/forms/ac3271s.doc> and <http://www.osc.state.ny.us/agencies/forms/ac3272s.doc>.

5.14 Debriefing

Pursuant to Section 163(9)(c) of the State Finance Law, any unsuccessful Bidder may request a debriefing regarding the reasons that the proposal or bid submitted by the Bidder was not selected for award. Requests for a debriefing must be made within fifteen (15) calendar days of release of the written or electronic notice by the Department that the Bid submitted by the Bidder was not selected for award. Requests should be submitted in writing to a designated contact identified in the award/non-award letter.

5.15 Protest Procedures

In the event unsuccessful bidders wish to protest the award resulting from this RFP, bidders should follow the protest procedures established by the Office of the State Comptroller (OSC). These procedures can be found in Chapter XI Section 17 of the Guide to Financial Operations (GFO). Available on-line at: <http://www.osc.state.ny.us/agencies/guide/MyWebHelp/>

5.16 Iran Divestment Act

By submitting a bid in response to this solicitation or by assuming the responsibility of a Contract awarded hereunder, Bidder/Contractor (or any assignee) certifies that it is not on the "Entities Determined To Be Non-Responsive Bidders/Offerors Pursuant to The New York State Iran Divestment Act of 2012" list ("Prohibited Entities List") posted on the OGS website (currently found at this address: <http://www.ogs.ny.gov/about/regs/docs/ListofEntities.pdf>) and further certifies that it will not utilize on such Contract any subcontractor that is identified on the Prohibited Entities List. Additionally, Bidder/Contractor is advised that should it seek to renew or extend a Contract awarded in response to the solicitation, it must provide the same certification at the time the Contract is renewed or extended.

During the term of the Contract, should DOH receive information that a person (as defined in State Finance Law §165-a) is in violation of the above-referenced certifications, DOH will review such information and offer the person an opportunity to respond. If the person fails to demonstrate that it has ceased its engagement in the investment activity which is in violation of the Act within 90 days after the determination of such violation, then DOH shall take such action as may be appropriate and provided for by law, rule, or contract, including, but not limited to, seeking compliance, recovering damages, or declaring the Contractor in default. DOH reserves the right to reject any bid, request for assignment, renewal or extension for an entity that appears on the Prohibited Entities List prior to the award, assignment, renewal or extension of a contract, and to pursue a responsibility review with respect to any entity that is awarded a contract and appears on the Prohibited Entities list after contract award.

5.17 Piggybacking

New York State Finance Law section 163(10)(e) (see also <http://www.ogs.ny.gov/purchase/snt/sflxi.asp>) allows the Commissioner of the NYS Office of General Services to consent to the use of this contract by other New York State Agencies, and other authorized purchasers, subject to conditions and the Contractor's consent.

5.18 Encouraging Use of New York Businesses in Contract Performance

Public procurements can drive and improve the State's economic engine through promotion of the use of New York businesses by its contractors. New York State businesses have a substantial presence in State contracts and strongly contribute to the economies of the state and the nation. In recognition of their economic activity and leadership in doing business in New York State, bidders/proposers for this contract for commodities, services or technology are strongly encouraged and expected to consider New York State businesses in the fulfillment of the requirements of the contract. Such partnering may be as subcontractors, suppliers, protégés or other supporting roles. All bidders should complete [Attachment 6](#), Encouraging Use of New York Businesses in Contract Performance, to indicate their intent to use/not use New York Businesses in the performance of this contract.

5.19 Diversity Practices Questionnaire

Diversity practices are the efforts of contractors to include New York State-certified Minority and Women-owned Business Enterprises ("MWBEs") in their business practices. Diversity practices may include past, present, or future actions and policies, and include activities of contractors on contracts with private entities and governmental units other than the State of New York. Assessing the diversity practices of contractors enables contractors to engage in meaningful, capacity-building collaborations with MWBEs.

5.20 Participation Opportunities for NYS Certified Service-Disabled Veteran-Owned Businesses

Article 17-B of the New York State Executive Law provides for more meaningful participation in public procurement by certified Service-Disabled Veteran-Owned Businesses ("SDVOBs"), thereby further integrating such businesses into New York State's economy. DOH recognizes the need to promote the employment of service-disabled veterans and to ensure that certified service-disabled veteran-owned businesses have opportunities for maximum feasible participation in the performance of DOH contracts.

In recognition of the service and sacrifices made by service-disabled veterans and in recognition of their economic activity in doing business in New York State, Bidders/Contractors are strongly encouraged and expected to consider SDVOBs in the fulfillment of the requirements of the Contract. Such participation may be as subcontractors or suppliers, as protégés, or in other partnering or supporting roles.

For purposes of this procurement, DOH conducted a comprehensive search and determined that the Contract does not offer sufficient opportunities to set specific goals for participation by SDVOBs as subcontractors, service providers, and suppliers to Contractor. Nevertheless, Bidder/Contractor is encouraged to make good faith efforts to promote and assist in the participation of SDVOBs on the Contract for the provision of services and materials. The directory of New York State Certified SDVOBs can be viewed at: <https://ogs.ny.gov/veterans/>

Bidders are encouraged to contact the Office of General Services' Division of Service-Disabled Veteran's Business Development at 518-474-2015 or VeteransDevelopment@ogs.ny.gov to discuss methods of maximizing participation by SDVOBs on the Contract.

5.21 Intellectual Property

Any work product created pursuant to this agreement and any subcontract shall become the sole and exclusive property of the New York State Department of Health, which shall have all rights of ownership and authorship in such work product.

5.22 Vendor Assurance of No Conflict of Interest or Detrimental Effect

All bidders responding to this solicitation should submit [Attachment 4](#) to attest that their performance of the services outlined in this IFB does not create a conflict of interest and that the bidder will not act in any manner that is detrimental to any other State project on which they are rendering services.

5.23 Executive Order 177 Prohibiting Contracts with Entities that Support Discrimination

The New York State Human Rights Law, Article 15 of the Executive Law, prohibits discrimination and harassment based on age, race, creed, color, national origin, sex, pregnancy or pregnancy-related conditions, sexual orientation, gender identity, disability, marital status, familial status, domestic violence victim status, prior arrest or conviction record, military status or predisposing genetic characteristics. In accordance with Executive Order No. 177, the Offeror certifies that they do not have institutional policies or practices that fail to address those protected status under the Human Rights Law.

6.0 PROPOSAL CONTENT

The following includes the format and information to be provided by each Bidder. Bidders responding to this RFP must satisfy all requirements stated in this RFP. All Bidders are requested to submit complete Administrative and Technical Proposals and are required to submit a complete Cost Proposal. A proposal that is incomplete in any material respect may be rejected.

To expedite review of the proposals, Bidders are requested to submit proposals in separate Administrative, Technical, and Cost packages inclusive of all materials as summarized in Attachment A, Proposal Documents. This separation of information will facilitate the review of the material requested. No information beyond that specifically requested is required, and Bidders are requested to keep their submissions to the shortest length consistent with making a complete presentation of qualifications. Evaluations of the Administrative, Technical, and Cost Proposals received in response to this RFP will be conducted separately. Bidders are therefore cautioned not to include any Cost Proposal information in the Technical Proposal documents.

DOH will not be responsible for expenses incurred in preparing and submitting the Administrative, Technical, or Cost Proposals.

6.1 Administrative Proposal

The Administrative Proposal should contain all items listed below. A proposal that is incomplete in any material respect may be eliminated from consideration. The information requested should be provided in the prescribed format. Responses that do not follow the prescribed format may be eliminated from consideration. All responses to the RFP may be subject to verification for accuracy. Please provide the forms in the same order in which they are requested.

A. Bidder's Disclosure of Prior Non-Responsibility Determinations

Submit a completed and signed [Attachment 1](#), "Prior Non-Responsibility Determination."

B. Freedom of Information Law – Proposal Redactions

Bidders must clearly and specifically identify any portion of the proposal that a Bidder believes constitutes proprietary information entitled to confidential handling as an exception to the Freedom of Information Law. See [Section 5.10](#), (Freedom of Information Law)

C. Vendor Responsibility Questionnaire

Complete, certify, and file a New York State Vendor Responsibility Questionnaire. DOH recommends that vendors file the required Vendor Responsibility Questionnaire online via the New York State VendRep System. To enroll in and use the New York State VendRep System, see the VendRep System Instructions at <http://www.osc.state.ny.us/vendrep/index.htm> or go directly to the VendRep System online at <https://portal.osc.state.ny.us>.

Vendors must provide their New York State Vendor Identification Number when enrolling. To request assignment of a Vendor ID or for VendRep System assistance, contact the OSC Help Desk at 866-370-4672 or 518-408-4672 or by email at ciohelpdesk@osc.state.ny.us.

Vendors opting to complete and submit a paper questionnaire can obtain the appropriate questionnaire from the VendRep website, www.osc.state.ny.us/vendrep, or may contact the Office of the State Comptroller's Help Desk for a copy of the paper form. Bidder's should complete and submit the Vendor Responsibility Attestation, [Attachment 3](#).

D. Vendors Assurance of No Conflict of Interest or Detrimental Effect

Submit [Attachment 4](#), Vendor's Assurance of No Conflict of Interest or Detrimental Effect, which includes information regarding the Bidder, members, shareholders, parents, affiliates or subcontractors. [Attachment 4](#) must be signed by an individual authorized to bind the Bidder contractually.

E. M/WBE Forms

Submit completed Form #1 and/or Form #2, Form #4 and Form #5 as directed in [Attachment 5](#), "Guide to New York State DOH M/WBE RFP Required Forms."

F. Encouraging Use of New York Businesses in Contract Performance

Submit [Attachment 6](#), "Encouraging Use of New York State Businesses" in Contract Performance to indicate which New York Businesses you will use in the performance of the contract.

G. Bidder's Certified Statements

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](#).

H. Diversity Practices Questionnaire

The Department has determined, pursuant to New York State Executive Law Article 15-A, that the assessment of the diversity practices of respondents of this procurement is practical, feasible, and appropriate. Accordingly, respondents to this procurement should include as part of their response to this procurement, [Attachment 10](#) "Diversity Practices Questionnaire". Responses will be formally evaluated and scored.

I. Executive Order 177 Prohibiting Contracts with Entities that Support Discrimination

Submit [Attachment 11](#) certifying that it does not have institutional policies or practices that fail to address the harassment and discrimination of individuals on the basis of their age, race, creed, color, national origin, sex, sexual orientation, gender identity, disability, marital status, military status, or other protected status under the Human Rights Law.

6.2 Technical Proposal

The purpose of the Technical Proposal is to demonstrate the qualifications, competence, and capacity of the Bidder and its assigned staff to perform all of the services contained in this RFP.

A Technical Proposal that is incomplete in any material respect may be eliminated from consideration. 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. All responses to the RFP may be subject to verification for accuracy.

While additional data may be presented, please provide the information in the same order in which it is requested. Your proposal should contain sufficient information to assure DOH of its accuracy. Failure to follow these instructions may result in disqualification.

Pricing information contained in the Cost Proposal cannot be included in the Technical Proposal documents.

A. Title Page

Submit a Title Page providing the RFP subject and number; the Bidder's name and address, the name, address, telephone number, and email address of the Bidder's contact person; and the date of the Proposal.

B. Table of Contents

The Table of Contents should clearly identify all material (by section and page number) included in the proposal.

C. Documentation of Bidder's Eligibility Responsive to Section 3.0 of RFP

1. Minimum Qualifications

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. Appropriate documentation may include samples of work products for other clients/customers and/or copies of contractual agreements that detail the scope of services bidder provided, timeframes, and durations.

- Bidder must have at least three (3) years of experience providing the following related to classroom style (20 learners) training programs (in-person and/or virtual online) for adult professional and paraprofessional learners:
 - Curriculum development
 - Training coordination
 - Curriculum modification
 - Delivery of training
- Bidder must have at least three (3) years of experience providing the following related to large (250 attendees) workshop training programs (in person and/or virtual online) for adult professional and paraprofessional learners:
 - Curriculum development
 - Training coordination
 - Curriculum modification
 - Delivery of training
- Bidder must have at least three (3) years of experience providing the following related to online self-paced training programs for adult professional and paraprofessional learners:
 - Curriculum development

- Training coordination
- Curriculum modification
- Delivery of training
- Bidder must have at least three (3) years of experience providing the following related to webinar trainings for adult professional and paraprofessional learners:
 - Curriculum development
 - Training coordination
 - Delivery of training
- Bidder has at least three (3) years of experience with website design, management, and administration, to include a learning management system (LMS).

Experience acquired concurrently is considered acceptable.

2. Preferred Qualifications

Preference will be given to those bidders who have public health training experience, Bidders should describe all public health training experience they possess.

3. References

Bidders must provide three (3) professional references using [Attachment 9](#), (References) for customers who received training services from the bidder within the last 36 months.. At least one reference must be for a current customer. The references should be for customers to whom bidder has provided training services comparable to the scope of the services described in this RFP.

The references, if checked will be asked to speak to the following qualifications:

- Bidder has at least three (3) years of experience developing and providing in-person and/or virtual online classroom, self-paced online, workshop, and webinar-based trainings that are based on state and federal policies and regulations.
- Bidder has at least three (3) years of experience developing and providing training content related to public health topics/areas.
- Bidder has access to staff who are familiar with counseling techniques, such as motivational interviewing, and experience with patient-centered (participant-centered) care.
- Bidder has demonstrated experience with website design and administration / management/maintenance, to include a learning management system (LMS).
- Bidder has demonstrated experience assessing workforce competencies and developing staff training plans.

D. 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:

D1. Organizational Summary

The Organizational Summary should describe your organization's training qualifications and experience conducting and/or managing large, state-of-the-art training programs; utilizing multiple training sites and training modalities; providing unique training approaches; working with subcontractors (if applicable); and conducting diverse trainings for adult professional and para-professional staff.

D2. Experience Performing Training Services

Bidders should provide a narrative that fully identifies and specifically addresses all training modalities and other contract deliverables noted in Section 4.3.1 through Section 4.3.11. The narrative should describe the bidder’s experience and expertise, and how they propose to provide training for the topics and tasks described in the table below:

Topic/Task Item	Required Response
Training Topics	Provide a narrative that describes your experience with the various training topics and other services detailed in Section 4.2 If bidder has no direct experience with these subject areas, please detail your approach to acquiring organizational capacity and content knowledge sufficient to maintain and produce the trainings and other services required in this RFP.
Training methods and modalities	Provide evidence of trainings you have offered using each of the modalities listed in the first table provided in Section 4.3.1. Include details regarding the size and scope of people trained.
Identify instructors/subject matter experts (SMEs) to lead trainings and/or develop / revise curricula	Describe how you propose to identify and locate instructors/SMEs(Section 4.3.2a). Describe minimum and preferred qualifications. Provide sample job postings, if applicable.
Maintain existing training curricula	Describe how you propose to manage and maintain existing curricula in all modalities (Section 4.3.2.b). Details should include how and where you propose to store the content, the process for monitoring it for suggested updates or revisions, and timeframes required to make updates.
Trainings Needs Self-Assessments and Workforce Competency Evaluation	Bidders should describe their approach to conducting the training needs assessments, the Job Role Curriculum Maps, and the competency evaluation (Section 4.3.3). Describe the process for developing and administering the self-assessments, Job Role Maps, and evaluating the existing competencies. Provide a sample self-assessment and findings report with proposal.
Administration of Training Programs	<p>In implementing this training program, bidders should describe how they propose to manage the aspects of the day-to-day operations, including all logistical support such as publicity, information dissemination, registration, and site arrangements (Section 4.3.4). Specifically, bidders should address the following items:</p> <ul style="list-style-type: none"> • Identify training locations: describe a minimum of six actual or anticipated field locations including three in the New York City Metropolitan Region and three outside of the New York City Metropolitan Region, their proximity to public transportation hubs, vicinity to major upstate cities, compliance with Americans with Disabilities Act, compliance with guidelines and regulations related to any Executive Order proclamations in effect due to a state of emergency (such as COVID-19), and how you propose to obtain the sites. Describe the process to deploy trainers to the locations. • Describe the system for tracking all continuing education credits (CEUs, CPEUs, and CERPs), and updating them, as required by CDR. • Describe proposed training registration procedures (for all training modalities), including the registration and waitlist process, system safeguards to prevent staff in inappropriate titles from registering for a training, and data security measures. • Describe your process to inform WIC and DOH staff of training opportunities. • Provide a proposed one-month sample of the annual training schedule for all training modalities at the six training locations. • Provide a sample summary training report.

Topic/Task Item	Required Response
Training Learning Management System Content Management and Website Administration	Describe your experience with content management of a learning management system(s) (LMS) as well as designing and maintaining a public facing website. The narrative should address the needs outlined in Section 4.3.5 of the RFP. Bidders should describe their method to manage the WIC Training LMS and the Breastfeedingpatnrs.org website. Responses should also include details regarding contractor IT staff support and end user support.
New Curricula Development and Conversion of Classroom to Online Computer-Based Training	Bidders should describe their new curricula (in all modalities) development process (Section 4.3.6). Details should include the process to be utilized by training modality and should address how training materials are used to reinforce learning, providing samples where available. Please also describe criteria for selecting classroom trainings that lend themselves to self-paced online computer-based training conversions and how existing classroom curricula could be converted to self-paced online training. If applicable, highlight current procedures utilized to provide this service for other training programs. Start to finish timeframes should be described for all training modalities, for both new curricula development as well as conversion of classroom training to self-paced online computer-based training.
Modifications to Existing Curricula	Describe how contractor staff might identify and propose modifications to existing curricula (either required updates and/or enhancements) (Section 4.3.7). Also describe how curricula modifications would be undertaken. The description should include the process and timeframe, as well as a methodology for how the number of modification hours needed are determined.
Nutrition Content Review	Bidders should include a proposed plan for undertaking two nutrition content reviews of all training curricula (all modalities), including supporting materials, aids, resources, etc. (Section 4.3.8). The plan should include staff resources, a methodology for the review, a process to document the review, a sample of what a written report to DOH might look like, and a timeframe to complete the reviews.
Technical Assistance	Bidders should describe any prior experience they have with providing Technical Assistance (TA) to other customers (current and/or past), to include topic areas covered (Section 4.3.9). Bidders should also describe their processes and procedures for responding to requests for TA and how they would provide TA as described in Section 4.4.9 of this RFP. Bidders should include in their response the method used to estimate the number of TA hours needed for a particular assignment as well as how quickly they might be able to respond to a request for use of TA hours.
Training Delivery	Bidders should describe and quantify their experience providing training in all training modalities listed in Section 4.3.10. Examples of work product can be provided to illustrate bidder's experience.
Cancellation of Scheduled Training	Bidder should outline their procedures for how enrolled participants and supervisors would be notified of training cancellations and what the timeframe for notification would be.

D3. Staffing and Qualifications

The bidder should provide a staffing plan for completion of services that includes the following:

- a. Title, responsibility, and type of staff available and physical location of bidder's staff to be engaged in performance of the work required in this contract, to include current resumes for all staff identified;
- b. How the bidder plans to recruit, vet qualifications and experience, and train an adequate number of staff, to include sample job postings for positions needing to be filled in support of the work for this contract;
- c. How the bidder plans to maintain adequate staff to carry out the projected workload to meet the scope of work over the entire contract period;

- d. How the bidder proposes to identify and respond to staff needs related to ensuring management and administrative support staff necessary to organize, prepare and carry out all administrative tasks associated with conducting the required services;
- e. Bidder's process for ensuring all Contractor and subcontractor staff are appropriately trained and how the training protocols provide for consistency among staff;
- f. How the Bidder intends to maintain the staff levels and personnel planned throughout the contract period;
- g. How the bidder proposes to fill staff vacancies within the timeframe identified in Section 4.4;
- h. An organizational chart that delineates the titles of the staff responsible for fulfilling the tasks / deliverables detailed in Section 4.0 Scope of Work, their lines of communications, and demonstrates how the organization intends to organize staff and management for this project.

6.3 Cost Proposal

Submit a completed and signed **Attachment B – Cost Proposal**. 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.

The bid price is to cover the cost of furnishing all of the said services, including but not limited to travel, materials, equipment, overhead, profit and labor to the satisfaction of the Department of Health and the performance of all work set forth in said specifications.

7.0 PROPOSAL SUBMISSION

A proposal consists of three distinct parts: (1) the Administrative Proposal, (2) the Technical Proposal, and (3) the Cost Proposal. Proposals should be submitted as prescribed below.

1. Submit three (3) password protected PDF proposals in separate emails to: BSFP-FMS.Procure@health.ny.gov with the subject "<Type of Proposal, Bidder name, RFP #20046>".
2. Include, as an attachment to each email, the distinct PDF file labeled "Administrative Proposal", "Technical Proposal", or "Cost Proposal". Example: "Technical Proposal_ABC Company_RFP #20046".
3. The body of the email submitted should also include the password and indicate the total number of pages intended, and, if applicable, the total number of pages for Appendices, Attachments, and other items included in the proposal. Example: Technical Proposal 30 pages total, Attachment A, 17 pages. Include page numbers and appropriate header and footer information on all pages of the proposal. A font size of eleven (11) points or larger should be used.
4. In the event an electronic submission cannot be read by the Department, the Department reserves the right to request a hard copy and/or electronic resubmission of any unreadable files. Offeror shall have 2 business days to respond to such requests and must certify the resubmission is identical to the original submission.
5. Where signatures are required, the submitted documents should have a handwritten signature and be signed in blue ink with a scanned copy included in the electronic submission of the PDF proposal. The Department reserves the right to request hardcopy originals of all signature pages at any time.

The NYSDOH discourages overly lengthy proposals. Therefore, marketing brochures, user manuals or other materials, beyond that sufficient to present a complete and effective proposal, are not desired. Elaborate artwork or expensive paper is not necessary or desired. The Bidder should not repeat information in more than one section of the proposal. If information in one section of the proposal is relevant to a discussion in another section, the Bidder should make specific reference to the other section rather than repeating the information. Audio and/or videotapes are not allowed. Any submitted audio or videotapes will be ignored by the evaluation team.

In order for the NYSDOH to evaluate proposals fairly and completely, proposals should follow the format described in this RFP. The entire proposal must be received by the NYSDOH in three separate emails to the email account designated above no later than the Deadline for Submission of Proposals specified in Section 1.0, (Calendar of Events). Submission of proposals in a manner other than as described in these instructions will not be accepted. Late bids will not be considered.

7.1 No Bid Form

Bidders choosing not to bid are requested to complete the No-Bid form [Attachment 2](#).

8.0 METHOD OF AWARD

8.1 General Information

DOH will evaluate each proposal based on the “Best Value” concept. This means that the proposal that best “optimizes quality, cost, and efficiency among responsive and responsible offerers” shall be selected for award (State Finance Law, Article 11, §163(1)(j)).

DOH at its sole discretion, will determine which proposal(s) best satisfies its requirements. DOH reserves all rights with respect to the award. All proposals deemed to be responsive to the requirements of this procurement will be evaluated and scored for technical qualities and cost. Proposals failing to meet the requirements of this document may be eliminated from consideration. The evaluation process will include separate technical and cost evaluations, and the result of each evaluation shall remain confidential until evaluations have been completed and a selection of the winning proposal is made.

The evaluation process will be conducted in a comprehensive and impartial manner, as set forth herein, by an Evaluation Committee. The Technical Proposal and compliance with other RFP requirements (other than the Cost Proposal) will be weighted 70% of a proposal’s total score and the information contained in the Cost Proposal will be weighted 30% of a proposal’s total score.

Bidders may be requested by DOH to clarify the contents of their proposals. Other than to provide such information as may be requested by DOH, no Bidder will be allowed to alter its proposal or add information after the Deadline for Submission of Proposals listed in [Section 1.0](#) (Calendar of Events).

In the event of a tie, the determining factors for award, in descending order, will be:

- (1) lowest cost and
- (2) proposed percentage of MWBE participation.

8.2 Submission Review

DOH will examine all proposals that are received in a proper and timely manner to determine if they meet the proposal submission requirements, as described in [Section 6.0](#) (Proposal Content) and [Section 7.0](#) (Proposal Submission), including documentation requested for the Administrative Proposal, as stated in this RFP. Proposals that are materially deficient in meeting the submission requirements or have omitted material documents, in the sole opinion of DOH, may be rejected.

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.

8.4 Cost Evaluation

The Cost Evaluation Committee will examine the Cost Proposal documents. The Cost Proposals will be opened and reviewed for responsiveness to cost requirements. If a cost proposal is found to be non-responsive, that proposal may not receive a cost score and may be eliminated from consideration.

The Cost Proposals will be scored based on a maximum cost score of 30 points. The maximum cost score will be allocated to the proposal with the lowest all-inclusive not-to-exceed maximum price. All other responsive proposals will receive a proportionate score based on the relation of their Cost Proposal to the proposals offered at the lowest final cost, using this formula:

$$C = (A/B) * 30\%$$

A is Total price of lowest cost proposal;

B is Total price of cost proposal being scored; and

C is the Cost score.

The cost evaluation is 30% (up to 30 points) of the final score.

8.5 Composite Score

A composite score will be calculated by the DOH by adding the Technical Proposal points and the Cost points awarded. Finalists will be determined based on composite scores.

8.7 Reference Checks

The Bidder must have submitted three (3) professional references using [Attachment 9](#) (References), as detailed in section 6.2. The Evaluation Committee will check all references for the anticipated awardee prior to award, in order to verify and validate bidder's qualifications to propose (Section 3.0).

8.8 Best and Final Offers

DOH reserves the right to request best and final offers. In the event DOH exercises this right, all bidders that submitted a proposal that are susceptible to award will be asked to provide a best and final offer. Bidders will be informed that should they choose not to submit a best and final offer, the offer submitted with their proposal will be construed as their best and final offer.

8.9 Award Recommendation

The Evaluation Committee will submit a recommendation for award to the Finalist(s) with the highest composite score(s) whose experience and qualifications have been verified.

The Department will notify the awarded Bidder(s) and Bidders not awarded. The awarded Bidder(s) will enter into a written Agreement substantially in accordance with the terms of [Attachment 8](#), DOH Agreement, to provide the required services as specified in this RFP. The resultant contract shall not be binding until fully executed and approved by the New York State Office of the Attorney General and the Office of the State Comptroller.

ATTACHMENTS

The following attachments are included in this RFP and are available via hyperlink or can be found at: <https://www.health.ny.gov/funding/forms/>.

1. [Bidder's Disclosure of Prior Non-Responsibility Determination](#)
2. [No-Bid Form](#)
3. [Vendor Responsibility Attestation](#)
4. [Vendor Assurance of No Conflict of Interest or Detrimental Effect](#)
5. [Guide to New York State DOH M/WBE Required Forms](#)
6. [Encouraging Use of New York Businesses in Contract Performance](#)
7. [Bidder's Certified Statements](#)
8. [DOH Agreement](#) (Standard Contract)
9. [References](#)
10. [Diversity Practices Questionnaire](#)
11. [Executive Order 177 Prohibiting Contracts with Entities that Support Discrimination](#)

The following attachments are attached and included in this RFP:

- A. Proposal Document Checklist

The following attachments have been posted along with this RFP at <https://www.health.ny.gov/funding/>:

- B. Cost Proposal
- C. Historical Training Summary
- D. Staff FTE Concentration by County
- E. Bidder's Library

**ATTACHMENT A
PROPOSAL DOCUMENT CHECKLIST**

Please reference Section 7.0 for the appropriate format and quantities for each proposal submission.

RFP #20046 – Special Supplemental Nutrition Program for Women, Infants and Children (WIC) – Training Services for the Bureau of Supplemental Food Programs		
FOR THE ADMINISTRATIVE PROPOSAL		
RFP §	SUBMISSION	INCLUDED
§ 6.1.A	Attachment 1 – Bidder’s Disclosure of Prior Non-Responsibility Determinations, completed and signed	<input type="checkbox"/>
§ 6.1.B	Freedom of Information Law – Proposal Redactions (If Applicable)	<input type="checkbox"/>
§ 6.1.C	Attachment 3- Vendor Responsibility Attestation	<input type="checkbox"/>
§ 6.1.D	Attachment 4 - Vendor Assurance of No Conflict of Interest or Detrimental Effect	<input type="checkbox"/>
§ 6.1.E	Attachment 5 – New York State DOH M/WBE Required Forms:	
	Form #1: Bidder MWBE Utilization Plan	<input type="checkbox"/>
	Form #2: MWBE Utilization Waiver Request (If Applicable)	<input type="checkbox"/>
	Form #4 – MWBE Staffing Plan	<input type="checkbox"/>
	Form #5 – EEO and MWBE Policy Statement	<input type="checkbox"/>
§ 6.1.F	Attachment 6 – Encouraging Use of New York Businesses	<input type="checkbox"/>
§ 6.1.G	Attachment 7 - Bidder’s Certified Statements, completed & signed	<input type="checkbox"/>
§ 6.1.I	Attachment 10 – Diversity Practices Questionnaire	<input type="checkbox"/>
§ 6.1.H	Attachment 11 – Executive Order 177 Prohibiting Contracts with Entities that Support Discrimination	<input type="checkbox"/>
FOR THE TECHNICAL PROPOSAL		
RFP §	SUBMISSION	INCLUDED
§ 6.2.A	Title Page	<input type="checkbox"/>
§ 6.2.B	Table of Contents	<input type="checkbox"/>
§ 6.2.C	Documentation of Bidder’s Eligibility (Requirement)	<input type="checkbox"/>
§ 6.2.D	Technical Proposal Narrative	<input type="checkbox"/>
FOR THE COST PROPOSAL REQUIREMENT		
RFP §	REQUIREMENT	INCLUDED
§ 6.3	Attachment B – Cost Proposal	<input type="checkbox"/>