

RFA # 20706 / SFS # NAV2026
New York State Department of Health
Office of Health Insurance Programs and NY State of Health
Questions and Answers
Consumer Assistance for New York State of Health: Navigator Program

Questions below were received by the deadline announced in the Request for Applications. New York State Department of Health (the “Department”) is not responsible for any errors or misinterpretation of any questions received.

The responses to questions included herein are the official responses by the State to questions posted by potential bidders and are hereby incorporated into the **RFA #20706**. In the event of any conflict between the Request for Applications and these responses, the requirements or information contained in these responses will prevail.

NOTE: Same/similar question responses may be on the page before or after, as they are grouped.

Question:	Question Type/Section	Answer:
If a vendor has dual MBE and WBE certification, can we list them under both to meet the 15% MBE and 15% WBE goal?	Attachment 10: MWBE Forms	Yes, that is correct.
Do our subcontractors need to submit MWBE Attachment #10 to us so we can include it with the RFA application?	Attachment 10: MWBE Requirement Forms	Subcontractors do not need to submit Attachment 10. Per Section IV.K of the RFA, By submitting an Application, each Applicant and potential Grantee agrees to complete an MWBE Utilization plan as directed in Attachment 10 of this RFA.
Is the “monthly directory” referenced in Section III F (RFA p15) the same (directory) or different from the Attachment 15 that is referenced on RFA pages 45 and 51 ?	Attachment 15: Proposed Volunteer Activities by County	Correct, this is the same directory as Attachment 15 referenced on pages 45 and 51 of the RFA.
Is this Attachment 15 form asking applicants to document specific activities or merely specific sites?	Attachment 15: Proposed Volunteer Activities by County	Per Section III.F of the RFA, the Grantee will establish relationships with organizations in the community where individuals can engage in volunteer activities. The proposed list should be reflected on Attachment 15, Proposed Volunteer Activities by County, of the RFA.

<p>We understand we need to submit an application for each county we propose to serve, which also suggests we need to submit a budget with each application. However, it is unclear what the amount of the budget that accompanies each application should be.</p>	<p>Attachment 17 - Budget Instructions</p>	<p>See Table 1, Section I. for the maximum funding available per Base and Add on County/Borough per year. Each county/borough requires its own complete application. Per Section V.A.13, RFA Applicants are directed to utilize Attachment 17 for instructions on how to complete the proposal for Year 1 of this Program in the excel attachment. Applicants are instructed to complete a Year 1 budget using Attachment 18, the Contractor Budget template, and include in the pdf application submission. If multiple counties/boroughs are awarded, the resulting contract will be a single, combined agreement with one consolidated budget.</p>
<p>If we are submitting an application for more than one county, can the budget that accompanies each application assume identical staffing plans and that the Program Manager is shared across the two or more counties that we propose to serve?</p>	<p>Attachment 17 - Budget Instructions</p>	
<p>If an applicant is awarded funding for multiple counties, will the resulting contract be a single, combined agreement with one consolidated budget, or will contracts and budgets be maintained separately for each individual county?</p>	<p>Attachment 17 - RFA Applicant Budget Instructions</p>	
<p>If the 15% indirect cost limit is based on the total combined funding, may indirect costs be concentrated within the base county budget, even if doing so results in administrative costs exceeding 15% of the base county budget itself?</p>	<p>Attachment 17 - RFA Applicant Budget Instructions</p>	
<p>Will the separate applications, if awarded, be consolidated into a single contract with a single budget, and the applicant will have the flexibility to distribute resources based on needs without doing budget modifications per county?</p>	<p>Attachment 17 - RFA Applicant Budget Instructions</p>	
<p>Is the Program Manager position (described in “Navigator Program Models” on page 9 of the RFA) allowed to be included solely in the base county budget or must it be distributed across all county budgets, including budgets where Navigator services are subcontracted to another organization?</p>	<p>Attachment 17 - RFA Applicant Budget Instructions</p>	
<p>Does the 5% limit on administrative costs described on the bottom of page 1 of</p>	<p>Attachment 17 - RFA Applicant Budget Instructions & Section III. Navigator Program Models</p>	

<p>Does the guideline on funds allocated to personal services described in section i. Personal Services on page 2 of the Budget Instructions (included below) apply to each budget for a particular county or the collective amount for all counties for which an applicant is applying, given the note on page 4 of the RFA (included below) that certain administrative functions are expected to be accounted for in the base county budget?</p> <p>“The majority of the funds should be allocated to personal services, primarily to support Navigator program staff. As a guideline, current Navigator grantees spend between 70% and 85% of their total budget on personal services, with at least 85% of that amount funding Navigator staff.”</p> <p>“Note: The maximum base county award amount factors in the administrative functions that the agency must perform under the grant including vouchering, reporting and oversight of staff and/or subcontractors (if available) and their productivity.</p>	<p>Attachment 17 - RFA Applicant Budget Instructions & Section III. Navigator Program Models</p>	<p>See Table 1, Section I. for the maximum funding available per Base and Add on County/Borough per year. Each county/borough requires its own complete application. Per Section V.A.13, RFA Applicants are directed to utilize Attachment 17 for instructions on how to complete the proposal for Year 1 of this Program in the excel attachment. Applicants are instructed to complete a Year 1 budget using Attachment 18, the Contractor Budget template, and include in the pdf application submission. If multiple counties/boroughs are awarded, the resulting contract will be a single, combined agreement with one consolidated budget</p>
<p>Are indirect costs allowable only in the base county budget or in each county specific budget, including budgets for counties where Navigator services are subcontracted to another organization?</p>	<p>Attachment 17 - RFA Applicant Budget Instructions & Section III. Navigator Program Models</p>	
<p>Page 46</p> <p>If a Lead Navigator FTE, Navigator Supervisor, Admin Assistant, or similar position is written to serve more than one county, where is that cost allocated to, the Base or the Add on?</p>	<p>Attachment 17 - RFA Applicant Budget Instructions & Section III. Navigator Program Models</p>	
<p>If a single application across multiple counties is permitted, should the budget reflect the combined scope of all counties served, or are separate, county specific budgets required?</p>	<p>Attachment 17 - RFA Applicant Budget Instructions & Section III. Navigator Program Models</p>	

<p>Page 46</p> <p>If applying to more than one county, each county has its own submission. Should there be separate unique budgets for each submission? Or, should there be 1 budget for the overall project cost of all counties submitted with each county application, therefore the budget will be identical for each?</p>	<p>Attachment 17 - RFA Applicant Budget Instructions & Section III. Navigator Program Models</p>	
<p>Page 46</p> <p>Is an agency able to use the base maximum county award towards the add-on county if the add-on amount isn't enough to cover all associated add-on county costs? How is that recorded in the budget?</p>	<p>Attachment 17 - RFA Applicant Budget Instructions & Section III. Navigator Program Models</p>	<p>See Table 1, Section I. for the maximum funding available per Base and Add on County/Borough per year. Each county/borough requires its own complete application. Per Section V.A.13, RFA Applicants are directed to utilize Attachment 17 for instructions on how to complete the proposal for Year 1 of this Program in the excel attachment. Applicants are instructed to complete a Year 1 budget using Attachment 18, the Contractor Budget template, and include in the pdf application submission. If multiple counties/boroughs are awarded, the resulting contract will be a single, combined agreement with one consolidated budget</p>
<p>If separate applications are included: Should the budgets be split up in multiple budgets that add up to what the total would be based on the base grant and add? Or is it possible to submit a single all-encompassing budget that would then be resubmitted each time?</p>	<p>Attachment 17 - RFA Applicant Budget Instructions & Section III. Navigator Program Models</p>	
<p>Does the RFA specify a minimum or preferred organizational budget size?</p>	<p>Attachment 17 - Budget Instructions</p>	
<p>Based on the language in the "Award Process for All Other Types of Entities - Rest of State and New York City" section of the RFA (page 49), it sounds like applicants planning to provide services in multiple counties should submit the exact same application for each county. For example, if an agency plans to submit an application for Manhattan (base) as well as the Bronx, Queens, and Brooklyn (add-ons), the same exact application would be submitted in SFS four times and sent via email four times (with the subject line updated to reflect the specific county/borough). This ensures that the full scope of services across all counties is reflected in each application, allowing reviewers to see the complete scope regardless of the county they are reviewing.</p> <p>1. Is this assumption correct? 2. If so, this would mean submitting one budget for all four counties. Thus, the maximum budget amount would be \$972,934 (\$642,184 base + 3 add-on counties at \$110,250). Please confirm.</p>	<p>Section I. Introduction</p>	

<p>Pg 4 Introduction:</p> <p>It states maximum base county award amount factors in the administrative functions that the agency must perform. Does this mean all admin costs (up to the 15%) should be allocated only to 1 county under the chosen 'base' and the only expenses under the add-on would be Navigator FTE and their direct expenses?</p>	<p>Attachment 17 - RFA Applicant Budget Instructions & Section V.A.13. Budget and Budget Justification</p>	<p>See Table 1, Section I. for the maximum funding available per Base and Add on County/Borough per year. Each county/borough requires its own complete application. Per Section V.A.13, RFA Applicants are directed to utilize Attachment 17 for instructions on how to complete the proposal for Year 1 of this Program in the excel attachment. Applicants are instructed to complete a Year 1 budget using Attachment 18, the Contractor Budget template, and include in the pdf application submission. If multiple counties/boroughs are awarded, the resulting contract will be a single, combined agreement with one consolidated budget.</p> <p>An indirect cost rate (ICR) of up to 15% of modified total direct costs can be requested for the total first year budget.</p>
<p>Standards for Occupancy Cost Allocation: For established multi-service organizations with centralized facilities, will the DOH require a specific type of Cost Allocation Plan (e.g., square footage vs. FTE ratio) for the reimbursement of prorated rent, utilities, and facility maintenance?</p>	<p>Attachment 17 - Budget Instructions</p>	<p>Yes, a cost allocation plan is required. Per Attachment 17, Section i. Personal Services: "Please address allocation levels in each line justification narrative."</p>
<p>Do we determine the allocation for OTPS by taking the total funding applied for and dividing it by the number of counties, and including that language in the justification, or do we use the percentage each county represents individually?</p>	<p>Attachment 17 - RFA Applicant Budget Instructions</p>	<p>A line item budget including Personal and Other Than Personal Services (OTPS) and a detailed justification of each line item must be included per application.</p> <p>The Department cannot guide bidders on how to allocate the total funding being applied for. See Table 1, Section I. for the maximum funding available per Base and Add on County/Borough per year. Each county/borough requires its own complete application. Per Section V.A.13, RFA Applicants are directed to utilize Attachment 17 for instructions on how to complete the proposal for Year 1 of this Program in the excel attachment. All detailed budgeted item justifications are required to be completed on Tab 6 of Attachment 18.</p>
<p>Do we need to provide a narrative for fringe benefits? There is no space for it on either budget documents, attachment 18 or 19.</p>	<p>Attachment 17 - RFA Applicant Budget Instructions</p>	<p>Per Attachment 17, Section A, every line item listed in the RFA applicants, and its subcontractor(s)', budget should include a detailed justification. The line-item written justification should explain how the cost was calculated and detail why it is essential to operating a Navigator Program. The fringe justification can be included directly on the budget line.</p>

<p>Do we need to provide information on navigator vs non-navigator FTE? There is no space for it on either budget documents, attachment 18 or 19.</p>	<p>Attachment 17 - RFA Applicant Budget Instructions</p>	<p>On each personnel line (in the Percent of Effort Funded column) RFA Applicants need to indicate the proposed time and effort that will be allocated to navigator enrollment work and proposed time and effort that will be allocated to administrative responsibilities of the program, as applicable. These two personnel allocations should equal the respective staff member's total effort allocated to the program. Please address allocation levels in each line justification narrative.</p>
<p>Can Administrative costs equal more than 5% if indirect costs are not being claimed? (Regarding RFA attachment 17, second to last paragraph).</p>	<p>Attachment 17 - RFA Applicant Budget Instructions</p>	<p>While administrative costs should be adequate to support the Navigator program, they cannot be excessive in proportion to the amount of funding dedicated to direct Navigator activity and, as a general guideline, should not exceed 5% of the total budget.</p>
<p>Are there caps on administrative vs programmatic expenses?</p>	<p>Attachment 17 - RFA Applicant Budget Instructions</p>	
<p>Can funds support indirect costs related to supervision, infrastructure, and program management?</p>	<p>Attachment 17 - RFA Applicant Budget Instructions</p>	<p>Per Section V.A.13.C,c.An indirect cost rate (ICR) of up to 15% of modified total direct costs can be requested. If your organization has a federally approved rate, contractors may request the federally approved rate, not to exceed 20%. If your organization has a federally approved rate of less than 20%, the maximum indirect rate that can be requested is the approved federally approved rate. The RFA Applicant should include a copy of their current federal ICR agreement in the pdf application submission, if applicable. See Attachment 17, Section A.ii, bullet two for more information on indirect costs.</p>
<p>The RFA document and attachments reference expectations to assess productivity of performance within this program. Are you able to provide further clarification on the expected outcomes and/or targets that would be reasonable to propose for the program? Is there a ratio based on population in that county, or funding amount provided, or other factor that we should determine our targets from?</p>	<p>Attachment 20 - Work Plan Summary</p>	<p>Grantees are required to carry out the duties set forth in 45 CFR 155.210(e) and as listed in Section III of this RFA. Grantees are required to help individuals apply for and renew health insurance coverage through NY State of Health. Grantees must also assist small employers in applying under the SHOP Exchange and educate them about the availability of federal tax credits.</p> <p>Please refer to Attachment 20 for performance objectives and measures included in work plan goals .</p>
<p>What are the target enrollment numbers or performance benchmarks?</p>	<p>Attachment 20 - Work Plan Summary</p>	
<p>How is success measured—enrollments, outreach contacts, or both?</p>	<p>Attachment 20 - Work Plan Summary</p>	
<p>With regard to the H.R.1 education requirements, does DOH have specific performance expectations, e.g., in terms of the number of presentations, community service referrals, etc.?</p>	<p>Attachment 20 - Work Plan Summary</p>	

What is DOH's expectation for the minimum number of enrollments per Navigator per month?	Attachment 20 - Work Plan Summary	
Are there expected or recommended enrollment targets per county that applicants should use when developing projections and staffing models?	Attachment 20: Work Plan Summary	
What are the requirements for the tracking?	Section III.L. Navigators Follow Department Appeal/Complaint Process & Attachment 20 - Work Plan Summary	Navigators are required to track and report on the number and type of appeals that are referred to the Department through the monthly progress report. Also refer to Attachment 20, Work Plan Goals, for performance measures that will need to be tracked.
If applying to serve multiple counties, should a separate workplan be submitted for each county or can a single, comprehensive workplan that covers all proposed counties be submitted?	Attachment 20: Work Plan Summary	Per Section I of the RFA, each county/borough requires its own complete application. This includes all portions of Section V.A of the RFA.
Pg 47 If applying for more than 1 county, should the workplan address all counties, or only 1 county for each submission?	Attachment 20: Work Plan Summary	
If separate applications are included: If the budgets are split up, are we expected to split up the calculations of the MWBE requirements and submit each forms multiple times?	MWBE	
Relatedly, is there a distinction between a "subcontractor" under the grant structure and a "vendor" reflected on the budget (e.g., a technology or software vendor engaged to support the Grantee's enrollment and eligibility operations)? Specifically, could a for-profit technology company be engaged as a vendor by the Grantee for technology services without being subject to the subcontractor eligibility rules described in Section II.A?	Attachment 3 - Glossary of Terms	See Attachment 3 for the definition of a subcontractor. Subcontractor refers to Organizations that provide Navigator Program enrollment services under an awarded lead agency.
How is DOH defining the "administrative costs" on Page 1 and how should applicants best reconcile the guideline that such administrative costs "should not exceed 5%" with the allowable higher indirect cost guidelines on page 3, of Attachment 17?	Attachment 3: Glossary	Per Attachment 3, Administrative costs are defined as administrative or clerical services that are integral to a project or activity, the individuals involved can be specifically identified with the project or activity, the costs are explicitly included in the budget, and the costs also aren't recovered as indirect costs. Administrative Costs are limited to 5%.

Do we include the same Cover Sheet for all five applications when submitting for five boroughs?	Attachment 5: Grant Application Cover Sheet	
As a lead agency, when submitting Attachment 5, and applying for 5 boroughs/counties, but with one “base,” and four “add-on” boroughs/counties, do we list all our subcontractors and submit the same attachment five per borough/county application?	Attachment 5: Grant Application Cover Sheet	
Regarding Attachment 5: Grant Application Cover Sheet (no page numbers) a. Section F: Do we list all subcontractors for us as a lead agency in this section? And if so, will we be submitting, as a Lead Agency, the same Attachment 5: Grant Cover Sheet, for the separate applications?	Attachment 5: Grant Application Cover Sheet	Per Section I of the RFA, each county/borough requires its own complete application. This includes all portions of Section V.A of the RFA. As each application must be submitted separately for each county/borough, an updated Cover Sheet is required to be submitted respective to the county/borough that is being applied to.
Regarding Attachment 5: Grant Application Cover Sheet (no page numbers) a. Section E: If are applying as a lead agency, will this section remain the same throughout the five separate applications? Or will it change based on the subcontractor and total number of FTE navigators in the borough/county?	Attachment 5: Grant Application Cover Sheet	
If an applicant proposes to serve multiple counties, should a single consolidated application be submitted listing all counties, or should separate applications be submitted for each county?	Attachment 5: Grant Application Cover Sheet	
In the Cover Letter (Attachment 5), Section E, could you confirm: Total Navigators FTE should include for the specific county or total across all applications? Projected Number of Applications submitted monthly should include for the specific county or total across all applications?	Attachment 5: Grant Application Cover Sheet	
Are we required to fill out Attachment 8? The title indicates that it is an agreement, but there is nowhere to sign.	Attachment 8: Federal Health Insurance Portability and Accountability Act Business Associate Agreement	No, this is not required to be filled out or signed.

<p>A1. Are applicants correct in understanding that there are three and only 3 specific, limited locations in which budget narrative information is expected to be presented, i.e.: (1) in response to question prompt 13b (regarding organizational governance' impact on personal expenditures, COLAs, fringe benefit rate increases, sustainability with level funding); (2) within the Excel called Attachment 18 (at the designated spots within tabs 2, 3, 4, 5, 6) for the Applicant's Year-One budget; and (3) within the Excel called Attachment 19 (at the designated spots within tabs 2, 3, 4, 5, 6) for the Subcontractor's Year-One budget?</p> <p>A.2 Are there any numbered (or other) prompts or instructions beyond prompt 13b (RFP p46) where DOH expects to find a budget narrative?</p>	<p>Budget Narrative Information</p>	<p>See Section V.A.13 for Budget and Budget justification instructions.</p>
<p>The RFA states that each response has a maximum of 2000 characters unless otherwise specified. To be clear, that means each questions under the main character could have a max of 2000 characters. For example, #3 Health Equity would have a maximum of 4000 characters - 2000 for the a response and 2000 for the b response.</p>	<p>Character Limits</p>	<p>Per Section V.A.; Please note that there is a 2000-character limit for <u>each response/question</u> unless specified in the question.</p>
<p>There is a 2000 character limit for each response unless otherwise stated. Is this for each numbered question, or does this apply to each sub-question (ie: 4.a, 4.b, 4.c)</p>	<p>Character Limits</p>	<p>This includes each sub-question.</p>
<p>If so, are any (numbered prompts or instructions beyond prompt 13b) subject to 2,000- or 4,000-character limit(s)?</p>	<p>Character Limits</p>	
<p>How is a "single question" defined for purposes of the 2,000-character response limit? Many of the numbered questions (e.g., 1, 2, 3) include multiple parts. Should each part be treated as a separate question with its own 2,000-character limit, or should the entire numbered question (including all subparts) be answered within a single 2,000-character response?</p>	<p>Character Limits</p>	<p>Per Section V.A.; Please note that there is a 2000-character limit for <u>each response/question</u> unless specified in the question.</p> <p>This includes each sub-question.</p>
<p>If separate applications are included: The character limits apply to each application, meaning each individual county?</p>	<p>Character Limits</p>	

<p>On page 40 of the RFA, it states, "Please note there is a 2,000-character limit for each response unless specified in the question." Please confirm that applicants should adhere to the 4,000-character limit on questions where specified (e.g., "2b, RFA Applicants should have a known presence in the community. Please include the following information in response to this question in no more than 4,000 characters"), and should adhere to the 2,000-character limit on all questions that have no specified character limits.</p>	Character Limits	That is correct.
<p>Does the character response limit include spaces?</p>	Character Limits	Yes.
<p>Precision HealthCare Consultants dba Precision Receivable Services LLC is a dually certified ESD NYS MWBE with expertise in public health projects. How do we become listed as a qualified and interested subcontractor?</p>	General	We will add you to the Interested Subcontractor listing found here on the DOH web page.
<p>Is there a DOH checklist table listing all attachments required for upload (and integration into the single emailed PDF file)?</p>	General	<p>All required Attachments to be completed and submitted in the PDF application are outlined in their individual Program Specific Questions (Section V.A. Application Format/Content).</p>
<p>Are applicants correct in interpreting and understanding RFA Section V.A to mean that among the 20 numbered attachments that appear in the "Attachments" section of SFS, the only forms required to be completed and uploaded/emailed comprise: Attachment 5 (Grant Application Cover Sheet); Attachment 7 (Certification Regarding Privacy and Security Requirements for Assistors); Attachment 10 (Minority Owned Business Enterprise Requirement Forms); Attachment 11 (Vendor Responsibility Attestation); Attachment 12 (Gender-Based Violence and the Workplace Certification); Attachment 13—if applicable (Subcontractor Letters of Commitment); Attachment 14 (Proposed Locations and Site Schedule); Attachment 15 (Proposed Volunteer Activities by County); Attachment 16(Conflicts of Interest Attestation); Attachment 18 (Contractor Budget); Attachment 19—if applicable (Subcontractor Budget); and Attachment 20 (Work Plan Summary)?</p>	General	

<p>Are any other forms (numbered or otherwise), beyond attaching a copy of current federal Indirect Cost Rate (ICR) agreement (when applicable), expected to be integrated into the combined PDF that is required to be emailed?</p>	<p>General</p>	
<p>Should applicants include / integrate PDF “printouts” of all tabs of the Excel budget worksheet into the single master PDF file that is emailed? (Is it expected to include such financial information, with no separation of files, within this larger master-narrative PDF?)</p>	<p>General</p>	<p>Yes.</p>
<p>Given the up-to-20MB file size limit (RFA p28), will DOH confirm receipt via email of full application PDFs sent to OHIPgrants@health.ny.gov? Or, if not, how can applicants confirm receipt of the emailed PDF submission?</p>	<p>General</p>	<p>All applications submitted to OHIPgrants@health.ny.gov will return a confirmation of receipt advising they have received the submitted application.</p>

		<p> APICHA Community Health Center BronxWorks Cayuga/Seneca Community Action Agency, Inc. Central Nassau Guidance & Counseling Services, Inc. Charles B Wang Coalition for Asian American Children and Families Columbia County Community Healthcare Consortium, Inc. Community Health Care Association of NYS Community Health Center of Richmond, Inc. Community Service Society of New York Coordinated Care Services, Inc. Gay Men's Health Crisis, Inc. Glens Falls Independent Living Center, Inc. operating as Southern Adirondack Independent Living Center Healthy Capital District Initiative Healthy Community Alliance, Inc. Hispanic Federation Jewish Community Center of Staten Island Joseph P. Addabbo Family Health Center Lake Plains Community Care Network, Inc. Lesbian & Gay Community Services Center, Inc. Mary Imogene Bassett Hospital Massena Independent Living Center, Inc. Maternal Infant Services Network of Orange, Sullivan, & Ulster Counties Morris Heights Health Center, Inc. Mothers & Babies Perinatal Network of SCNY, Inc. NADAP, Inc. Nathan Littauer Hospital Niagara Falls Memorial Medical Center NORTH COUNTRY PRENATAL/PERINATAL COUNCIL INC. Northern Manhattan Improvement Corporation Oswego County Opportunities, Inc. Wyoming County Public Health Solutions Saratoga Hospital Single Stop USA Southern Tier Independence Center St. Lawrence County Health Initiative, Inc. The Neighborhood Center The Salvation Army Westchester County Department of Health Yeled V'Yalda Early Childhood Center, Inc. Orleans Community Health </p>
Who was the incumbent and the contract number?	General	Contract numbers cannot be provided.
Can there be confirmation if a managed care organization (Not-for-profit) is eligible for this grant?	General	<p>Per Section II. A of the RFA, as per section 45 CFR 155,210 (2) (d)(1), a health issuer or issuer of stop loss insurance is prohibited from being a Navigator .</p> <p>https://www.ecfr.gov/current/title-45/subtitle-A/subchapter-B/part-155/subpart-C/section-155.210</p>
When will notification of awards be sent out?	General	Award and non-award letters are anticipated to be sent on or about 10/9/2026.

<p>Could you please clarify the difference between this RFA and the Navigator funding we currently receive through CACF?</p>	<p>General</p>	<p>See Section IV. G, Term of Contract. Funding for the current program ends on 1/31/27. This is for navigator funding for the period 2/1/27-1/31/32. CACF is a Grantee under the current program.</p>
<p>I am having trouble with accessing some of it; for instance the link to the questions section appears to be broken Is there another place to access them?</p>	<p>General</p>	<p>Per Section IV. B, this RFA has been posted on the NYS Statewide Financial System website at: SFS Public Portal Homepage and additionally, via a link provided on the Department's public website at: https://www.health.ny.gov/funding/. https://www.health.ny.gov/funding/rfa/20706/</p>
<p>Will Letters of Recommendation from partners that are not subcontractors be reviewed/considered?</p>	<p>General</p>	<p>Per Section V.A.4d, Any RFA Applicant using a subcontractor(s), are requested to include letters of commitment from each subcontractor. Such letters should describe the history of the RFA Applicant's working relationship with the subcontractor(s). Letters need to be included with the full pdf application and labeled as Attachment 13. If no subcontractor(s) are being used, enter N/A for your response to this question. Any other letters of commitment of recommendation will not be reviewed.</p>
<p>Can you reconsider the need to have multiple submissions and use an appendix instead for each organization to indicate the counties they plan to work in, with how many FTEs and expected reach. In particular, separating the Budget and the Work Plan pose significant challenges given we operate one program that covers multiple counties using overarching strategies that would be challenging to isolate to one county. For example, some Navigators cover multiple counties on a regular basis, and Navigators will cover sites in counties other than their main assigned county when coverage is needed.</p>	<p>General</p>	<p>No, this will not be reconsidered. Proposals need to be submitted and evaluated by each county/borough.</p>
<p>What was the average number of enrollments facilitated each month by each FTE across ALL DOH grantees for the current and/or most recent funding cycle? (Re: the last RFA for this program, in 2018, DOH reported via Q&A that the average number of enrollments facilitated each month by each FTE across ALL DOH grantees for the 2013-2018 funding cycle was 11.32.)</p>	<p>General</p>	<p>Per Section 1.A. there are 41 Navigator agencies, employing over 428 navigators who speak 36 languages and American Sign Language (ASL). The list of current languages spoken by Navigator Agencies is found in Attachment 1. Languages provided should support the languages appropriate to the community being served. Enrollment services are offered at over 688 sites throughout the state and through 191 options for telephone appointments. Navigators are responsible for completion of nearly seven (7) percent of the applications submitted to NY State of Health. As of January 2025, Navigators are responsible for assisting in the completion of over 260,000 applications resulting in over 421,000 enrollments in NY State of Health.</p>

<p>P27 states that a pdf must be submitted via OHIPgrants@health.ny.gov, P29 says that e-mail applications will not be accepted. Please clarify.</p>	<p>General</p>	<p>See Addendum #1 posted 4/27/2026, showing the change in language in Section IV.E of the RFA, Applications will not be accepted via fax, paper copy or hand delivery.</p>
<p>Are we correct in understanding that there are not SFS portal prompts under “General Questions” or elsewhere that serve as a portal-based location to upload the completed attachments required for this grant? Instead such numbered, required attachments will only be incorporated into the comprehensive PDF that is emailed at the time of submission?</p>	<p>General</p>	<p>That is correct.</p>
<p>Are applicants correct in understanding that since the “Budget Required” and “Work Plan Required” boxes are grayed out and do not contain checkmarks, that DOH is not expecting budget or work plan content to be entered directly via SFS, but instead, only via the other mechanisms referenced in the RFA?</p>	<p>General</p>	<p>That is correct.</p>
<p>Does the term “subcontracted labor” used on page 35 of the RFA under “Business Participation Opportunities for MWBEs” include subcontracts with organizations for the provision of Navigator services?</p>	<p>General</p>	<p>That is correct.</p>
<p>I see the mention of Long Term Care, would this allow our agency to do the applications for 65+ in the new program on the NYSOH Marketplace?</p>	<p>General</p>	<p>The mention of "Long Term Care" was originally included in the first solicitation email, which was included erroneously from a previous procurement. This language was removed from the solicitation email on 3/26/2026: "The Ombudsman program is intended to facilitate eligible persons' experience in receiving, and applying to receive, long term services and supports in a managed care environment."</p>
<p>In SFS, do we enter the old DUNS number into the DUNS number field, or do we put in the UEI?</p>	<p>General</p>	<p>The UEI can be entered into the DUNS number field.</p>
<p>I did read some of the provided documents but I still do not fully understand. Is this an opportunity for the Insurance navigator to apply for a paid position? We may be interested depending on requirements if this is the case.</p>	<p>General</p>	<p>This is a grant opportunity for an agency to provide in person health insurance application assistance for the Navigator program. This includes personnel services , as found in Section I of the RFA.</p>

<p>I understand that, for clients aged 65 and older who are enrolled in Medicare, Navigator certification may be required to assist with Medicaid and Medicare Savings Program (MSP) applications and renewals through the Marketplace now. As there are currently no Japanese-speaking Navigators available for this population, would it be possible for our staff to obtain funding through this grant and provide such support?</p>	<p>General</p>	<p>No, this procurement is for health insurance application assistance for individuals under 65 years of age regardless of the language they speak.</p>
<p>Specifically, will DOH expand the 12-page maximum to align with the number of prompts and depth of detail expected in the RFA? For example, a 40- or 50-page limit would be more in keeping with the 2,000-character or 4,000-character limits indicated within Section V. (“Program Specific Questions (PSQ)/Bid Factors”) of the RFP.</p>	<p>Page Limits</p>	<p>See Addendum #1 posted on 4/27/2026. Section V.A of the RFA has been edited as follows: The Application Narrative should not exceed thirty (30) single spaced pages twelve (12) double-spaced pages, using a 11-point Arial font with one-inch margins on all sides. Pages should be numbered consecutively. All Attachments should be labeled with the Attachment name and corresponding attachment number. The thirty (30) twelve (12) page limitation is specific to the Application Narrative and does not include all required Attachments. Please note there is a 2,000-character limit for each response/question unless specified in the question. Please submit only the requested information in the attachments and do not add attachments or information that are not requested. Any additional attachments or narrative exceeding the thirty (30)-single spaced twelve (12) double-spaced page limitation will not be scored or considered by reviewers. Failure to follow these guidelines could result in a deduction of up to ten (10) points. The email attachment size limitation is 20mbs.</p>
<p>For prompt 2a, can DOH please clarify whether Applicants are allowed 2,000 characters each for prompts 2ai and 2aii... or a combined total of only 2,000 characters for those two prompt-responses? What is the best way to know when a prescribed character count (i.e., an explicitly stated 4,000-character count or the default 2,000-character maximum “for each response” mentioned on RFA p40) applies to the most granular level of sub-question (such as 2ai and 2aii) vs a higher level of question (such as 2a)?</p>	<p>Page Limits</p>	
<p>If not expanding the page limit to match the character limits, will OHIP please provide clarity on which specific responses (listing specific prompts/subprompts) to prioritize, given the 400% difference between these two limits (pages vs characters)?</p>	<p>Page Limits</p>	
<p>Would DOH please reconsider and increase the maximum of 12 double-spaced pages for the Application Narrative? Given this limit, it's very challenging to answer the many questions with the required detail.</p>	<p>Page Limits</p>	

<p>The requirement to keep the narrative to no more than 12 double-spaced pages makes it challenging to sufficiently answer the 30+ questions and sub-questions. Would the Department consider increasing this and allow for a few more pages?</p>	<p>Page Limits</p>	
<p>How would DOH like Applicants to navigate the vast disconnect between the allowable ~40-48 double-spaced pages (based on character limits for required responses) and the 12-page maximum that is also stated? For example, the three 4,000-character responses alone could eat up 6+ pages, leaving 32 more prompts to respond to in 6 pages.</p>	<p>Page Limits</p>	
<p>Do question prompts marked by DOH as “(NOT SCORED)”: 5A. Count against the DOH-designated page limit? OR 5B. Require a response to fit within 2,000 characters? (Or do they have no character limit)?</p>	<p>Page Limits / Character Limits</p>	<p>5A. As each response is required, even for questions that are not scored, these are counted as part of the DOH-designated page limit. 5B. Per Section V.A.; Please note that there is a 2000-character limit for each response/question, unless otherwise specified in the question.</p>
<p>Regarding “Table 1” in Introduction, on pgs 4-5 (describing maximum award per Base vs. Add-on) a. Please confirm the following: i. We need to pick a “Base County/Borough” and the maximum award for this is \$642,184 per year ii. If want to include four other “Add-on County/Boroughs” because 1) we have subcontractors in three boroughs, and 2) we serve Brooklyn with 2 navigators from us, the lead agency 1. Please confirm that if we choose one borough as our “Base County” we can get a maximum \$642,184 award 2. If we decide to submit for the 4 other boroughs we currently serve (Mnhtn, Bklyn, Qns, Staten Island): $\\$110,250 \times 4 = \\$441,000$ 3. $\\$642,184 + \\$441,000 = \\$1,083,184$ is the maximum annual award we can get if we are awarded all five boroughs</p>	<p>Section I. Introduction</p>	<p>See Table 1 in Section I. for available funding amounts available per county/borough and base/add-on. RFA Applicants may apply for more than one county/borough and may apply for any county/borough regardless of the grouping in Table 1. However, each county/borough requires its own application, as further described in Section V.C. Note: The maximum base county award amount factors in the administrative functions that the agency must perform under the grant including vouchering, reporting and oversight of staff and/or subcontractors (if available) and their productivity. Award amounts per county/borough include factors such as population density and the number of uninsured individuals in the county/borough. Maximum awards will vary dependent on the County/Borough being applied to and potentially awarded.</p>
<p>Does the “minimum of two awards per county/borough” language mean there is an intention to award more than two agencies per county?</p>	<p>Section I. Introduction</p>	<p>As per Table 1, there will be a minimum of two awards per county/borough.</p>

<p>What defines a Base County versus an add on county? Can there be multiple base counties if agencies have offices in those specific counties?</p>	<p>Section I. Introduction</p>	<p>Base county award amounts factor in the administrative functions that the agency must perform under the grant including vouchering, reporting and oversight of staff and/or subcontractors (if available) and their productivity. An add on county is each additional County that the Grantee is applying for after the base county. There is only one base county per county/borough.</p>
<p>Can you clarify how to calculate the total amount of funds one is eligible to apply for based on the counties they are serving? Is this the correct calculation for agencies proposing to serve the following nine counties? Queens, Kings, Bronx, New York, Richmond, Nassau, Suffolk, Rockland, and Westchester: Base County - Queens, \$642,184 Add-on County - Kings, \$110,250 Add-on County - Bronx, \$110,250 Add-on County - Richmond, \$110,250 Add-on County - New York, \$110,250 Add-on County - Nassau, \$110,250 Add-on County - Suffolk, \$110,250 Add-on County - Rockland, \$93,408 Add-on County - Westchester, \$93,408 Total maximum eligible: \$1,490,500</p>	<p>Section I. Introduction</p>	<p>Based on Table 1 and the information provided in the question, the total possible maximum award amount is correct.</p>
<p>If applying for an “Add-on” borough, does that require its own application on SFS or only a separate narrative?</p>	<p>Section I. Introduction</p>	
<p>To serve multiple NYC boroughs, is our understanding correct that we would submit one Base Borough application plus a respective number of Add-On Borough applications?</p>	<p>Section I. Introduction</p>	

On page 4 of the RFA, Table 1 describes the "Maximum Award Per Base County/Borough Per Year with a minimum of 2 awards per County/Borough." Please confirm that applicants must submit separate applications to serve multiple counties (i.e., to serve multiple counties in NYC, we must submit one application for the Bronx, a second application for New York, etc.; and there is no minimum to the number of applications we may submit?).	Section I. Introduction
If submitting more than one application because we are submitting to multiple boroughs/counties: Do we submit five separate times in SFS?	Section I. Introduction
Would DOH prefer that only the "Base County" be entered here, or the Base County plus any "Add On" county/ies?	Section I. Introduction
We are planning to apply for a base county with an add-on county. The RFA states that separate applications are required; however, SFS appears to allow the selection of multiple counties within one application. Could you clarify how both counties should be indicated on the application?	Section I. Introduction
On page 4 of the RFA, it indicates that applicants must submit an application for each proposed county of service. However, it also indicates that the application should be submitted as one single PDF. If we intend to apply to serve multiple counties, do we have to submit multiple applications? If yes, how do we logistically do this on SFS?	Section I. Introduction
If separate applications are included: Does each application need to be customized by county or is it OK to have a single narrative that provides bulleted information for each county including a comprehensive description of each county and proposed strategy, and submit this same version multiple times?	Section I. Introduction
We currently serve five boroughs of New York City. Please confirm: If we want to continue serving all five New York City boroughs, we need to submit five separate proposals.	Section I. Introduction

Per Section I of the RFA, each county/borough requires its own complete application. This includes all portions of Section V.A of the RFA. Applications must be submitted via the Statewide Financial System AND emailed as a single pdf application with all requirements from Section V.A by the date and time Applications in response to this RFA are due as specified in the "Key Dates" set forth on the Cover Page of this RFA. Please refer to Section IV.E for instructions on How to File an Application. There is no minimum/maximum number of applications required.

<p>Can you clarify the process for submitting requests for multiple counties? Page 4 States “Each County/Borough requires its own application”. If an agency is applying to serve 5 NYC boroughs and 3 counties, they must submit 8 separate applications in SFS each with all the attachments and then send 8 separate emails including a single pdf with the narratives and the 22 attachments?</p>	<p>Section I. Introduction</p>	
<p>We currently serve five boroughs of New York City. What are the factors an agency should consider when deciding which borough/county should be a “Base” and which should be an “Add-on”? Is the “Base” the borough where we have our main office (Manhattan) or is it the borough where we provide the most services/have the most navigators (the Bronx via a subcontractor)? Or can we can decide?</p>	<p>Section I. Introduction</p>	<p>Per Section I of the RFA, the maximum base county amount factors in the administrative functions that the agency must perform under the grant including vouchering, reporting and oversight of staff and/or subcontractors (if available) and their productivity.</p>
<p>How does the max award amount work in regards to the county/borough add on? For example, if we propose to operate a program in Queens and ask for the max of \$642,184, can we also ask for Brooklyn, and ask for an additional \$110,250?</p>	<p>Section I. Introduction</p>	<p>Per Sec. 1. Table 1: RFA Applicants may apply for more than one county/borough and may apply for any county/borough regardless of the grouping in Table 1. Correct, Brooklyn would be considered an add on if Queens was applied for separately as a base. See Table 1.</p>
<p>Can an organization submit multiple applications for different base-boroughs or only for a base borough and an add-on?</p>	<p>Section I. Introduction</p>	<p>Yes, see Addendum #1 posted 4/27/2026.</p>
<p>How will funding be allocated across counties—based on population size, prop</p>	<p>Section I. Introduction</p>	<p>Table 1 includes the maximum award amount by county/borough. The applicant will identify a base county and/or any additional add on counties in Attachment 5. Award amounts were determined by including factors such as population density and the number of uninsured individuals in the county/borough.</p>
<p>Do the award amounts listed on page 4-5 of the RFA reflect the maximum for each county or the maximum for each awardee in that county?</p>	<p>Section I. Introduction</p>	<p>Table 1 represents the maximum allowed award per base and per county add on for 12 months of program services.</p>
<p>How many certified Navigators are required per award?</p>	<p>Section I. Introduction</p>	<p>There is no minimum amount of certified navigators required per award.</p>
<p>Do you determine the county of enrollment based on the Navigator Program applicant’s address or the address of the enrollee? (Page 4, paragraph 1)</p>	<p>Section I. Introduction</p>	<p>The maximum base county award amount factors in the administrative functions that the agency must perform under the grant including vouchering, reporting and oversight of staff and/or subcontractors (if available) and their productivity.</p>

<p>Are there expectations regarding the proportion of services delivered in-person vs telephonically?</p>	<p>Section I. Introduction</p>	<p>Per Section I, Introduction, of the RFA, the Program is designed to reduce barriers in accessing health insurance by providing in-person assistance in community-based locations frequented by target populations, at times that are convenient to potential health insurance enrollees, including evenings and weekends. Telephone application and enrollment assistance is also available at the convenience of the Applicant or enrollee.</p>
<p>How should applicants determine and justify the “base county,” and does the base county designation affect scoring or funding allocation?</p>	<p>Section I. Introduction</p>	<p>The RFA describes the base county award amounts which factor in the administrative functions that the agency must perform under the grant including vouchering, reporting and oversight of staff and/or subcontractors (if available) and their productivity. Add On County is each additional County that the Grantee is applying for after the base County.</p>
<p>Pg. 4, first paragraph – “RFA Applicants may apply for more than one county/borough and may apply for any county/borough regardless of grouping in Table 1. However, each county/borough requires its own application, as further described in Section V.C.”</p> <p>Section V.C. – Review and Award Process on page 48 doesn’t address counties that will require more than one application, and it is not clear in the SFS portal either. If an agency wants to apply for more than one county, does it submit one bid for each county with one application? Or is it two bids and two uploads of the same application? For example, an agency that wants to apply for Suffolk County and Nassau County normally addresses both counties collectively as Long Island in one application. In this case should the agency submit one bid for Nassau County and another bid for Suffolk County with applications detailing the counties separately? Would there need to be two Grant Application Cover Sheets submitted – one for Nassau and the other for Suffolk? The cover sheets leave room to indicate the Base County/Borough. Where do we indicate the name of the County/Borough Add On?</p>	<p>Section I. Introduction - Long Island & Section V.C. Review and Award Process</p>	<p>Per Section I of the RFA, each county/borough requires its own complete application. This includes all portions of Section V.A of the RFA.</p>

<p>Does DOH plan to make 4 total awards across Long Island’s two neighboring counties, Nassau and Suffolk, or only 2 total awards?</p>	<p>Section I. Introduction - Long Island</p>	<p>Per Table 1, due to the geographic proximity of Nassau and Suffolk counties, it is the expectation that an RFA applicant proposing to cover either Nassau or Suffolk County will have the capacity to serve consumers that live in the other county. One county would be the base county and the other an add on.</p> <p>There may potentially be two awards serving both Nassau and Suffolk Counties but only one of the counties (either Nassau or Suffolk) will be the base county. With this in mind, applicants should continue to submit individual applications for each county/borough that is being applied for.</p>
<p>In the case of any application from Long Island (where the footnote to Table 1 in the RFA indicates, “Due to the geographic proximity of Nassau and Suffolk counties, it is the expectation that an RFA applicant proposing to cover either Nassau or Suffolk county will have the capacity to serve consumers that live in the other county”), would DOH expect / prefer to see both Nassau and Suffolk counties here, regardless of which county is declared the application’s Base County?</p>	<p>Section I. Introduction - Long Island</p>	
<p>I am calling on behalf of the Health of North Council of Long Island based here in Suffolk, Long Island, serving both Nassau and Suffolk. We’re currently a subgrantee for the New York State Department of Health Navigator Program and are looking to apply for the new RFA 20706. I had a clarifying question; I was hoping you could answer regarding the geographic coverage for Nassau and Suffolk counties.</p>	<p>Section I. Introduction - Long Island</p>	

<p>I'm requesting clarification regarding this RFA. We currently serve as a subcontractor for the current Navigator grant cycle and are intending to apply as a direct contractor for this RFA.</p> <p>We serve both Nassau and Suffolk counties. Noting Page 5 of the RFA, including the special note for Nassau and Suffolk counties (and section V.C), it's unclear to us how to arrange our application(s). Since we intend to serve both counties (as we do now), is it advisable to:</p> <ol style="list-style-type: none"> 1. Apply for one county with an add-on for the second 2. Apply for both counties as standalone (we see that each county requires its own application, but see a scenario where we apply for both, get declined for one, but still are expected to serve the one for which we were declined) 3. Apply for one county and not include the add-on, since for both counties the contractor is expected to serve clients from both regardless of which base county for which they are awarded. 	<p>Section I. Introduction - Long Island</p>	<p>Per Table 1, due to the geographic proximity of Nassau and Suffolk counties, it is the expectation that an RFA applicant proposing to cover either Nassau or Suffolk County will have the capacity to serve consumers that live in the other county. One county would be the base county and the other an add on.</p>
<p>Since Attachment 5 "Grant Application Cover Sheet" requires applicants to estimate or declare "Projected Number of Health Insurance Applications to be submitted Monthly," AND "List all other counties being applied for across all applications," should the projected number(s) in Attachment 5 from any application from Long Island be for both Long Island counties? (This question arises partly due to DOH's footnote #1 (for Table 1 on RFA p5, quoted above), and also DOH's indicated statewide intention to award two grantees per county.)</p>	<p>Section I. Introduction - Long Island</p>	
<p>Are there required geographic coverage areas or service quotas?</p>	<p>Section I. Introduction & Attachment 20 - Work Plan Summary</p>	<p>There may potentially be two awards serving both Nassau and Suffolk Counties but only one of the counties (either Nassau or Suffolk) will be the base county. With this in mind, applicants should continue to submit individual applications for each county/borough that is being applied for.</p>

<p>Are there requirements for language access (e.g., Spanish-speaking staff)?</p>	<p>Section I.A. Introduction / Background</p>	<p>Per Section 1.A.5 in the RFA, languages provided should support the languages appropriate to the community being served.</p> <p>Please refer to the list of current languages spoken by Navigator Agencies as found in Attachment 1.</p>
<p>We logged onto SFS Vendor Portal and realized that we are not able to access the Navigator RFA application under View Events and Place Bids for government entities. We are able to see the RFA under the general search for grant opportunities, but again we can't access the application to apply.</p> <p>Is this an oversight in how the event was coded in SFS?</p>	<p>Section II. Who May Apply</p>	<p>See Addendum #1 posted 4/27/2026, showing the change in language in Section II.A of the RFA, Governmental Entity are included as a type of organization eligible to apply as a Lead Agency.</p>
<p>Westchester County Health Department is trying to apply for RFA #20706 / NAV2026 but it is saying they are ineligible because they are a governmental organization. Is this true? I see the RFA says LDSS agencies cannot apply but any prohibitions on the health department?</p>	<p>Section II. Who May Apply</p>	
<p>I'm the Commissioner of Health for Westchester County, and I'm inquiring about the Navigator Program. I received an email from someone at Wyoming County saying that they had submitted a letter of intent and we got an email from your office saying that the only applicants must be either a federally recognized tribal urban organization or not-for-profit, according to Page 7 of the RFA. But I have the RFA in front of me and it also lists state or local human service contractors. And since Westchester County has had a successful Navigator program for more than 10 years, it is our intent to reapply. I would like an answer to this question.</p>	<p>Section II. Who May Apply</p>	

<p>The Wyoming County Health Department has been a NYS OHIP contractor in good standing for the Navigator Program since 2013, with an effective and efficient program, low attrition among Navigators and strong performance indicators throughout. We were emailed the notice for RFA #20706 / NAV 2026 by DOH OHIP on March 26th as a “potential bidder”. Following careful review of the RFA in preparation to begin crafting our re-application, I found we were unable to access the opportunity in the Statewide Financial System “Bid Event Search”. Upon inquiry to the SFS helpdesk to remedy, I was informed the “NAV2026 is only offered to Not-for-profit entities and not Governmental entities. As a municipality, Wyoming County is not eligible to apply...”</p> <p>Kindly respond with the steps necessary to access the RFA #20706 / SFS NAV2026 in the Statewide Financial System so the Wyoming County Health Department can initiate our application for a timely submission.</p>	<p>Section II. Who May Apply</p>	<p>See Addendum #1 posted 4/27/2026, showing the change in language in Section II.A of the RFA, Governmental Entity are included as a type of organization eligible to apply as a Lead Agency.</p>
<p>(a) Are subcontractors subject to the same not-for-profit eligibility requirements as lead agencies? That is, must all subcontractors listed on a Grantee's contract be one of the enumerated not-for-profit entity types described in Section II.A?</p>	<p>Section II.A. Minimum Eligibility Criteria</p>	<p>See Section II.A., Type of Organizations Eligible to Apply as Lead Agency (Subcontractors included on Grantee contracts are also subject to be these types). Please also refer to the link for federal regulations 45 CFR 155.210 in Section II.A.</p>
<p>As we are currently all CACs, we wanted to check if there are any steps we should be taking at this time or if any additional action is required on our end. If so, can we please have a brief discussion for clarity.</p>	<p>Section II.A. Minimum Eligibility Criteria</p>	<p>See Section II.A, Who May Apply, of the RFA for the minimum eligibility criteria.</p>
<p>Is the dedicated staff member for oversight of subcontractor agencies (described on page 9 of the RFA) allowed to be included solely in the base county budget or must it be distributed across all county budgets, including budgets where Navigator services are subcontracted to another organization?</p>	<p>Section III. Navigator Program Model</p>	<p>Per Section III. Navigator Program Models, Grantees which include subcontractors must have one dedicated staff member for oversight of every six subcontractor agencies. This can be one dedicated staff member at the base county.</p>

<p>Can one organization be listed as a subcontractor on multiple applicants' proposals?</p>	<p>Section III. Navigator Program Models</p>	
<p>On page 10 of the solicitation it states "Grantees awarded as the lead organization may not serve as a subcontractor under a different grantee." May an eligible agency be included as a subcontractor under two different lead organization applications in the same county? If both leads are awarded, will the subcontractor be allowed to provide services under both awards as long as unique individuals are served under each subcontract and not double-counted?</p>	<p>Section III. Navigator Program Model</p>	<p>Yes, and all subcontractors and subcontracts will be required to be approved by the Department if awarded thru Lead agency contract. However, Section III. Navigator Program Models of the RFA states Grantees awarded as the lead organization may not serve as a subcontractor under a different grantee.</p>
<p>Can an organization submit its own application as a lead applicant while also being listed as a subcontractor on another organization's proposal?</p>	<p>Section III. Navigator Program Models</p>	
<p>Could you please confirm whether, if we apply for funding in one county, we are permitted to serve as a subcontractor under a different grantee in a second, separate county?</p>	<p>Section III. Project Narrative/Work Plan Outcomes</p>	
<p>Is the requirement outlined in "Navigator Program Models" on page 9 of the RFA, that all grantee subcontractors must have navigator staff equaling at least one full-time equivalent (FTE) dedicated to direct enrollment services, applied on a per-county basis?</p>	<p>Section III. Navigator Program Model</p>	<p>This requirement does not indicate that it applies to a per county basis. If the positions FTE is applied to more than one county being applied for, include this detailed budgeted item justification on Tab 6 of Attachment 18.</p>

<p>How does the Department define and measure “successful enrollment” and “consumer engagement”?</p>	<p>Section III. Navigator Program Model, Section III.H. Comply with Certification Requirements, Provide Technical Assistance and Ongoing Training, & Section V.A.5. Enrollment Strategy and Experience</p>	<p>Per Section III., Navigator Program Models, of the RFA Navigator agencies are expected to form relationships with agencies in the community where individuals are able to volunteer or participate in educational programs and helping applicants and enrollees in demonstrating compliance with these requirements. In addition, navigators will direct applicants/enrollees towards potential employment opportunities or other appropriate community engagement activities. This information will be included on the monthly progress report.</p> <p>Section IV. H. 3 of the RFA lists the NY State of Health Assistor dashboard where enrollments are tracked by individual assistor.</p> <p>Section V.A.5 of the RFA includes the Enrollment Strategy which asks applicants to outline the approach to finding potential applicants, establishing sites to provide enrollment services and educate consumers, minimize no shows, completing and submitting applications.</p>
<p>Are the intended volunteer activities primarily those in which the associated volunteers are: (a) helping the applicant and subcontracted partners with the health-insurance engagement and enrollment efforts? And/or (b) helping prospective enrollees / or persons needing renewals to fulfill CE Community Engagement requirements under H.R.1?</p>	<p>Section III. Navigator Program Models</p>	<p>Per Section III., Navigator Program Models, provide education and assistance to individuals subject to Community Engagement (CE) Requirements under H.R.1. The community engagement requirements under H.R.1 which are effective January 1, 2027 require that Medicaid applicants and enrollees aged 19-64 engage in work, education or community services activities to maintain their Medicaid eligibility. This includes a combination of 80 hours of work, education or community service activities in the month prior to application for new applicants and 80 hours in one of the previous six months at renewal. Navigators will educate applicants and individuals renewing their coverage about exceptions and exclusions from these requirements, assist with the application/renewal process including how an individual can meet the requirements and uploading documentation to the individual’s account to demonstrate compliance, if necessary. Navigator agencies are expected to form relationships with agencies in the community where individuals are able to volunteer or participate in educational programs and helping applicants and enrollees in demonstrating compliance with these requirements. In addition, navigators will direct applicants/enrollees towards potential employment opportunities or other appropriate community engagement activities.</p>

<p>On page 9 of the RFA under “Navigator Program Modes,” it states that Grantees must have one full-time Program Manager dedicated to the Navigator Program. Does the Program Manager need to be employed on a full-time basis, or does that full-time employee need to be allocated to the Navigator Program as a 1.0 FTE?</p>	<p>Section III. Navigator Program Models</p>	
<p>The RFA on page 8-9 (Section III Project Narrative/Work Plan Outcomes > Navigator Program Models) references requiring a full-time program manager and then references Navigators FTE per sub-contracted agency. Is there any clarification you can provide regarding staffing expectations for FTEs of Navigators for the lead agency?</p>	<p>Section III. Navigator Program Models</p>	<p>See Addendum #1 posted 4/27/2026, showing the change in language in Section III of the RFA, Grantees must have one full time program manager dedicated program manager equaling at least .50 full-time equivalent (FTE) to the Navigator Program</p>
<p>Section III. Page 9, Project Narrative/Work Plan Outcomes, Navigator Program Models Regarding the Program Manager – Can the full-time program manager be split and allocated also to cover direct navigator activity/services? Would the Department allow, for example, one full-time Program Manager be allocated as a .5 FTE Manager/Admin and a .5 FTE Direct Navigator Services?</p>	<p>Section III. Navigator Program Models</p>	
<p>Funds are limited for rural (smaller) areas, especially if you have experienced staff; a full-time program manager will utilize a significant portion of funding. Is there a way to pro-rate the requirement for the smaller funded programs (i.e. 75%)?</p>	<p>Section III. Navigator Program Models</p>	
<p>Section III. Page 9, Project Narrative/Work Plan Outcomes, Navigator Program Models Regarding the Program Manager – The RFA instructs that “Grantees must have a dedicated full time Program Manager to the Navigator Program.” Is this a new requirement? In past years, an agency could assign a portion of a full time Program Manager to the Navigator grant. Please clarify if the RFA requires that the full time Program Manager be 100% allocated to Navigator only or if a portion can be allocated to Navigator while the remainder support other agency work so long as they are available full time to answer Department inquires?</p>	<p>Section III. Navigator Program Models</p>	<p>See Addendum #1 posted 4/27/2026, showing the change in language in Section III of the RFA, Grantees must have one full time program manager dedicated program manager equaling at least .50 full-time equivalent (FTE) to the Navigator Program</p>

<p>“Grantees must have one full time program manager dedicated to the Navigator Program.” Would having one program Director dedicating 80% FTE to the Navigator program and one program Manager dedicating 20% FTE be sufficient to fulfil this requirement?</p>	<p>Section III. Navigator Program Models</p>	
<p>P9 states "Grantees which include subcontractors must have one dedicated staff for every six subcontractor agencies." Could this calculation be used for program manager, for example, if a program has 4 staff a .66 program manager would be required vs. a 100%.</p>	<p>Section III. Navigator Program Models</p>	
<p>Can the Department clarify where technology tools that support Navigator activities (e.g., case management software, eligibility screening tools, or platforms that help Navigators manage their caseload and track application status) fall within the grant budget? Specifically:</p> <p>(a) Is Statement A intended to exclude standalone remote-assistance delivery models (i.e., replacing in-person assistance with call center or web-based assistance), rather than to exclude technology tools used by Navigators to support and scale assistance?</p>	<p>Section III. Organizational Capacity, Section V.A.7. Technology Infrastructure, & Attachment 17: RFA Applicant Budget Instructions</p>	<p>Per Section III., Organizational Capacity, Agencies are required to help individuals apply for and renew health insurance coverage either in person or by telephone if convenient for the applicant/enrollee.</p> <p>Per Section V.A.7., Technology Infrastructure, In compliance with the specifications in Section III. M., provide a description of the technology infrastructure available such as computer terminals, portable devices (laptops or iPads) to be used by Navigators particular sites, the type of internet connection (dial up, high speed, or other), type(s) of web browser used to connect to NY State of Health’s online web portal, and scanning and printing capability.</p> <p>Per Attachment 17: RFA Applicant Budget Instructions, Budgets should include the costs for computers, laptops, tablets, scanners, internet access and any other equipment that will be necessary for submission of health insurance enrollee applications to the on-line web portal through NY State of Health, to the extent that the RFA Applicant needs to acquire such items.</p>
<p>Are assisting and educating small employers in applying under the SHOP Exchange and tax credits required deliverables or are they optional?</p>	<p>Section III. Project Narrative/Work Plan Outcomes</p>	<p>Grantees may not opt to only apply to serve individuals in the Individual Exchange or to only serve small businesses in the SHOP Exchange.</p>
<p>In the Volunteer Activities attachment, can we list agencies that provide free job training and free ESL class, e.g. BMCC which are qualified as Community Engagement opportunities per the requirements?</p>	<p>Section III. Project Narrative/Work Plan Outcomes</p>	<p>Per Section III. Navigator Program Models. of the RFA Navigator agencies are expected to form relationships with agencies in the community where individuals are able to volunteer or participate in educational programs and helping applicants and enrollees in demonstrating compliance with these requirements. In addition, navigators will direct applicants/enrollees towards potential employment opportunities or other appropriate community engagement activities.</p>

<p>On page 4 of the RFA, Table 1 describes the "Maximum Award Per Base County/Borough Per Year." Are grantees restricted to spending their per county funding amount within the county, or, if applying for multiple counties, may grantees pool funding and spend the entire award amount across multiple counties?</p>	<p>Section III. Project Narrative/Work Plan Outcomes</p>	<p>Navigator grant awards will be made to individual organizations to serve one or more counties or to organizations that choose to serve as a lead agency (Grantee) with one or more subcontractor organizations. These grant funds are being made available to fund Navigator Program services across service area.</p>
<p>Can add-on borough clients be served at the base application site? Or is it expected that there will be physical sites in both boroughs?</p>	<p>Section III.A. Provide In-Person Assistance</p>	<p>Per Section III. A of the RFA, place Navigator staff at enrollment sites that are accessible and convenient to the population being served. Sites should include a range of locations that attract as many potential health insurance enrollees as possible. Navigators should be designated to target vulnerable and hard-to-reach populations. Historically, popular enrollment sites include libraries, clinics, community-based organizations, faith-based organizations and hospitals. Grantees must be available to staff events organized by NY State of Health.</p>
<p>We have one physical site in one borough (our headquarters) but would like to conduct outreach/navigation at partner sites at other boroughs. Are we allowed to partner with enrollment organizations (not subcontractors but sites for outreach/navigation) outside of the borough for which we are applying? And similarly, if we would like to conduct outreach in another borough, does that require its own application (since we will only have one physical site in one borough)?</p>	<p>Section III.A. Provide In-Person Assistance</p>	<p>See Section II and Section III., Navigator Program Models, for subcontractor information.</p>
<p>Definition of Non-Traditional Hours: The RFA mentions the reduction of barriers via "evenings and weekends" . Is there a defined **minimum threshold** of non-traditional hours required to receive the maximum 10 points in the "Proposed Locations and Site Schedules" section?</p>	<p>Section III.A. Provide In-Person Assistance (IPA)</p>	<p>Per Section III.A of the RFA, There is not a defined minimum threshold but some non-traditional hours need to be provided.</p>

<p>P14 is it expected that administrative renewal will continue, indefinitely?</p>	<p>Section III.E. Provide Assistance at Renewal and in Making Mid-Year Life Status Changes</p>	<p>It is expected that administrative renewal will continue indefinitely.</p> <p>Per Section III.E of the RFA, the ACA requires that NY State of Health first conduct an administrative renewal, using federal and state data sources to determine continued eligibility, prior to sending a renewal notice to the health insurance enrollee. If the individual agrees with the administrative renewal determination, no assistance from the Navigator is needed. New York State has taken many steps to increase the numbers of individuals, particularly during the public health emergency unwind, who are able to administratively renew their coverage. The administrative renewal rate fluctuates between 40 and 70%. New York continuously looks at ways to improve its administrative renewal rate.</p>
<p>As the word “activities” is central to the document, file, and directory name, please clarify (perhaps with examples) what specific activities or types of activities applicants are expected to indicate inside the Excel sheet [Attachment 15] and where (which column(s)/row(s)) within this worksheet applicants should place such listed activities?</p>	<p>Section III.F. Educate and Assist Individuals in Meeting Community Engagement Requirements (CE) under H.R. 1</p>	<p>Per Section III.F of the RFA, Navigators will use these relationships and resources to refer an applicant/enrollee who does not have enough hours to meet the Community Engagement requirement. In addition, Navigators will direct applicants/enrollees towards potential employment opportunities or other appropriate community engagement activities.</p>
<p>P15 will there be a process in place for dealing with H.R.1 exemptions?</p>	<p>Section III.F. Educate and Assist Individuals in Meeting Community Engagement Requirements (CE) under H.R. 1</p>	<p>Per Section III.F of the RFA, "Grantees" are expected to educate applicants and enrollees regarding exemptions and exclusions from community engagement requirements. Grantees will be trained on H.R. 1 requirements including exemptions from Community Engagement Requirements.</p>

<p>Regarding the Consumer Assistance for New York State of Health: Navigator Program RFA #20706- With the changes in Medicare requirements, can you clarify if it will be the responsibility of the navigators to connect the individuals with 80 hours of work/volunteer time or to only track it?</p>	<p>Section III.F. Educate and Assist Individuals in Meeting Community Engagement Requirements (CE) under H.R. 1</p>	<p>Per Section F., Educate and Assist Individuals in Meeting Community Engagement Requirements (CE) under H.R. 1 of the RFA, Grantees must educate Applicants and individuals renewing their coverage if they are subject to CE requirements. The community engagement requirements under H.R.1 which are effective January 1, 2027 require that Medicaid enrollees aged 19-64 must engage in work, education or community services activities to maintain their Medicaid eligibility for a combined 80 hours in the month prior to application for new applicants and 80 hours in one of the previous six months at renewal.</p> <p>Grantees must establish relationships with organizations in the community where an individual can engage in volunteer activities or educational programs to help meet the 80 hours of CE for the month prior to application if newly applying or in one month of a six-month period at renewal. This includes producing a monthly directory of volunteer sites specific to the community being served. This directory will be compiled by submissions from navigator agencies across the state and will be posted on the NY State of Health website. Navigators will use these relationships and resources to refer an applicant/enrollee who does not have enough hours to meet the requirement. In addition, Navigators will direct applicants/enrollees towards potential employment opportunities or other appropriate community engagement activities.</p>
<p>Can existing staff be trained, or must Navigators be newly hired?</p>	<p>Section III.H. Comply with Certification Requirements, Provide Technical Assistance and Ongoing Training</p>	<p>Per Section III.H of the RFA, All applicable Navigator and subcontractor staff should be certified prior to providing Navigator program services. Navigators may be crosstrained to provide other services, for example, providing application assistance to the Aged, Blind and Disabled.</p>
<p>Does the Department allow Community Health Workers (CHWs) who are certified as NY State of Health Navigators to serve as primary enrollment assisters under a grantee organization?</p>	<p>Section III.H. Comply with Certification Requirements, Provide Technical Assistance and Ongoing Training</p>	<p>Per Section III.H of the RFA, All applicable Navigator and subcontractor staff should be certified prior to providing Navigator program services.</p>
<p>Does the Department support a “training-to-certification pipeline” model where organizations recruit, train, and transition community-based staff (e.g., CHWs) into Navigator roles?</p>	<p>Section III.H. Comply with Certification Requirements, Provide Technical Assistance and Ongoing Training</p>	<p>Per Section III. H of the RFA, if awarded, Grantees will comply with Certification Requirements and assure that all applicable navigator and subcontractor staff is certified prior to providing navigator program services.</p>

<p>P20 states that any materials developed must be approved; does this include social media posts? Does this apply if OHIP funds are not utilized in the production of said materials?</p>	<p>Section III.K. Information Dissemination</p>	<p>Per Section III.K of the RFA, any material developed by a Grantee must be reviewed and approved by the Department prior to use and must conform to Department and NY State of Health co-branding requirements. Prior approval must be obtained for all interactions with the media, including interviews, press releases and press conferences, regardless of who initiates the contact, the press agency, the Grantee or subcontractor</p>
<p>Are outreach activities (e.g., community events, health fairs) considered allowable expenses under this program?</p>	<p>Section III.K. Information Dissention & Attachment 17: RFA Applicant Budget Instructions</p>	<p>Navigators and other assistors may post events they are attending. NY State of Health provides a place where outreach events can be posted. Outreach material is also available from NY State of Health.</p> <p>As included in Attachment 17, budgets may include marketing costs publicizing the availability of Navigator services. A limited amount, not to exceed three (3) percent of the total budget, may be used for other outreach activities. Costs related to marketing and outreach must be itemized and justified.</p>
<p>Does Letter of Intent need to be uploaded into the application even though we submitted it earlier?</p>	<p>Section IV.C. Letter of Interest</p>	<p>Per Section IV C of the RFA, submission of a Letter of Interest is not a requirement of this RFA, nor does the submission of a Letter of Interest by a prospective Applicant impose any obligation upon the Applicant to submit an Application in response to this RFA. An Application may be submitted without first having submitted a Letter of Interest.</p> <p>The Letter of Interest should not be uploaded into the application.</p>
<p>Q1 in SFS does not offer any textbox or place to attach any content—Is this intentional?</p>	<p>Section IV. E. How to File an Application</p>	<p>This is intentional. Per Section IV. E of the RFA, Applications must be submitted online via the Statewide Financial System AND a pdf application submitted with all required information to OHIPgrants@health.ny.gov by the date and time posted on the Cover Page of this RFA under “Key Dates”. Both submissions required to be completed or an application will not be reviewed.</p>
<p>In the event of a conflict between the contents of the emailed PDF and the contents of the portal submission, which application source is considered the primary /dominant and authoritative final set of responses (i.e., re: compliance, tie-breaking, or other award vs. no award considerations)?</p>	<p>Section IV.E, How to File an Application</p>	<p>There should be no conflict of contents between the email application and the SFS application, as each are different. Per Section IV. E of the RFA, Applications must be submitted online via the Statewide Financial System AND a pdf application submitted with all required information to OHIPgrants@health.ny.gov by the date and time posted on the Cover Page of this RFA under “Key Dates”. Both submissions required to be completed or an application will not be reviewed.</p>
<p>Is there a maximum PDF size for the mailbox receiving the RFA submission?</p>	<p>Section IV.E, How to File an Application</p>	<p>Per Addendum #1 posted 4/27/2026, The email attachment size limitation is 20mb.</p>

<p>How do you submit five times in SFS?</p>	<p>Section IV.E. How to File an Application</p>	<p>Per Section IV. E of the RFA, Reference materials and videos are available for Applicants to funding opportunities on the NYS Statewide Financial System. Please visit the Statewide Financial System website at the following web address: SFS Public Portal Homepage and click the “Search for Grant Opportunities” tile. There is also a more detailed “Statewide Financial System: Vendor User Guide” available in the documents section under Training & Guidance; For Grant Applicants located in SFS Coach. Training webinars are also provided by the Grants Management Team. Dates and times for webinar instruction can be located at the following web address: Live Webinars Grants Management (ny.gov)To submit an Application an Applicant must:</p> <ol style="list-style-type: none"> 1. Log into the Statewide Financial System Vendor Portal . 2. Click the Grant Management Tile. Next, Click the Bid Event Search tile. 3. Enter the applicable search criteria in the Search Criteria Fields. Locate an opportunity; search by Funding Agency (DOH01) or enter the Grant Opportunity name into the Search by Grant Opportunity field: NAV2026. You can also filter search by Status such as Consumer Assistance for New York State of Health: Navigator Program “available” which filters to include only the bid events that are published and open for potential bid response. 4. Click on “Search” button to initiate the search. 5. Click on Event ID link to initiate a bid response. 6. Please review the Grantee User Manual found in SFS Coach for additional steps on how to respond to various types of Bid Events.
<p>In the RFA, it indicates that separate applications should be created and submitted for each county we intend to serve (p4). However, I also don't understand how it would be possible to submit multiple applications within SFS. Do we have to submit an application for each individual county we intend to serve, or is it possible to include all proposed services in one PDF application?</p>	<p>Section IV.E. How to File an Application</p>	<p>Per Section I of the RFA, each county/borough requires it's own application. Submission of each application is required in both SFS and email.</p>

<p>Page 41, paragraph 1 and page 27 section E of RFA #20706 indicates that the application is to be submitted in SFS AND a PDF sent to OHIP. But according to the SFS Help Line, there is no functionality to send in a Program Summary and the functionality for the Work Plan and Budget section have been turned off in SFS. Please clarify if Program Summary, Work Plan and Budget are to be submitted to SFS and if so, HOW?</p>	<p>Section IV.E. How to File an Application & Section V.A. Application Format/Content</p>	<p>No, the Program Summary, Work Plan and Budget are not to be submitted to SFS.</p> <p>Per Section V.A of the RFA and Addendum #1 posted on 4/27/2026, Please respond to each of the sections required in SFS when completing the Statewide Financial System online Application. Applicants are instructed to respond to each of the following statements and questions under “Program Specific Questions (PSQ)/Bid Factors” in their Application Narrative. The Application Narrative should not exceed thirty (30) single spaced pages, using a 11-point Arial font with one-inch margins on all sides. Pages should be numbered consecutively. All Attachments should be labeled with the Attachment name and corresponding attachment number. The thirty (30) page limitation is specific to the Application Narrative and does not include all required Attachments. Please note there is a 2,000-character limit for each response/question unless specified in the question. Please submit only the requested information in the attachments and do not add attachments or information that are not requested. Any additional attachments or narrative exceeding the thirty (30) single spaced page limitation will not be scored or considered by reviewers. Failure to follow these guidelines could result in a deduction of up to ten (10) points. The email attachment size limitation is 20mb presented below.</p>
<p>Why is the SFS: Vendor User Guide for assistance in applying for this procurement through the SFS not available as per pg. 40 Section V.A. of RFA #20706</p>	<p>Section IV.E. How to File an Application & Section V.A. Application Format/Content</p>	<p>See Section V.A of the RFA and Addendum #1 posted on 4/27/2026, Please respond to each of the sections required in SFS when completing the Statewide Financial System online Application. Applicants are instructed to respond to each of the following statements and questions under “Program Specific Questions (PSQ)/Bid Factors” in their Application Narrative. Applications must be submitted via the Statewide Financial System AND emailed as a single pdf application with all requirements from Section V.A by the date and time Applications in response to this RFA are due as specified in the “Key Dates” set forth on the Cover Page of this RFA.</p>

<p>Are there required progress or performance reports for this program, and if so, what is the expected frequency and level of detail for these reports (e.g., monthly, quarterly, annually)?</p>	<p>Section IV.H. Payment and Reporting Requirements of Grant Awardee(s)</p>	<p>See Section IV. H. of the RFA for Grantee progress and performance reporting requirements.</p>
<p>If we are expected to submit monthly progress reports separately for each funded county?</p>	<p>Section IV.H. Payment and Reporting Requirements of Grant Awardee(s)</p>	
<p>P4 states that each county requires its own application. Does that mean that if you are funded for three counties, three vouchers will be required?</p>	<p>Section IV.H.3. Payment and Reporting Requirements of Grant Awardee(s)</p>	
<p>For NAV2026, are nonprofit organizations advised to fill out Attachment 10 - M/WBE if we are led by women and/or minorities? By nature of our organization, we are not "owned", so I am asking for clarification on this</p>	<p>Section IV.K. Minority and Woman-Owned Business Enterprise Requirements</p>	<p>Per Section V.A.1c, RFA Applicants are instructed to complete and submit Attachment 10 MWBE forms with the pdf application. Per Section IV.K., By submitting an Application, each Applicant and potential Grantee agrees to complete an MWBE Utilization plan as directed in Attachment 10 of this RFA.</p>
<p>With regard to Attachment #10 (“Guide to New York State DOH M/WBE RFA Required Forms”) and supported by Attachment M (“Participation by Minority Group Members and Women with Respect to State Contracts: Requirements and Procedures”), are applicants correct in understanding RFA guidance on p41, to mean that all forms comprising Attachment #10 (MWBE Utilization Plan, MWBE Utilization Waiver Request, Payments to MWBE Firms, MWBE Staffing Plan, and EEO and MWBE Policy Statement) must be completed and submitted as part of the RFA application submission response? Are any of those forms (or any parts of those forms) expected to be completed, instead, only after announcement of award (but prior to contracting)?</p>	<p>Section IV.K. Minority and Woman-Owned Business Enterprise Requirements</p>	

Do we need to complete and submit the DOH MWBE Participation Program forms with the application, or will they be completed at the time of award and contracting?	Section IV.K. Minority and Woman-Owned Business Enterprise Requirements	
Regarding the Workplan Attachment 20 (no page numbers) Question: Do we submit Attachment 20 with all five applications?	Section V.14b. Readiness/Work Plan & Attachment 20: Work Plan Summary	
In the "Program Specific Questions (PSQ)/Bid Factors" section of the RFA (pages 41-47), when required attachments are referenced, the instructions state they should be completed and included in the PDF submission. For example, RFA Applicants are instructed to complete and submit Attachment 12 Gender-Based Violence and the Workplace Certification form with the pdf application. Please confirm whether applicants should include required attachments only in the PDF submission OR also attach them in the SFS system (Event Comments and Attachments section).	Section VI. Attachments	Per Section I of the RFA, each county/borough requires its own complete application. This includes all portions of Section V.A of the RFA. All required Attachments to be completed and submitted are for the PDF application only.
If separate applications are included: Do we need to submit a different version of the following forms for each county: Cover Sheet (Attachment 1), Locations and site schedule (Attachment 14), Volunteer opportunities (Attachment 15), Budget (Attachment 18 and 19), and Work Plan (Attachment 20)?	Section VI. Attachments	
Do these attachments detailed above also have to be sent with the SFS system, as some sections only mention that we have to submit in the PDF application?	Section V.A. Application Format/Content	
Should the complete, emailed PDF application (including the Application Narrative and all completed attachments) also be uploaded to SFS, specifically in the Event Comments and Attachments section?	Section V.A. Application Format/Content	
When applying for more than one county, do you submit the same agency attachments in the scan for each county application? (ie: Security attestation would be the same for every submission)	Section VI. Attachments	

<p>Is there a minimum number of people required to be served during each program year?</p>	<p>Section V.5.e - Enrollment Strategy and Experience</p>	<p>Per Section V.A.5e, List the estimated number of health insurance enrollee applications, in total per county, that the Applicant proposes will be submitted per month to NY State of Health. Explain how the estimate was derived and how it will be sustained over the course of the grant period, if awarded. Where possible, base projections on prior experience assisting the target population in applying for benefits including health insurance and any other means tested program.</p>
<p>Do we need to add all site locations to the Site/Project Address section of SFS in addition to uploading Attachment 14?</p>	<p>Section V.6e. Identification of Proposed Locations and Site Schedules</p>	<p>Per Section V.A.6e, A completed “Proposed Locations and Site Schedule” form (Attachment 14) must be included with the pdf application submission.</p>
<p>Is the Application Narrative/Program Specific Questions (PSQ)/Bid Factors (as described in section A. Application Format/Content on page 40 of the RFA) submitted as a separate document uploaded under the Events and Attachments section in the SFS bid response and not otherwise entered in the SFS bid response?</p>	<p>Section V.A. Application Format/Content</p>	<p>Per Section V.A of the RFA and Addendum #1 posted on 4/27/2026, Please respond to each of the sections required in SFS when completing the Statewide Financial System online Application. Applicants are instructed to respond to each of the following statements and questions under “Program Specific Questions (PSQ)/Bid Factors” in their Application Narrative. The Application Narrative should not exceed thirty (30) single spaced pages, using a 11-point Arial font with one-inch margins on all sides. Pages should be numbered consecutively. All Attachments should be labeled with the Attachment name and corresponding attachment number. The thirty (30) page limitation is specific to the Application Narrative and does not include all required Attachments. Please note there is a 2,000-character limit for each response/question unless specified in the question. Please submit only the requested information in the attachments and do not add attachments or information that are not requested. Any additional attachments or narrative exceeding the thirty (30) single spaced page limitation will not be scored or considered by reviewers. Failure to follow these guidelines could result in a deduction of up to ten (10) points. The email attachment size limitation is 20mb presented below.</p>
<p>For the Program Specific Questions / Bid Factors that require a written response (Statement of Need, Health Equity, Applicant Organization, Enrollment Strategy and Experience, Identification of Proposed Locations, Technology Infrastructure, Volunteer Activities, Quality Assurance, Training, and Privacy and Security), where in SFS should those responses be entered?</p>	<p>Section V.A. Application Format/Content</p>	<p></p>

<p>It then goes on in bold to say there is a 2,000-character limit for each response unless specified in the question. I don't see in the SFS portal any place to answer specific questions related to the program specific questions/Bid Factors listed on pages 41 to 47 of the RFA. The Grants Gateway used to have specific questions with character limits. I do not see the same set up in the SFS portal and I went through the trainings but much of links discussed in the SFS trainings are not in the portal for this specific RFA/SFS Navigator application. There is no budget chart or workplan available to complete directly on the portal, for example. There are attachments that can be downloaded to complete on your computer, and I am assuming would then need to be uploaded to the portal when complete. Is this a correct assumption?</p> <p>I am also assuming that the application needs to be written in a word document (with specified fonts, margins, etc.) then saved as a PDF to then be uploaded to the SFS portal. Is this correct? Once the grant is written and the attachments completed on our computer, should each piece be individually saved and then uploaded (narrative and separate attachments) to the SFS portal using the "Upload XML Bid Response" (see pic below)? Or do you want one big PDF uploaded to the portal that includes narrative and all attachments combined?</p>	<p>Section V.A. Application Format/Content</p>	<p>Per Section V.A of the RFA and Addendum #1 posted on 4/27/2026, Please respond to each of the sections required in SFS when completing the Statewide Financial System online Application. Applicants are instructed to respond to each of the following statements and questions under "Program Specific Questions (PSQ)/Bid Factors" in their Application Narrative. The Application Narrative should not exceed thirty (30) single spaced pages, using a 11-point Arial font with one-inch margins on all sides. Pages should be numbered consecutively. All Attachments should be labeled with the Attachment name and corresponding attachment number. The thirty (30) page limitation is specific to the Application Narrative and does not include all required Attachments. Please note there is a 2,000-character limit for each response/question unless specified in the question. Please submit only the requested information in the attachments and do not add attachments or information that are not requested. Any additional attachments or narrative exceeding the thirty (30) single spaced page limitation will not be scored or considered by reviewers. Failure to follow these guidelines could result in a deduction of up to ten (10) points. The email attachment size limitation is 20mb presented below.</p>
<p>Are the workplan and budget to be submitted only as separate documents uploaded under the Events and Attachments section in SFS, and not otherwise entered within the SFS bid response?</p>	<p>Section V.A. Application Format/Content</p>	
<p>Should they be uploaded as 1 PDF?</p>	<p>Section V.A. Application Format/Content</p>	
<p>We did not see a clear document upload section(s) on SFS. Will the narrative and other attachments need to be uploaded via SFS or are those only to be submitted via email?</p>	<p>Section V.A. Application Format/Content</p>	

<p>If Q1 does not allow a way to input or attach content, where within the SFS portal instead should applicants enter or attach the main project narrative (to be compliant with the above instruction), a document which we understand must be also separately emailed as part of a single comprehensive PDF to OHIPgrants@health.ny.gov?"</p>	<p>Section V.A. Application Format/Content</p>	<p>Per Section V.A of the RFA and Addendum #1 posted on 4/27/2026, Please respond to each of the sections required in SFS when completing the Statewide Financial System online Application. Applicants are instructed to respond to each of the following statements and questions under "Program Specific Questions (PSQ)/Bid Factors" in their Application Narrative. The Application Narrative should not exceed thirty (30) single spaced pages, using a 11-point Arial font with one-inch margins on all sides. Pages should be numbered consecutively. All Attachments should be labeled with the Attachment name and corresponding attachment number. The thirty (30) page limitation is specific to the Application Narrative and does not include all required Attachments. Please note there is a 2,000-character limit for each response/question unless specified in the question. Please submit only the requested information in the attachments and do not add attachments or information that are not requested. Any additional attachments or narrative exceeding the thirty (30) single spaced page limitation will not be scored or considered by reviewers. Failure to follow these guidelines could result in a deduction of up to ten (10) points. The email attachment size limitation is 20mb presented below.</p>
<p>When emailing the PDF application, please clarify if Attachments should be included and labeled separately, or should the Attachments be saved into one single PDF along with the 12-page narrative? In addition to submitting attachments in the emailed PDF application, do any of the required attachments need to be uploaded in SFS as well?</p>	<p>Section V.A. Application Format/Content</p>	
<p>We are in the process of completing the application in the sfs.ny.gov system. However, the questions from the RFA are not listed in the portal. The only options are listed below:</p> <ul style="list-style-type: none"> •Step 1 - General Questions •Step 2 - Enter Line Bid Responses <p>Please also see the attached.</p> <p>We contacted the SFS help desk and were informed that this is not an access issue. Would you be able to provide assistance with this matter? Is this the whole application?</p>	<p>Section V.A. Application Format/Content</p>	
<p>We are planning to apply for the Consumer Assistance for NYS of Health: Navigator Program. While reviewing the application on the SF portal, I was unable to locate the narrative and budget questions. As this is my first time applying for a grant through SF since the transition from the Gateway portal, I wanted to confirm whether these components are included within the portal or provided separately.</p>	<p>Section V.A. Application Format/Content</p>	

<p>In this section, question #1 lists instructions. Question # 2 just asks for the county name(s) where funding is being requested. Questions #3 to #8 are just “yes/no” questions. I don’t see any questions that would require more responsive statements. Are there more than 8 questions in this section than what I listed here? I am concerned I am missing questions. Is there somewhere I should look further for more questions?</p>	<p>Section V.A. Application Format/Content</p>	<p>Per Section V.A of the RFA and Addendum #1 posted on 4/27/2026, Please respond to each of the sections required in SFS when completing the Statewide Financial System online Application. Applicants are instructed to respond to each of the following statements and questions under “Program Specific Questions (PSQ)/Bid Factors” in their Application Narrative. The Application Narrative should not exceed thirty (30) single spaced pages, using a 11-point Arial font with one-inch margins on all sides. Pages should be numbered consecutively. All Attachments should be labeled with the Attachment name and corresponding attachment number. The thirty (30) page limitation is specific to the Application Narrative and does not include all required Attachments. Please note there is a 2,000-character limit for each response/question unless specified in the question. Please submit only the requested information in the attachments and do not add attachments or information that are not requested. Any additional attachments or narrative exceeding the thirty (30) single spaced page limitation will not be scored or considered by reviewers. Failure to follow these guidelines could result in a deduction of up to ten (10) points. The email attachment size limitation is 20mb presented below.</p>
<p>I cannot find a place to fill out the narrative questions in SFS. Do we have to do submit the bid to gain access to the questions? Or is that a full submission of our application? We have completed the pre questions, but I cannot find any space that has the narrative questions. Should we use the questions in the RFA as a template? Or is there a way to access these questions in SFS?</p>	<p>Section V.A. Application Format/Content</p>	
<p>After logging into the portal, I noticed that there are no “application questions” or narrative sections available. However, the NOFO outlines specific program-related questions that appear to be required as part of the application. Based on the portal, it seems that we are only expected to upload attachments and complete attestation questions. At the same time, the NOFO suggests that portions of the application may need to be submitted via email.</p> <p>Could you please confirm whether the programmatic/application questions included in the NOFO should only be completed and submitted as a PDF via email, or if those responses are expected to be uploaded somewhere within the portal?</p>	<p>Section V.A. Application Format/Content</p>	
<p>Can you clarify where the responses to the Program Specific Questions go in our application? I don't see any text fields in SFS to respond to the PSQ, nor do they seem to be reflected in the list of required attachments.</p>	<p>Section V.A. Application Format/Content</p>	
<p>Regarding “V. Completing the Application/A. Application Format/Content,” pg. 40-41: a.Do we only submit the attachments in the PDF application submission, or also in the SFS system?</p>	<p>Section V.A. Application Format/Content</p>	

<p>Can you confirm that applications must be submitted both online and via email? The RFA states that they must be, but also states that applications will not be accepted via email.</p>	<p>Section V.A. Application Format/Content</p>	<p>See Addendum #1 posted 4/27/2026, showing the change in language in Section IV.E of the RFA, Applications will not be accepted via fax, paper copy or hand delivery. Per Section V.A of the RFA, Applications must be submitted via the Statewide Financial System AND emailed as a single pdf</p>
<p>Do we send five separate emails to NYS DOH? Or one email with five applications?</p>	<p>Section V.A. Application Format/Content</p>	<p>Per Section V.A, Applications must be submitted via the Statewide Financial System AND emailed as a single pdf application with all requirements from Section V.A by the date and time Applications in response to this RFA are due as specified in the “Key Dates” set forth on the Cover Page of this RFA.</p> <p>The pdf application must be sent to OHIPgrants@health.ny.gov. Subject line of the email should be as follows: RFA 20706 application for XXXXX County/Borough (Add the county/borough being applied for). Only one (1) email with the single pdf application is allowed per submission.</p>
<p>How will geographic coverage and target populations be weighted in scoring (e.g., borough-level vs statewide reach)?</p>	<p>Section V.A. Application Format/Content</p>	<p>Please be aware that the value assigned to each section described indicates the relative weight that will be given to each section of your Application when scoring your Application. Please see Section V.A.</p>
<p>Do Attachments 5, 10, 11, 12, 13, 14, 15, 16 also have to be included for both us as a lead agency, and for each of our subcontractors?</p>	<p>Section V.A. Application Format/Content</p>	

<p>Can you confirm if the attachments that need to be submitted are the following (below).</p> <p>a.Attachment 5 (Cover sheet)</p> <p>b.Attachment 10 (MWBE form</p> <p>c.Attachment 11 (Vendor Responsibility Attestation)</p> <p>d.Attachment 12 (Gender Based Violence and the Workplace Certification Form)</p> <p>e.Attachment 13 (Subcontractors letters of commitment), we are having subcontractors</p> <p>f.Attachment 14 (Proposed locations and sites)</p> <p>g.Attachment 15 (Proposed volunteer activity by county)</p> <p>h.Attachment 16 (conflict of interest) both subcontractor and agency</p> <p>i.Attachment 18 (budget and budget justification)</p> <p>j.Attachment 19 (subcontractor budget and budget justification)</p> <p>k.Attachment 20 (Workplan)</p>	<p>Section V.A. Application Format/Content</p>	<p>See Section V.A Program Specific (PSQ)/Bid Factors for specific questions instructing which Attachments are to be completed and submitted with an application and if required for subcontractors.</p>
<p>It is unclear exactly which documents need to be uploaded and which are only for reference. My interpretation is that we only need to upload, as seen on page 50, attachment 5, 7, 10, 11, 12, 13, 14, 15, 16, 18, 19, and 20. Can you provide a complete list of which documents MUST be uploaded with the application?</p>	<p>Section V.A. Application Format/Content</p>	
<p>Could you confirm that Attachments 1-4, 6, 8, 9, 13, 17, A-2, A-3, and M do not need to be completed and uploaded?</p>	<p>Section VI. Attachments</p>	
<p>Can you confirm that Attachments above (5, 10-16, 18-20) are the attachments that also need to be signed and included for our subcontractors?</p>	<p>Subcontractor Attachments</p>	
<p>Once the application has been satisfied in the SFS portal and the bid submitted, the application must be saved as a single PDF document (narrative plus all attachments) and emailed to the to the OHIP email address on page 7 of the application no later than May 14 at 4PM. Is this correct?</p>	<p>Section V.A. Application Format/Content</p>	<p>That is correct.</p>

<p>If multiple counties are being applied for, are all counties listed in the subject line for the single email? Or does each county get its own email submission?</p>	<p>Section V.A. Application Format/Content</p>	<p>Per Section V.A of the RFA, the pdf application must be sent to OHIPgrants@health.ny.gov. Subject line of the email should be as follows: RFA 20706 application for XXXXX County/Borough (Add the county/borough being applied for). Only one (1) email with the single pdf application is allowed per submission.</p>
<p>Do the questions answered within the SFS system that do not require an attachment have to be included in the email submission response?</p>	<p>Section V.A. Application Format/Content</p>	<p>No, the questions preloaded into SFS do not need to be included in the PDF email submission.</p>
<p>For the Program Summary (Q 1) in the Application Narrative, should we provide a narrative summary, or does it only require the attachments?</p>	<p>Section V.A.1, Program Summary</p>	<p>See Section V.A.1 of the RFA for instructions on this section.</p>
<p>Do we submit the entire Lead Agency budget template (Attachment 18) with each of the separate five proposals, plus the Subcontractor budget template (Attachment 19) for the corresponding subcontractor in each individual borough/county application?</p>	<p>Section V.A.13a&d. Budget and Budget Justification</p>	<p>Per Section I of the RFA, each county/borough requires its own application. Per Section V.A.13a. Applicants are instructed to complete a Year 1 budget using Attachment 18, the Contractor Budget Template, and include in the pdf application submission.</p> <p>Per Section V.A. 13d.: If an RFA Applicant proposes subcontractor(s), it should include a total proposed budget amount for each subcontractor on the contractual section of the budget in Attachment 18. For each proposed subcontractor, a detailed proposed budget, Attachment 19 Subcontractor Budget template, should be completed following the budget guidelines described within this section and is included in the pdf application submission.</p> <p>Budgets should be made with respect to the each application Maximum Award Per Base County/Borough Per Year as indicated in Table 1.</p>
<p>In SFS, for the data-input box requesting “Your Unit Bid Price,” would DOH prefer that applicants enter the amount for ONLY the FIRST budget year or the aggregate for all FIVE budget years anticipated in the project?</p>	<p>Section V.A.13a. Budget and Budget Justification</p>	<p>Applicants are to include the total amount being applied for the entire term of the contract, February 1, 2027 through January 31.2032, by using Table 1 in Section I.</p> <p>Applicants are instructed to complete a Year 1 budget using Attachments 17: RFA Applicant Budget Instructions and 18: The Contractor Budget Template, and include Attachment 18 in the pdf application submission.</p>

<p>Based on the note on page 4 of the RFA (included below), which indicates that certain administrative functions are expected to be accounted for within the base county budget, how is the 15% limit on indirect costs for organizations without a federally approved indirect cost rate applied? Specifically, is the 15% limit based on the base county budget alone, each county specific budget, or on the total combined funding for all counties for which an applicant is applying?</p> <p>“Note: The maximum base county award amount factors in the administrative functions that the agency must perform under the grant including vouchering, reporting and oversight of staff and/or subcontractors (if available) and their productivity.”</p>	<p>Section V.A.13c. Budget and Budget Justification</p>	<p>Per Section I of the RFA, each county/borough requires its own complete application. This includes all portions of Section V.A of the RFA. Per Section V.A.13c, An indirect cost rate (ICR) of up to 15% of modified total direct costs can be requested. If your organization has a federally approved rate, contractors may request the federally approved rate, not to exceed 20%. If your organization has a federally approved rate of less than 20%, the maximum indirect rate that can be requested is the approved federally approved rate. The RFA Applicant should include a copy of their current federal ICR agreement in the pdf application submission, if applicable.</p>
<p>Are applicants expected to define specific priority populations (e.g., immigrants, LEP populations, older adults), or will target populations be assigned?</p>	<p>Section V.A.2ai & V.A.2bii - Statement of Need</p>	<p>The application should identify the target area(s) you propose to serve, including the counties to be served. The response should also include the community characteristics and populations that will be targeted, including the geographical, cultural and language characteristics of the area.</p>
<p>Credential Evaluation: Will technical certifications in related federal benefit programs (e.g., NSSA® for Social Security) be considered under the "Applicant Organization" capacity section (18 points) as evidence of the organization's competency in handling complex dual-eligibility navigation?</p>	<p>Section V.A.4. Applicant Organization</p>	<p>As technical certifications are not a requirement of the Applicant Organization Section, inclusion of technical certifications will not be reviewed.</p>
<p>Is the FTE requirement 1 dedicated Navigator per county, or is it acceptable for all FTEs to be divided by total county number applied for, and all navigators listed on all county applications?</p>	<p>Section V.A.4b. Applicant Organization & Section V.A.5c. Enrollment Strategy and Experience</p>	<p>See Section V.A.4b, Organizational Structure and Section V.A.5c, Employee Functions. This information should be described as requested in the PSQ sections of the RFA.</p>
<p>Can the required full-time Program Manager and the staff member dedicated for oversight of subcontractors (described in “Navigator Program Models” on page 9 of the RFA) be the same individual, or must these be separate positions?</p>	<p>Section V.A.4b. Applicant Organization & Section V.A.5c. Enrollment Strategy and Experience</p>	

Should applicants align staffing and budget strictly with current enrollment levels, or should projections reflect planned expansion and increased outreach capacity over the grant period?	Section V.A.4b. Applicant Organization & Section V.A.5c. Enrollment Strategy and Experience	
Re: Attachment #13 (Sample Letter of Commitment), does DOH prefer that such letters from partners be addressed to the Lead Applicant (i.e., Contractor) or to Brian Loucks / NY State Department of Health?	Section V.A.4d Applicant Organization	Letters of Commitment/Intent should be addressed to Brian Loucks/ NY State Department of Health.
Scoring Weights for Specialized Linguistic Needs: The RFA prioritizes "culturally competent" and "linguistically appropriate" assistance for "hard-to-reach populations." Does the scoring rubric for "Enrollment Strategy and Experience" (30 points) assign additional weight to applicants who demonstrate a linguistic monopoly in high-density regions where a "Top 12" language (e.g., Yiddish) is the primary mode of communication?	Section V.A.5. Enrollment Strategy and Experience & Section V.A.6. Identification of Proposed Locations and Site Schedules	See Section V.A.5, Enrollment Strategy and Experience, which includes criteria related to strategies to reach vulnerable and hard-to-reach populations and Section V.A.6, Identification of Proposed Locations and Site Schedules, which includes a description of languages spoken by navigators under the agency and potential enrollment sites. These two sections are worth a combined 30 points.
For counties where the applicant does not currently operate Navigator services, is it sufficient to demonstrate a detailed implementation and partnership plan, or is an existing operational presence required?	Section V.A.5b. Enrollment Strategy and Experience	See Section V.A.5, the applicant should describe the approaches that will be taken to reach potential health insurance enrollees and experience implementing them. The applicant should describe how they will maximize enrollment opportunities and success in the proposed service area and identify strategies that will be implemented to reach vulnerable and hard-to-reach populations. If different strategies to reach each segment of potential health insurance enrollees (individuals or small businesses) are being used, please highlight the differences between its enrollment strategies.
When applying to serve a county, is it required that services be delivered countywide, or may programming focus on specific underserved or high need areas within the county?	Section V.A.5b. Enrollment Strategy and Experience	The proposed service area is the entire County in which the Applicant is applying for. Per Section V.A.5, Describe the approaches that will be taken to reach potential health insurance enrollees and experience implementing them. Describe how the Applicant will maximize enrollment opportunities and success in the proposed service area and identify strategies that will be implemented to reach vulnerable and hard-to-reach populations. If different strategies to reach each segment of potential health insurance enrollees (individuals or small businesses) are being used, please highlight the differences between its enrollment strategies

<p>What are the expected annual performance targets per Navigator or per contract (e.g., number of enrollments, renewals, outreach contacts)?</p>	<p>Section V.A.5e. Enrollment Strategy and Experience</p>	<p>Per Section V.A.5e, List the estimated number of health insurance enrollee applications, in total per county, that the Applicant proposes will be submitted per month to NY State of Health. Explain how the estimate was derived and how it will be sustained over the course of the grant period, if awarded. Where possible, base projections on prior experience assisting the target population in applying for benefits including health insurance and any other means tested program.</p> <p>The minimum number of enrollments submitted and consumers assisted should be derived based on Applicant's capacity. There is no specific performance target.</p>
<p>Pg 44</p> <p>Is 5G a question to be answered in the narrative?</p>	<p>Section V.A.5g. Enrollment Strategy and Experience</p>	<p>Per Section V.A of the RFA, Applicants are instructed to respond to each of the following statements and questions under “Program Specific Questions (PSQ)/Bid Factors.” Your responses comprise your application. Number/letter your narrative to correspond to each statement and question in the order presented below. When responding to the statements and questions, be mindful that Application reviewers may not be familiar with your agency and its services. Your answers should be specific, succinct, and responsive to the statements and questions as outlined. Applicants with current or recent enrollment assistance contracts should provide details on their current or recent enrollment assistance programs.</p>
<p>Will prior performance (if any) be required or weighted in evaluation?</p>	<p>Section V.A.5g. Enrollment Strategy and Experience</p>	

<p>Are add-on borough awards part of the same pool of county awards from which only two are selected? Or are they additional awards?</p>	<p>Section V.C. Review & Award Process</p>	<p>Add-on is an additional County that an Applicant applies for per the Review and Award Process.</p> <p>Per Section V.C, Rest of State and NYC applications will be organized by the county/borough, regardless of whether the proposed county is identified as a base or add-on. Each application by county/borough will be reviewed, scored and ranked by final application score from highest to lowest.</p> <p>The two applications with the highest score by county/borough will be offered an award, regardless of whether it is a base or add-on county. If additional funds are available, the Department will rank the counties/boroughs based on uninsured population, highest to lowest. Additional awards will be made to the next highest scoring application by county/borough of those highest ranked counties/boroughs until funds are exhausted</p>
<p>Can you define what an "add on" borough means? I did not see this in the glossary.</p>	<p>Section V.C. Review & Award Process</p>	
<p>If an agency does not get awarded for one of the counties they request, will they still be allowed to submit applications for residents in that county if they are serving a nearby county?</p>	<p>Section V.C. Review & Award Process</p>	
<p>If multiple applicants propose to serve the same county, how will awards be determined? Will the maximum award be split evenly between all recipient agencies, or will a specific metric be used?</p>	<p>Section V.C. Review and Award Process</p>	
<p>Does a business location have to meet ADA guidelines for accessibility in order to host the navigator program? We are willing to meet a potential client in person, we are just wondering if our business office lacking accessibility automatically disqualify us.</p> <p>We are in the process of updating our physical to meet become compliant as we continue to open our doors for all in the community.</p>	<p>Section V.I.A. Background.</p>	<p>The Affordable Care Act (ACA) requires the NY State of Health to operate a Navigator Program to assist New Yorkers in enrolling in health insurance. In accordance with 45 CFR 155.210(e).</p> <p>Please review the duties outlined in Section V.I.A. Background.</p>
<p>Is there a template or form for the letter of interest?</p>	<p>Section VI. Attachments</p>	<p>See Section IV.C, Prospective Applicants are strongly encouraged to complete and submit a non-binding letter of interest (refer to Attachment 9).</p>