

Request for Proposals RFP

#20064R

Early Intervention Statewide Web-Based Training

Questions and Answers

Issued March 13, 2023

	QUESTION	RFP SECTION	ANSWER
1	We offer wellness, beauty, art therapy and stress training. Would this be something you would be interested in?	Sections 2.0 3.0 4.0	As stated in Section 2.0 of the RFP: The deliverables for this RFP are further detailed in Section 4.0 (Scope of Work). Also refer to section 3.0 Bidders Minimum Qualifications.
2	We would like to be added to the list of interested Subcontractors as a NYS Certified WBE for the NYSDOH Early Intervention Statewide Web-Based Training RFP 20064R. Our certificate and capabilities statement is attached.	Section 5.5 and Interested MWBEs Document	An "Interested MWBEs" document has been added to this published procurement including your information below as an interested NYS certified WBE for any eligible applicant to consider NYS Certified WBE: Documentation Strategies, Inc. Owner: Ms. Tami M. Cole Address: 15 Second Avenue, Rensselaer, NY 12144 Phone: 518-432-1233 x100 Email: info@docstrats.com Website: https://docstrats.com/

3	Is the contractor eligible to use the same LMS as the current DOH contract or does the contractor need to have their own at the start of the contract?	Section 4.1.G.1 and RFP Amendment 2	<p>Refer to RFP Amendment 2:</p> <p>4.1.G.1 Learning Management System</p> <p>The Contractor will identify and use a web-based learning management system (LMS) to deliver live (synchronous) and self-paced (asynchronous) trainings approved by the DOH. Currently, TalentLMS is being utilized for the Learning Management System (LMS). The awarded Contractor may choose to use the same LMS or another of their choice, but either scenario requires prior approval of the Department before implementation. The approved LMS must be available to early intervention stakeholders within 90 days of the start of the contract.</p>
4	How interactive does the DOH expect asynchronous trainings to be (particularly those converted from live trainings)? Is there a sample that we could be directed to?	Sections 4.1.B.1 4.1.G.1	<p>Section 4.1.G.1 contains several bulleted statements identifying the overall Learning Management System (LMS) requirements, including these statements related to interaction opportunities for asynchronous trainings.</p> <p>“The LMS selected by the Contractor and approved by the DOH, must have</p> <ul style="list-style-type: none"> ●A mechanism to ensure that the trainee is fully engaged throughout the entire training session. <ul style="list-style-type: none"> ●This requirement applies to both live (synchronous) and self-paced (asynchronous) courses. ●A mechanism in which attendees can pose questions, preferably while completing the self-paced course or after completing a (self-paced) training course and receive responses. For example, this mechanism may be accommodated by using a dedicated email address for participants to send questions after taking the training course. The mechanism to accommodate questions from participants must be approved by DOH.”

			<p>Additionally, Section 4.1.B.1 states: The trainings must include periodic checks for participant understanding. The contractor, in collaboration with the Department, will develop and include the periodic checks for understanding in each course. Examples of periodic checks for understanding include participant quizzes or polls.</p> <p>Current trainings are available at: https://nyseipopdc-measinc.talentlms.com/</p>
5	What is the DOH's expectation for the frequency that each training is offered?	Sections 4.1.A.1 4.1.A.2 4.1.B.1 4.1.B.2 4.1.G.1 and RFP Amendment 2	<p>RFP Amendment 2 is amending Section 4.1.A.1 as: The DOH has ten (10) self-paced (asynchronous) web-based training courses that are currently available on an LMS. A listing of the current trainings can be found in Attachment C of this RFP. The Contractor must continue to make these training courses available to EI stakeholders in an LMS identified by the Contractor and approved by DOH. The existing self-paced (asynchronous) courses must be available to early intervention stakeholders within 90 days of the start of the contract.</p> <p>Section 4.1.A.2 states: The Contractor will deliver two of the existing trainings; Introduction to Service Coordination (ISC) and Early Intervention Evaluation, Assessment, and Eligibility Determinations in the Early Intervention Program (E&E) quarterly, using the existing curricula (course content) and related training materials, in a live (synchronous) web-based format.</p> <p>RFP Amendment 2 is amending Section 4.1.B.1 as: The Contractor will develop and deliver one (1) new live (synchronous) online training course and then make it available on a DOH approved LMS as a self-paced (asynchronous) training course, <i>per contract year</i>. The Contractor is expected to develop and deliver the first new training within nine (9) months of the start of the contract.</p>

At the discretion of DOH, the Contractor will be responsible for developing **and delivering** two (2) additional trainings over the life of the contract in addition to the one (1) training per year. The Contractor will develop a total of seven (7) trainings over the life of the contract; one of the two (2) additional trainings will be developed in years 1-3, and the other additional training in years 4-5. Each training is expected to be between four (4), one-hour modules and six (6), one-hour modules. The Department and Contractor will coordinate a schedule prior to the start of the year to set a training development **and delivery** schedule.

Table 1: Sample Training Development **and Delivery** Schedule

	Topic	Development and Delivery Timeframe
1	Providing Family-Centered Services In-person or via Telehealth	Year 1
2	Families' Rights in the EIP	Year 2
3	Assistive Technology Devices (ATD) and Services	Year 2
4	Relevant EIP Topic to be Determined by DOH	Year 3
5	Relevant EIP Topic to be Determined by DOH	Year 4
6	Relevant EIP Topic to be Determined by DOH	Year 4
7	Relevant EIP Topic to be Determined by DOH	Year 5

			<p>As stated in 4.1.B.1: During the presentation of the training, the Contractor will record the live training and maintain any supporting documentation such as questions and answers and training materials, to be made available as a self-paced (asynchronous) training course on the DOH approved LMS (as detailed in 4.1.G Early Intervention Learning Management System (LMS) and Dedicated EIP Training Website Requirements) for future viewing. Self-paced courses must be posted on the LMS and made available to stakeholders within forty-five (45) days of the live delivery.</p> <p>As stated in 4.1.B.2: The Contractor will develop and deliver one (1) new live (synchronous) online training course annually, based on guidance the DOH developed and disseminated to the field; a total of five (5) live (synchronous) online trainings over the life of the contract. The Department will identify the specific guidance documents and topics that will be developed as DOH Guidance Training by the Contractor. Examples include make-up policy, texting policy, revised EIP regulations, etc.,). Upon approval from DOH, the Contractor will make such training available on the LMS as a self-paced (asynchronous) training course. Each training should be between one (1) and two (2) hours long.</p> <p>As stated in Section 4.1.G.1: The LMS selected by the Contractor and approved by DOH, must have: •Twenty-four (24) hour per day accessibility.</p>
6	By what date is accreditation required? What are the other DOH-approved accreditation entities?	Section 4.1.D.2	As stated in Section 4.1.D.2: At the time of contract award, the selected Bidder must provide to the Department, evidence of accreditation to issue CEUs through the currently issuing entity, the International Accreditors for Continuing Education and Training (IACET), or other recognized accreditation entity

			<p>approved by the Department. If the selected Bidder fails to meet this required timeline, the award will be rescinded.</p> <p>The Department does not have a list of other recognized accredited entities.</p>
7	<p>What is the anticipated number of revisions to existing training courses over the contract period (# of courses that will require revisions and # of slides that need to be altered/added/deleted per course)?</p>	<p>Sections 4.1.A.1.a 4.1.B.3</p>	<p>The specific number of revisions to existing training courses over the future contract period is not known.</p> <p>Historically, five (5) existing training courses had 30 or more slides revised in the five-year contract period, and five (5) existing training courses had fewer than 30 slides revised in the five-year contract period.</p>
8	<p>Please clarify what is meant by “Methods for participants to access live (synchronous) and self-paced (asynchronous) trainings” in section 4.1.G.1. (page 17). What information are you seeking?</p>	<p>Section 4.1.G.1</p>	<p>The intent of the word <i>methods</i> is for the vendor to have an approach or means for participants to access the trainings via the LMS. The participants need to be able to use the LMS for accessing the trainings.</p>
9	<p>There is no D.1.C section indicated in Technical Proposal instructions on pages 34-35 of RFP. It jumps from D.1.B. to D.1.D.</p>	<p>Sections 6.2.D.1.B. to 6.2.D.1.D. and RFP Amendment 2</p>	<p>Please refer to RFP Amendment 2 for the addition of Section D.1.C to Section 6.2 Technical Proposal.</p> <p>Section D.1.C Make-up Plan for Canceled Live (Synchronous) Training Sessions</p> <p>The Bidder should submit their proposed Make-Up Plan for handling the cancellation of live (synchronous) training.</p>

10	<p>On the cost proposal, the cost to issue CEUs appears as its own line item deliverable (4.1.D.2), but is also included in the description of several other deliverables (4.1.A.1, 4.1.A.2, and 4.1.B.3). We just wanted to point out that duplication.</p>	<p>Cost Proposal Sections 4.1.A.1, 4.1.A.2, 4.1.B.3, and 4.1.D.2</p>	<p>Cost Proposal deliverable 4.1.D.2 identifies Continuing Education Units (CEUS). CEUs are not included under any other deliverable in the Cost Proposal. Cost Proposal Sections 4.1.A.1, 4.1.A.2, and 4.1.B.3 reference Certificates of Completion, not CEUs.</p>
11	<p>Regarding the following two sections of the RFP: "Send a reminder email to participants who have completed a course but have not completed the course evaluation. The email reminder should be sent to participants one week after issuing the course evaluation." Page 13 (3c.); and "The Contractor will send a reminder email to participants who have completed a course but have not completed the course evaluation. The email reminder should be sent to participants one (1) week after issuing the course evaluation." Page</p>	<p>Sections 4.1.B.3.c and 4.1.D.2</p>	<p>Information contained in Sections 4.1.B.3.c and 4.1.D.2 define the required Contractor process for sending a reminder email to participants who have completed a course but have not completed the course evaluation.</p>

	<p>14 (4.1.D.2) - In the approach we are proposing, the post course survey will be embedded as the final unit in the course within the LMS. Upon completion of the survey, the learner completes the course and is automatically issued a certificate of completion. So, technically, there would never be a case where someone “completes” a course but does not complete the survey in our proposed approach.</p>		
12	<p>In what format will the ten existing self-paced courses be provided?</p>	Section 4.1.A	<p>The files DOH will share with the awarded Bidder consist of PDFs, Word documents, Power Point slides, MP4 files and JPG files.</p> <p>As noted in Section 4.1.A: The existing training courses must be maintained in an LMS chosen by the Contractor and approved by the DOH. DOH will provide the course content (e.g., slides, videos resources, quizzes) necessary to build the courses in the LMS. The vendor may need to create some audio files to accompany the existing course material.</p>
13	<p>In what tool were the ten existing self-paced courses created?</p>	Section 4.1.A	<p>DOH provided the curricula PDFs, Word documents, Power Point slides, MP4 files, and JPG files which were converted into an online course by the Contractor and made available by the Contractor in an LMS.</p>

14	What is DOH's preferred webinar/conferencing platform?	Section 4.1.A.1	The New York State Department of Health does not have a preferred conferencing platform.
15	How soon after the start of the contract must the ten existing self-paced courses become available?	Section 4.1.A and RFP Amendment 2	<p>Please refer to RFP Amendment 2 for the amendment of Section:</p> <p>4.1.A Maintain and Deliver Existing Early Intervention Training Courses</p> <p><i>1. Maintain Existing Training Courses</i></p> <p>The DOH has ten (10) self-paced (asynchronous) web-based training courses that are currently available on an LMS. A listing of the current trainings can be found in Attachment C of this RFP. The Contractor must continue to make these training courses available to EI stakeholders in an LMS identified by the Contractor and approved by DOH. The existing self-paced (asynchronous) courses must be available to early intervention stakeholders within 90 days of the start of the contract.</p>
16	Will any data from prior offerings be transferred to the contract awardee? If so, in what format and how will this data be transferred?	Section 4.1.A	This is not applicable. Historically, DOH has not transferred data to the Contractor, but in the event data does need to be transferred to the awarded Bidder, it will be done in the appropriate format.