



Department of Health

IFB C041220

Mental Health Prescreen and Evaluation Services

Questions and Answers Posted August 13, 2025

Question #	RFP Section	Question	Answer
1.	General	Are there specific innovations DOH would like to see as part of this project?	No
2.	4.1 Section B	What is the current length of time to complete a mental health evaluation?	Mental health evaluations take on average approximately four hours to complete, end-to-end (schedule confirmation, travel, interviews, data entry).
3.	4.1 Section B	What are examples of scenarios where DOH has approved use of telehealth modality?	The telehealth modality was used selectively during the COVID-19 pandemic. However, telehealth is not currently an allowed modality for this contract. See Amendment #1.
4.	4.1 Section E	What is the current number of staff?	The current contract is supported by four Full Time Equivalents (FTEs), and two-Part Time Equivalents (PTEs).
5.	4.1 Section E	What is the current licensure level for staff completing prescreens and mental health evaluations?	Three contracted staff (evaluators) perform mental health evaluations and are licensed in New York State as follows: Evaluator 1 - LCSW Evaluator 2 - MSN, RN, licensed board-certified Psychiatric Mental Health Nurse Practitioner Evaluator 3 - RN, BSN, PMH-BC
6.	4.1 Section G	What is the anticipated startup period?	The anticipated startup period is 90 days from the contract execution date. Startup activities include: hire/train staff, train Transitional Adult Homes and state staff, and configure the contractor's system to receive and process requests from Transitional Adult Homes.

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7.	4.2	Please provide the geographic distribution (i.e., upstate versus downstate) of Transitional Adult Homes.	Currently, there are no upstate Transitional Adult Homes. The current county distribution is as follows: Bronx (2), Kings (1), Queens (6), Richmond (2), Suffolk (1).
8.	4.2	Does DOH expect the number of Transitional Adults Homes to decrease in 2026?	DOH expects the number of Transitional Adult Homes to decrease slightly in 2026; however, as indicated in Section 4.2 the volume of prescreen and mental health evaluations performed has increased despite decreases in the number of Transitional Adult Homes.
9.	4.2	What is the current average handle time for inbound and outbound calls?	Call "handle time" is estimated to be no longer than 5 minutes.
10.	Attachment 8 Section IV. B	Will the State please consider amending subsection B. 3(b) as shown below: "Certificates of Insurance shall: b. Disclose any deductible, self-insured retention, aggregate limit required by this Contract."	The Department declines to make this change or change the text of the related Section IV.B.6.
11.	Attachment 8, Appendix	Will the Department please consider adding a limitation of liability provision to the Contract in order to place a reasonable limit on Contractor's liability, as well as to exclude liability for indirect/consequential damages? For example: Contractor's liability under the Contract for direct damages shall be the greater of the following (i) \$1,000,000.00, (ii) the dollar amount of the contract, or (iii) two times the charges rendered by the Contractor under the Contract and including any amendments. Unless otherwise specifically enumerated herein, neither party shall be liable to the other for special, indirect, or consequential damages, even if the party has been advised of the possibility of such damages. Neither party shall be liable for lost profits, lost revenue or lost institutional operating savings.	The Department will not add a limitation of liability provision to the resulting Contract.
12.	General	Does the company that bids have to be located in New York?	Bidders must meet all Minimum Qualifications to Bid, as outlined in IFB Section 3.
13.	General	Can the services be provided via telehealth or do they have to be in person?	Mental health evaluations must be provided in-person. See Amendment #1.
14.	4.3	4.3 Security Requirements references Appendix H - Business Associate Agreement. Please provide.	Appendix H is part of Attachment 8, the Department's Agreement (Standard Contract) which is hyperlinked in several places throughout the IFB. See IFB Section 2.2 – Important Information.
15.	5.5	5.5 Freedom of Information Law (FOIL) states: Any portion of the Bid that a Bidder believes constitutes proprietary information entitled to confidential handling, as an exception to the Freedom of Information	Please see Amendment #1.

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		<p>Law, must be clearly and specifically designated in the Bid as specified in the paragraph immediately following this paragraph.</p> <p>The paragraph immediately following the one referenced is section 5.6 Debriefing. There is no paragraph with specific instructions of how to designate proprietary information. What are the instructions for identifying proprietary information?</p>	
16.	7	Please confirm that the font size of 11pts or larger refers to the narrative portion of the response and that text used in tables and graphics can use a smaller font size (8pt)	Text used in tables and graphics may use a font size of 8pts or larger.
17.	4	Performing MHEs outside of traditional facilities such as at shelters, group homes, apartments or ALFs may require more expensive resources to perform. In order for all contractors to provide an equitable pricing structure, please provide the percentage of MHEs that are performed outside of traditional facilities.	<p>Mental health evaluations are performed in the following settings:</p> <ul style="list-style-type: none"> - 83% Health Care Facilities (e.g., hospital, nursing home, adult care facility) - 7% Private Residences - 6% Shelters - 4% Other
18.	4	Historical volumes show a continuous percentage reduction in the number of adult homes designated as Transitional Adult Homes. Given this information, should contractors consider a consistent percentage reduction throughout the term of the contract to provide their pricing. If so, what percentage reduction should all contractors provide pricing for.	<p>While the number of Transitional Adult Homes has decreased over time, the volume of prescreen and mental health evaluations performed has increased. This trend may be associated with changing demographics as cited in the New York State Master Plan for Aging:</p> <p>“...New York has the 4th largest population of older adults in the country, with demographic changes leading to a larger and more diverse aging population across all communities” and</p> <p>“...the growth of New York’s older adult population is outpacing overall population growth in the State’s 19 largest counties and most of its largest cities, including Rochester, Syracuse, Yonkers, Albany, and New York City.”</p>
19.	General	Is it permissible to complete an evaluation via telehealth if it is determined that it is unsafe for the evaluator to meet with the individual at their location?	Mental health evaluations must be provided in-person. If the prospective resident’s location is determined to be unsafe for the evaluator, the Contractor must immediately inform the requesting Transitional Adult Home that the MHE cannot be completed due to safety concerns for the evaluator. Should the prospective resident’s location change, the requesting Transitional Adult Home may request again for the Contractor to conduct a mental health evaluation.
20.	General	What are the specific criteria and scoring the IFB response will be evaluated on?	Per IFB Section 8.2 Submission Review, the Department will examine all Bids that are received in a proper and timely manner. The Bid containing the lowest total price offered will be further evaluated to determine if it meets all bid submission requirements,

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			as described in Section 6 (Bid Format and Content) and Section 7 (Bid Submission) for award. That process will be followed until an award is made.