

New York State Department of Health
Child and Adolescent Needs and Strengths-New York (CANS-NY) Technical Assistance Institute
RFP#-16425
Questions and Answers Posted 6/1/2016

Question #	Corresponding RFP Section	Bidder's Question	Answer
1.	Section 3.1: Performance Standards/Expectations (Page 6)	Does the state or the Praed Foundation have a list of individuals certified that meet the minimum requirements to become a CANS-NY coach? If so, will this be shared with the contractor?	No, a list does not exist of certified CANS-NY Coaches. As stated in section 3.2.1.2: Program Deliverable 2, the Contractor will create and maintain a statewide pool of CANS-NY Coaches.
2.	Section 3.2.1.1: Program Deliverable 1, First Bullet (Page 7)	Does the vendor need to provide telephonic and web-based technology for end-user support or is there already an established system that should be used?	The selected contractor must provide the telephonic and web-based technology for end-user support. Bidders must provide detail of the system they will provide in their technical proposal.
3.	Section 3.2.1.1: Program Deliverable 1, First Bullet (Page 7)	Are the 10 individuals that will provide telephonic and web based assistance to users, the CANS-NY coaching pool, or if this a different group?	The 10 FTEs that will provide telephonic and web-based end user support may include the same individuals from the CANS-NY coaching pool, but it is not required for them to be CANS NY coaches.
4.	Section 3.2.1.1: Program Deliverable 1, First Bullet (Page 7)	How prescriptive is the requirement that "a team of 10 individuals" provide telephonic and web-based assistance to users? Can the support/t.a. staffing be filled, for example, with portions of Full Time Equivalents across the State, as opposed to filled with 10 distinct individuals? Our concern is that the employment of 10 people to do strictly this task will either consume the entire budget or staff the technical assistance with people with less experience than the people they are trying to help (i.e. a call center model).	The contractor will be required to assemble a team consisting of 10 FTEs to provide this support. The 10 FTEs do not need to be 10 distinct individuals.
5.	Section 3.2.1.1: Program Deliverable 1 (Page 7)	Has the Statewide Needs Assessment been completed or should the bidder include conducting the assessment in the response pricing? If the Needs Assessment has already been conducted, will the State provide the results to bidders?	No, the state has not done a formal needs assessment. The Needs Assessment, is required of the Contractor under Section 3.2.1.2: Program Deliverable 2; first bullet. "Create and administer on-going needs assessments..."
6.	Section 3.2.1.1: Program Deliverable 1 (Page 7)	RFP states "Currently the Department anticipates the need for four (4) annual modifications to the training curricula." What is the anticipated percentage of changes that may be required per modification?	The state currently does not have an anticipated percentage of changes that may be required per modification.

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			This is a new endeavor of the state and, as such, we do not have historical data to anticipate a particular percentage of change.
7.	Section 3.2.1.1: Program Deliverable 1 (Page 8)	Does the State have an LMS that can be leveraged for online registrations and training delivery service management? If so, which LMS is used?	No.
8.	Section 3.2.1.1: Program Deliverable 1 (Page 8)	On page 7 it states "Currently the Department anticipates the need for four (4) annual modifications to the training curricula." On page 8 it states "It is expected that each training curricula may be required to be refined bi-annually." These seem to contradict each other. Please clarify.	<p>The statement on Page 7 of the RFP is correct, "Currently the Department anticipates the need four (4) annual modifications to the training curricula." This is also outlined in Attachment C: Cost Proposal.</p> <p>The referenced statement on Page 8 of the RFP is incorrect.</p>
9.	Section 3.2.1.1: Program Deliverable 1 (Page 8)	Is there an expectation of the amount of face-to-face training provided for CANS-NY Users and Super Users that is similar to the requirement state for training of Other Stakeholders within the Children servicing system?	<p>The State does not have specific expectations or a breakdown of needed face-to-face trainings provided for CANS-NY Users and Super Users. These trainings should be provided on an as needed basis, based on actual need determined by the contractor.</p> <p>Training to CANS-NY Users and Super Users should be incorporated into the requirement of the annual, face-to-face stakeholder trainings equivalent to twenty (20) half-days, or ten (10) full days throughout the term of the contract.</p>
10.	Section 3.2.1.1: Program Deliverable 1 (Page 8)	How many revisions to the CANS-NY Assessment tool are anticipated in the performance period? What percentage of change is anticipated per revision?	<p>The Contractor will not make any direct revisions to the CANS-NY Assessment tool. This tool is owned and operated by the Praed Foundation.</p> <p>NYS will monitor the tool for accuracy and efficiency as well as review the CANS-NY assessment tool at least annually, in collaboration with at least the Praed Foundation, NYS Agencies and the winning bidder of Part B, to recommend and implement any needed changes to address emerging needs.</p>

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			As this is a new endeavor, the State does not have a specific percentage of change anticipated per revision.
11.	Section 3.2.1.2: Program Deliverable 2 (Page 8)	Please confirm the size of the audience that the CANS-NY Coaches will support.	For information related to size of the audience that the CANS-NY Coaches will support, please refer to Section 2.2 of the RFP.
12.	Section 3.2.1.2: Program Deliverable 2 (Page 8)	Is there a minimum number of coaches in the pool that must be maintained?	<p>The State expects the amount of CANS-NY Coaches to be adequate to the audience that the CANS-NY Coaches will support. CANS-NY Coaches will ramp up along implementation of the Health Home care management model for children and Children's Medicaid Managed Care transition.</p> <p>Please see Section 2.2 of the RFP, for more information about the audience that the CANS-NY coaches will support.</p>
13.	Section 3.2.1.2: Program Deliverable 2 (Page 8)	What is the expectation for the annual workload for the coaches on an annual basis?	The workload for CANS-NY Coaches, on an annual basis, is unknown at this time. Initial workload will be low but the State expects workload to grow exponentially as more users transition into the upcoming Health Home and Medicaid Managed Care environment.
14.	Section 3.2.1.2: Program Deliverable 2 (Page 8)	Will the coaches be full-time employees of the vendor?	This will be at the discretion of the potential contractor, to be based on actual need.
15.	Section 3.2.1.2: Program Deliverable 2 (Page 8)	What is anticipated number of coaches for the CANS-NY coaching pool to provide the services listed in section 3.2.1.2?	See answer to question 12 above.
16.	Section 3.2.1.2: Program Deliverable 2 (Page 8)	<p>A) Does the State have any specific expectations or preferences regarding the recruitment of the pool of 10 statewide coaches?</p> <p>B) Is it expected that these individuals be identified in the proposal? Already certified? Located in diverse geographic locations?</p>	<p>A) This RFP is not requiring the recruitment of 10 statewide coaches. Please see Section 3.2.1.2: Program Deliverable 2 for more information on the CANS-NY Coaching Pool.</p> <p>B) Please see section 6.2.D.3.2 for information outlining what should be provided in a bidder's technical proposal, related to CANS-NY Coaches.</p>

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17.	Section 3.2.1.4: Program Deliverable 4 (Page 9)	Is there an expectation of the number and length of Learning Collaboratives per year?	The State does not anticipate the need for any Learning Collaboratives for Contract Year 1. The State recommends bi-annual Learning Collaboratives for Contract Years 2-5. Learning collaboratives must last at least the length of half a business day.
18.	Section 3.3: Staffing Requirements, Subsection 3.3.1: Organizational Staffing Capacity (Page 10)	How has the following been defined and how will this be evaluated? "The Contractor(s) must maintain a sufficient number of culturally competent staff who have experience in healthcare, Medicaid, training assistance, and outcome monitoring/reliability and has demonstrated consistent high-quality training program(s)."	Please refer to Section 6.2.D: Technical Narrative for information regarding what should be included in a bidder's Technical Proposal. The Technical Scoring will contribute to 75% of a bidder's overall score.
19.	Section 3.2.2.1: Program Deliverable 4 and Section 3.4.3.1: Deliverable 4 Required Reports (Page 10-11)	Are their more specifics on the specific expectations around "de-identified data outcome and quality improvement reports," and on what data will be available to analyze? That is, what outcomes /variables of interest is the Department of Health interested in focusing on via this project (outside the compliance and progress goals listed in the RFP)?	The State will use data collected to better inform the CANS-NY Assessment tool, improve care management processes, and establish best practice techniques for the eligible Children's Medicaid population. The selected bidder will work with the state, upon contract award, to analyze data outcomes and quality improvement reports throughout the life of the contract.
20.	Section 3.4.2.2: Deliverable 3 Required Reports (Page 11)	Under Deliverable 3 Required Reports there is one bullet that states "This shall be submitted annually for the first year of the contract, and bi-annually for year 2-5..." and another that states "This shall be submitted on an annual basis for the duration of the contract." Please clarify which report is submitted annually for yr 1 and bi-annually thereafter and which is submitted annually throughout the contract.	There are two (2) reports outlined in this section. The Evaluation Report on the development and implementation methods/plan to gather feedback, and develop best practices is required to be submitted annually for Contract Year 1 and Bi-annually for Contract Years 2-5. A Communication Plan on how bidders plan to remain in contact with and monitor overall efforts of the CANS-NY Coaches Network is also required for Deliverable 3. This Communication Plan is required to be submitted on an annual basis for the full contract term.

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21.	Section 6.1: Administrative Proposal, Vendor Responsibility Questionnaire (Page 21)	<p>Does the bidder not include the Vendor Responsibility Attestation Attachment IF the proposal includes use of a subcontractor(s) whose contracts are valued at or above \$100,000? If the bidder is then selected, is the bidder considered the prime contractor?</p> <p>If the bidder is the prime contractor will ONLY the bidder submit the Vendor Responsibility Questionnaire OR will the subcontractors also be required to complete Vendor Responsibility Questionnaires?</p>	<p>The submitting organization will be considered the prime contractor upon award. This bidder is required to submit a Vendor Responsibility Attestation, selecting whether they have certified a Vendor Responsibility Questionnaire Online, or have included a hard copy as part of their Administrative Proposal.</p> <p>If the bidder plans to subcontract with a vendor for an anticipated amount of \$100,000 or more, each of these subcontractors are required to complete a Vendor Responsibility Attestation.</p>
22.	Section 6.2: Technical Proposal, Subsection B.3: Staffing Plan, Bullet D (Page 26)	<p>"If staff member exists, state their cultural competency."</p> <p>How does this support the requirements mentioned under section 3 and how does this impact Deliverable 4?</p>	<p>The contractor must assign staff members for Part B who are culturally competent.</p> <p>Culturally competency is defined as the ability to understand, communicate with and effectively interact with people across cultures.</p>
23.	Section 7.0: Proposal Submission (Page 27)	<p>Are wet signatures required for all copies of the signature pages, or can the original signature be scanned and copied?</p>	<p>The three (3) submitted original proposals must have wet signatures, where required. It is not required for the six (6) submitted hard copies to be wet signatures, as these should be copies of the original proposals.</p>