

**New York State Department of Health  
Division of Family Health, Bureau of Administration**

**Early Intervention Program Monitoring and Quality Improvement Services RFP  
RFP # C041221  
Questions and Responses**

**TIMELINE**

- 1. Question:** Will the anticipated contract period remain October 1, 2026 – September 30, 2031?

**Response:** No. The RFP is being amended to revise the contract period. The new anticipated contract dates are January 1, 2027 – December 30, 2031. This amendment supersedes all previous references to the original date. See addendum that was posted with this Questions and Responses document.

**PROPOSAL SUBMISSION**

- 2. Question:** Can the Government please allow 9-point font sizes for Graphics?

**Response:** Text and graphics included in bids should meet the existing RFP proposal requirements per section 7.0 Proposal Submission.

- 3. Question:** Can the Government please confirm the maximum allowable file size for electronic submission?

**Response:** Electronic submissions must meet the requirements in section 7.0 Proposal Submission.

- 4. Question:** Regarding this requirement: "Submit three (3) separate, searchable, and open and permission password protected, PDF proposals in three (3) separate emails," does the Department want 6 total files? That is: 3 open PDFs (no password), 3 password-protected files (with copy/read permissions)? Or, does the Department want only 3 PDFs that are password-protected?

**Response:** Please refer to Section 7.0 Proposal Submission bullet 1. "Include, as attachment to each email, the distinct PDF file labeled "Administrative Proposal", "Technical Proposal", or "Cost Proposal" followed by Company name and RFP number. Example: "Technical Proposal Submission, ABC Company, RFP#12345". Each of the (3) separate emails should contain only (1) of the above attachments.

5. **Question:** Can the Department allow the footer to have a 10pt font size?

**Response:** Text and graphics included in bids should meet the existing RFP proposal requirements per section 7.0 Proposal Submission

6. **Question:** If an applicant submits more than one application, how will the Department handle multiple submissions?

**Response:** If multiple applications are submitted, the last version of the Administrative, Technical, and Cost Proposals will be reviewed. The earlier submission(s) will not be considered.

### **KEY PERSONNEL**

7. **Question:** Will the Department provide the contractor with training materials to train staff?

**Response:** See Section 4.1.1.4, Transition. The expectation is that the current contractor will provide the Department or a successor contractor with any documentation created specifically for the Department including written policies and procedures, training materials, validation tools (if non-proprietary), and any resource used to conduct monitoring reviews (e.g. checklists or internal tools).

As noted in Section 4.1.5.2, Required Meetings, during the first year of the contract, the new contractor must convene a full day meeting every quarter, in Albany, including individuals conducting monitoring activities for the purpose of meeting with Department staff to review various aspects of monitoring, to train on new monitoring protocols, and/or other activities. During the remaining term of the contract, the contractor will convene at least two full day meetings each year in Albany of the staff conducting monitoring activities for the purpose of meeting with Department staff, so that new protocols and procedures or other training can be conducted.

### **SCOPE OF WORK**

8. **Question:** Regarding this requirement: "... Site reviews may require specialized expertise to evaluate building infrastructure and health and safety issues. Reviews may be completed virtually except when the provider is approved for a site or at the discretion of the Department then the review must be completed in-person," does this mean site reviews must be completed in person?

**Response:** Please see Section 4.1.1 of the RFP, Early Intervention Monitoring Reviews. Site reviews may require specialized expertise to evaluate building infrastructure and health and safety issues. Reviews may be completed virtually except when the provider is approved for a site or at the discretion of the Department then the review must be completed in-person. Contractors should anticipate, at minimum, 30% of the reviews will

be conducted in-person. Therefore, all providers with an approved facility site must have an in-person monitoring review to assess the facility as a part of their monitoring review. Some providers have more than one site.

- 9. Question:** Is the contractor required to maintain historical data continuity (linking past years of data to new formats)?

**Response:** Yes. As per Section 4.1.1.2, Developing the capacity to maintain old data when indicators are no longer used and/or new indicators are added. Maintaining the ability to link old data, as appropriate, to related new data for purposes of trend analysis. The ad hoc management report system should allow for integration of report findings across all past years of monitoring.

## **STAFFING**

- 10. Question:** What is the Department's expectation for the qualifications of monitoring team members beyond the minimums listed (e.g., licensure, specialized certifications, bilingual staff)?

**Response:** Please see Section 4.2.2 of the RFP for the qualifications of monitoring review team members.

## **TRAVEL**

- 11. Question:** For in-person monitoring reviews (minimum 30%), can the Department clarify whether all travel expenses must be bundled into deliverable pricing, or if separate reimbursement is permitted?

**Response:** Per Attachment B Cost Proposal: Price must be inclusive of all Scope of Work in Section 4.0. Specific sections have been provided for reference within each deliverable; however, it is expected that the total bid price is reflective of the performance of all work set forth in said specifications to the satisfaction of the Department of Health. In addition to the cost of furnishing all said services, the proposal prices must also cover the cost of materials, equipment, insurance, labor and travel. Per section 6.3 Cost Proposal: The bid price is to cover the cost of furnishing all of the product(s)/ services sought to be procured, including but not limited to travel, materials, equipment, overhead, profit and labor to the satisfaction of the Department and the performance of all work set forth in said specifications.

- 12. Question:** Will onsite reviews be required in geographically remote or high-cost regions (e.g., downstate NYC, Long Island, rural areas)?

**Response:** Yes, onsite reviews may be required anywhere throughout the State if the provider has an approved facility site. Section 4.1.1.1 (h) states that contractors will be expected to travel to various provider sites where records and staff are accessible. Reviews may be completed virtually except when the provider is approved for a site or at the discretion of the Department then the review must be completed in-person. Individual provider reviews may occur at the provider's place of business (which may be their home or office) or an appropriate community location, as agreed to by the Department and the contractor. If an individual or agency provider is approved for facility-based visits or group developmental sessions, the contractor must travel to the DOH approved location for these services. For the listing of approved locations refer to the New York State Early Intervention Provider Directory found at [health.ny.gov/community/infants\\_children/early\\_intervention/service\\_providers/](http://health.ny.gov/community/infants_children/early_intervention/service_providers/) .

## **GENERAL**

**13. Question:** Can the Department confirm whether Data Breach/Cyber Liability coverage minimums must extend to subcontractors, and at what levels?

**Response:** Yes, liability insurance must cover subcontractors as stated in Section 4.9 of the RFP: Prior to the start of work under the Contract, the contractor shall procure, at its sole cost and expense, and shall maintain in force at all times during the term of the Contract, insurance of the types and in the amounts set forth in Attachment 8, the New York State Department of Health Contract, Section IV. (Link to Attachment 8: [MISCELLANEOUS/CONSULTANT SERVICES, Face Page of State of New York Contract](#)). The Contractor and any subcontractor retained by the Contractor shall carry and maintain applicable coverage during and for a period of one (1) year after completion of this contract, Data Breach and Privacy/Cyber Liability Insurance, including coverage for failure to protect confidential information and failure of the security of the Contractor's computer systems or the Department's Authorized Users' systems due to the actions of the Contractor with results in the unauthorized access to the Department's data.

**14. Question:** What challenges have you encountered in your current monitoring program?

**Response:** The question is not relevant to the development of a proposal under this RFP. Please see Section 4.0 Scope of Work which describes the deliverables, monitoring, and quality improvement services that the contractor would be required to provide throughout the contract term.

**15. Question:** Are you currently using offshore workers to perform the monitoring work?

**Response:** No. The New York State (NYS) Policy on International Access to NYS Systems or Data specifies that access to Early Intervention data systems should not be

accessed from outside of New York State and access from outside of the United States and Canada is prohibited.

**16. Question:** Is the Department interested in a vendor that can make recommendations for improvements in tools and processes to efficiently and effectively carry out the general supervision and integrated monitoring provisions under IDEA Part C?

**Response:** The Department is always open to suggestions for improvements and recommendations from the contractor. We work closely with the contractor to update tools and processes to make things more efficient and effective. Please refer to Section 4.1.5.2 which discusses required meetings which take place between the Department and contractor to review various aspects of monitoring, to train on new monitoring protocols and procedures, and/or other activities.

**17. Question:** What is the responsibility of the vendor to work with and refer potential fraud waste and abuse to the state Medicaid agency?

**Response:** If a monitoring team identifies red flags that may point to fraudulent activity during a monitoring review, the vendor/contractor would contact the Department, and the Department would handle any next steps.

**18. Question:** Have you had instances of fraud in this program?

**Response:** The question is not relevant to the development of a proposal under this RFP.

## **TECHNICAL PROPOSAL**

**19. Question:** What is a "system-generated monitoring report that allows for the insertion of customized information." Is it a report from a data system or a report template?

**Response:** The report is generated from the contractor's electronic data system/application. See Section 6.2.4.1.4.1 *Develop and maintain EI Monitoring Application and store EI Monitoring Data* of the RFP for all the functions the data application will have to perform.

**20. Question:** Does the report include findings of noncompliance?

**Response:** Yes, the report includes findings of noncompliance. See Section 6.2.4.1.4.1 *Develop and maintain EI Monitoring Application and store EI Monitoring Data* of the RFP for all the functions the data application will have to perform.

**21. Question:** Does the Verification of correction of noncompliance - include verification of correction of each individual case of child-specific noncompliance, unless the child is no longer within the jurisdiction of the program or provider?

**Response:** Yes, verification of correction would include child-specific correction as well as systemic correction of non-compliance. Please refer to Section 4.1.1.5 in the RFP.

## **SECURITY**

**22. Question:** Will the Department require penetration testing or independent audits of the contractor's data systems?

**Response:** There is no requirement for penetration testing or independent audits of the contractor's data systems, however, please refer to section 2.2 in the RFP for information on the standard DOH agreement terms and conditions.

## **TRANSITION**

**23. Question:** If the current vendor has responsibility for the current software, how would that software be transitioned to the new vendor?

**Response:** The current contractor utilizes a proprietary software. This software will not be transferred to the new vendor. However, at the end of the contract period, the current contractor will work with the State to transfer all of the State data in its possession. All State data will be provided in a mutually agreed upon format based on discussion with the State and/or the succeeding vendor. Please see section 4.1.1.4, Transition for additional information.

## **DATA APPLICATION**

**24. Question:** What is the state's expectation regarding electronic file transfer between EI providers and municipalities and the vendor?

**Response:** The expectation is that any information transferred between the contractor and providers and municipalities is done in a secure manner according to Department standards, maintaining the confidentiality and security of any data exchanged between these two parties. Please see Section 4.5 of the RFP and the embedded link to the Department's privacy and security policies and procedures at [Policies | Office of Information Technology Services](#) .

**25. Question:** Please describe the current data application. What platform is it on, and who currently operates the software?

**Response:** The question is not relevant to the development of a proposal under this RFP. The Contractor must determine the best methodology to manage monitoring data and reports.

**26. Question:** Will the vendor be required to develop the data application from scratch?

**Response:** Per section 4.1.4.1 of the RFP, the vendor must have a secure monitoring data application. The new vendor will be required to either purchase or develop a secure data application that complies with requirements of the RFP.