

Request for Proposals
RFP # 20366
NY State of Health Licensed Home Care Services Agencies Private Pay Home Care Services
Program System
AMENDMENT #1
May 22, 2024

The following are official modifications which are hereby incorporated into Request for Proposals (RFP) # 20366: NY State of Health Licensed Home Care Service Agencies Private Pay Home Care Services Program System. The information contained in this amendment prevails over the original RFP language. For all amendments below, deleted language appears in strikethrough (“~~xxx~~”) and added language appears in underlined text. Bidders should review all documents in their entirety to ensure all amended language is incorporated into proposals.

Original Language:

8.5 Composite Score

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

No new material will be permitted to be introduced during the interview.

Revised Language:

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Original Language:

Section 4.1.3 Deliverable 3 – The Initial Care at Home Website is Operational, and All Agency Contracting is Completed for an April 1, 2025, Launch Date

The Program currently operates in all five (5) boroughs of New York City (Bronx, New York, Richmond, Queens and King counties) as well as Westchester, Nassau and Suffolk counties with contracts (Agreements) in place for 19 LHCSAs to provide home care services directly to private paying consumers.

The Contractor will be responsible for creating a new standard form of agreement by and between the Contractor and the individual LHCSAs (the “LHCSA Agreement”), with respect to the requirements for being listed on the Care at Home Website, as described below. The form of LHCSA Agreement is subject to approval by the Department.

Contractor must provide the LHCSA Agreement to individual LHCSAs in an electronic format, which allows individual agencies to sign the agreement electronically and to transmit the agreement to the Contractor electronically. Contractor is responsible for collecting and storing the signed LHCSA Agreements.

Contractor will provide and enter into LHCSA Agreements with the 19 LHCSAs currently participating in the Care at Home Program (referenced in section 4.1.3 of the RFP) within 90 days of contract approval, subject to the approval of the Department.

Revised Language:

Section 4.1.3 Deliverable 3 – The Initial Care at Home Website is Operational, and All Agency Contracting is Completed for an April 1, 2025, Launch Date

The Program currently operates in all five (5) boroughs of New York City (Bronx, New York, Richmond, Queens and King counties) as well as Westchester, Nassau and Suffolk counties with contracts (Agreements) in place for 19 LHCSAs to provide home care services directly to private paying consumers.

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Contractor will provide and enter into LHCSA Agreements with the 19 LHCSAs currently participating in the Care at Home Program (referenced in section 4.1.3 of the RFP) within 90 days of contract approval, subject to the approval of the Department.

After LHCSA Agreements have been addressed with the 19 LHCSAs, the Department intends to advertise the Program by issuing one or more invitations for additional LHCSAs to participate in the Care at Home Program in particular counties, using a phased approach to add LHCSAs gradually, on approximately a quarterly basis.

The Contractor will enter be responsible for posting on their website in electronic format, a new standard form application provided by the Department for prospective LHCSAs. The application will allow LHCSAs to apply to participate in the Care at Home Program by electronically submitting their application to the Contractor, which is subject to review and approval by the Department for a LHCSA to be eligible to participate in the Program and enter into a LHCSA Agreement. The Contractor is responsible for collecting the applications and securely transmitting the applications to the Department.

The Contractor will enter into Agreements with individual LHCSA’s (the LHCSA Agreements”) with individual agencies approved by the Department to participate in the Program; which means that individual agencies meet minimum participation requirements, including but not limited to licensing and registration under Article 36 of the NY Public Health Law and in good standing; authorized to provide services in the applicable counties; have the minimum number of employees required by the Department for the Program; and enrolled in NY Medicaid, render services to Medicaid fee-for-service members, and have a contract with one or more Medicaid Managed Long Term Care plan(s). The Department will provide the Contractor with the form of LHCSA Agreement

The LHCSA Agreement will list the requirements for the LHCSA to be listed on the Care at Home website, including but not limited to maintaining a dashboard on the Care at Home Website. Under the LHCSA Agreement the Contractor's obligations include:

- Participate in conference calls with LHCSAs and the Department as necessary with respect to the operation of the Care at Home Website;
- Collecting the logo and weblink from Individual LHCSA's;
- Collecting annual reports from LHCSA's regarding agency activity related to the Website;
- Requesting certain data from the individual LHCSA's regarding the delivery of services and customer satisfaction;

Original Language

4.1.4 Deliverable 4 – Project Management, Oversight, System Enhancement and System Change Services

The Contractor will provide project management, oversight, and analysis services for the NYSoH Care at Home Program for the State of New York. These should include Workflow Services Analysis Sessions (WSAS) to determine the need for enhancements or changes.

The Contractor will conduct periodic assessments with NYSoH to identify workflows and needed localization and customization changes for the Program and develop project and operations plans that will be used throughout the lifetime of the engagement.

The Contractor will work with NYSoH to develop outcome measures to ensure services are being delivered and that focus populations are being reached. See Section 4.1.11 for additional details.

Revised Language

4.1.4 Deliverable 4 – Project Management, Oversight, System Enhancement and System Change Services

The Contractor will provide project management, oversight, and analysis services for the NYSoH Care at Home Program for the State of New York. These should include Workflow Services Analysis Sessions (WSAS) to determine the need for enhancements or changes.

WSAS will involve Contractor engaging with NYS DOH through meetings, conference calls or e-mail, to break down and analyze individual workflows to identify any bottlenecks, inefficiencies, or areas for improvement and to propose solutions to support the overall performance and effectiveness of the system.

Based on this review and analysis of workflows and areas of improvement, the Contractor may suggest changes or enhancements to streamline processes, improve productivity, reduce errors, or adapt to changing business requirements or technological advancements.

It is expected that Contractor will engage in Workflow Service Analysis sessions with NYS DOH at least annually, and upon the identification of a problem area involving workflow. It is expected that in participating in Workflow Service Analysis sessions with NYS DOH the Contractor will provide thorough analysis, clear recommendations, effective communication with stakeholders, and successful implementation of modifications to maintain overall workflow efficiency and effectiveness.

Frequency of WSAS will be determined as set forth in section 4.1.8 of the RFP.

The Contractor will conduct periodic assessments with NYSoH to identify workflows and needed localization and customization changes for the Program and develop project and operations plans that will be used throughout the lifetime of the engagement.

The Contractor will work with NYSoH to develop outcome measures to ensure services are being delivered and that focus populations are being reached. See Section 4.1.11 for additional details.

The focus population includes individuals who are in need of private pay homecare services but may face challenges accessing these services. Specifically, the focus population includes:

- Elderly individuals: Older adults who require assistance with activities of daily living (ADLs) or healthcare needs but wish to remain in their own homes rather than transitioning to institutional care.
- Individuals with disabilities: People of any age who have physical, intellectual, or developmental disabilities and require support with daily tasks or healthcare management.
- Individuals with chronic illnesses or medical conditions: Those who have chronic health conditions or recovering from surgeries or medical procedures and need assistance with recovery, medication management, or other healthcare needs at home.
- Low-income individuals or families: People who may not qualify for Medicaid or other government-funded programs but have financial resources to afford limited private pay home care services.
- Uninsured or underinsured individuals: Individuals who lack comprehensive health insurance coverage or whose insurance plans do not fully cover homecare services.
- Individuals living in rural or underserved areas: People residing in regions with limited access to healthcare services or a shortage of homecare providers.

The focus population encompasses those who could benefit from accessing (PCA) and (HHA) services through LHCSAs but may face barriers such as cost, availability, or awareness of these services. By targeting this population, our program aims to facilitate easier access to homecare services, potentially delaying the need for more extensive insurance programs like Medicaid and supporting individuals in maintaining their independence and quality of life at home.

Original Language

4.1.5 Deliverable 5 – Operational Support Services

The Contractor will provide support for NYSoH staff to support agencies and consumers having issues with the online system during normal operating hours from 8:00am – 5:00pm M-F Eastern Standard Time (EST). including or excluding New York State Holidays. These State Holidays are:

- New Year’s Day (January 1)
- Martin Luther King’s Birthday (3rd Monday in January)
- Lincoln’s Birthday (February 12)
- Washington’s Birthday (3rd Monday in February) • Memorial Day (last Monday in May)
- Juneteenth (June 19)
- Independence Day (July 4)
- Labor Day (1st Monday in September)
- Columbus Day (2nd Monday in October)
- Veterans’ Day (November 11)
- Thanksgiving Day (4th Thursday in November)
- Christmas Day (December 25)

The Contractor must support agencies having issues with the online system and ensure all issues, including complaints, are satisfactorily resolved or escalated to NYSoH’s Care at Home Program staff within 48 hours.

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NYSoH customer service will handle consumer and agency calls including basic technical and non-technical support questions ("Tier 1" calls). Any consumer or agency question(s) that cannot be resolved by NYSoH tier 1 customer service will be directed to NYSoH staff for resolution ("Tier 2")
The Contractor is expected to provide Tiers 2 and 3 support for NYSoH staff to support agencies and consumers having issues with the online system during normal operating hours from 8:00am - 5:00pm M-F Eastern Standard Time (EST)".