

Request for Proposals

RFP #20017

Training Services for NY State of Health Application Assistors and Local Departments of Social Services

AMENDMENT #2

March 15, 2019

The following are official modifications, which are hereby incorporated into RFP #20017: Training Services for NY State of Health Application Assistors and Local Departments of Social Services.

An amended version of the RFP including Amendments #1 and #2 with attachments has been posted. Deleted language appears in strikethrough (“~~xxx~~”) and added language appears in underline (“xxx”) and red text.

The amended version and the information contained in Amendment #1 and Amendment #2 prevails over the original RFP language.

Bidders should review all documents in their entirety to ensure all amended language is incorporated into proposals.

1.0 CALENDAR OF EVENTS

RFP 20017 - TRAINING SERVICES FOR NY STATE OF HEALTH APPLICATION ASSISTORS AND LOCAL DEPARTMENTS OF SOCIAL SERVICES	
<u>EVENT</u>	<u>DATE</u>
Issuance of Request for Proposals	January 30, 2019
Deadline for Submission of Written Questions	February 13, 2019 4:00 p.m. ET
Responses to Written Questions Posted by DOH	On or About March 1, 2019 <u>March 12, 2019</u>
Deadline for Submission of Proposals	March 22, 2019 <u>April 10, 2019</u> 4:00 p.m. ET
<u>Anticipated</u> Contract Start Date	January 1, 2020

4.0 Scope of Work

Section 4.1.1.

A. Classroom Training

The Contractor will provide in person Classroom Trainings, defined as face-to-face events in a room, with instructor(s) teaching specified curricula to groups of trainees in a participant-centered manner. Classroom training includes Assistor Certification Training and specific LDSSs trainings. These trainings may take place at any location statewide based on demand. [See Attachment H for a sample Assistor Certification Classroom Training.](#)

B. Online Self-Paced Computer-based Training

Online Self- Paced Computer-based Training is defined as trainings delivered via the internet with participants logging into a website to complete self-paced course material. [See Attachment G for a sample of the landing page, the Course Roadmap and Module 1 of an Online Self-Paced Computer-based Training.](#) Trainings must have interactive capability, have navigation limits applied, be able to utilize static, video, and recorded content. The training interface must also be able to administer assessments, determine successful completion of learning (based on assessment scores), direct unsuccessful learners to review weak areas (based on assessment scores), provide re-assessments, and issue and maintain certificates of completion to learners that successfully pass the course requirements. [All posted on-line training materials must be Section 508 compliant.](#) See Section 4.1.4.A.i for additional website and Learning Management System (LMS) requirements.

C. Webinar Training

Webinar Trainings are defined as trainings delivered through the internet with participants watching a live visual presentation on a computer monitor and listening to the instructor(s) speak live by way of an audio stream or telephone. A live webinar is a lecture style online presentation with features for interaction with the audience. Participants must be able to access Webinars via any private or public computer, tablet or mobile device that they may have access to. Participants should have the ability to ask questions through open live conversation or via an online question and answer format. The Contractor may be required to develop new or utilize existing curricula, which will be provided to the Contractor upon contract approval, in developing Webinar trainings. [See Attachment I for a sample Webinar Training.](#)

D. Archived Webinars

All Webinar trainings developed and delivered live under this contract will be recorded and posted to the designated Learning Management System (LMS) website. All recorded Webinars must be submitted to the Department for approval within one (1) day of the completion of the training and the Department approved training must be posted as an archived webinar within five (5) business days of the completion of the training. The archived webinars must be maintained by the Contractor for viewing by those training recipients identified under this RFP. Existing webinars must also be posted to the LMS training website maintained by the Contractor for those authorized under this RFP for viewing as directed by the Department. Access to the archived and existing webinars will be at no charge to the learner or the Department and will be through the LMS account that is provided by the Contractor. See Section 4.1.4.A.i for additional website and Learning Management System (LMS) requirements. [Trainees must have access to online content after completion of training, for as long as their role remains appropriate to the learning situation.](#)

Section 4.1.3. Delivery of Training Components

Subsection A.iii.c. Technical Assistance Training

Technical Assistance (TA) training days are half or full-day classroom sessions that focus on many different Medicaid eligibility topics. In the event a half-day training session is requested, the Department encourages the Contractor to coordinate and schedule two (2) half-day TA sessions to provide one (1) full-day of training.

The TA days will be split between Regional Medicaid Consortia requests and the individual training needs of LDSS statewide. There are eight (8) Regional Medicaid Consortia (See Attachment C) in the State which typically meet via conference call bi-monthly to discuss new Medicaid policies, directives, implementation issues and best practices. The Department's local district liaisons facilitate the Consortia meetings which include in each Consortium, Medicaid representatives from the LDSS in that region. In certain instances, the Contractor may be required to attend the Consortia meeting. Consortium members determine the TA training topics for the Consortium. If a LDSS is unable to meet their training needs through the Consortium, the district may request on-site agency training days for their staff. It is recommended that the Contractor attend Regional Consortia meetings where appropriate, as determined by the Department. The contractor may attend meetings via conference call. The Contractor is required to survey the LDSS Staff Development Coordinators and County Medicaid Directors to determine individual LDSS training needs for TA, New Worker and Chronic Care Worker training sessions. Surveys are to be conducted, at a minimum, within ~~60~~ 30 days from the beginning of the contract, and annually thereafter. Surveys may be conducted electronically. Travel reimbursement to the Contractor will not be provided if attending any Consortia meetings in person.

Section 4.1.4. Development, Administration and Approval of Training Components

A. Training Development

i. Dedicated Website and Learning Management System

The Contractor is required to have a designated contact for technical assistance and support available to the Department, LDSS and other registrants navigating these websites, Monday through Friday, 8:30am to 5:00pm ET (excluding NY State holidays).

C. Development/Revision of Training Content/Curricula

Sixth paragraph

Training curricula, courses, electronic or online material, and all ancillary training materials developed under this Contract will become the property of the Department. Copies of all approved training curricula/ancillary training materials developed by the Contractor must be submitted electronically and in hard copy to the Department in final format at least two (2) weeks prior to delivery of in-person classroom training. In addition, ongoing curricula must be maintained electronically for the Department to download using either the LMS or another Contractor-maintained website.

The contractor is NOT required to provide training materials to the Department that have already been approved and the material has not changed. Only new or amended training must be submitted for approval.

Last paragraph

Reasonable timeframes, as approved by Department staff during initial and subsequent planning, will be established for new curricula development. The Department reserves the right to assess a 5% penalty on payment of the deliverable for a given month if mutually agreed upon timelines for curricula development or revision are unmet. This 5% penalty will continue to be enacted until

timelines are met. The penalty does not apply to delays caused by the Department. See Section 4.1.5 Compensation of Contract Deliverables and Section 5.4 Payment.

D. Arranging for and/or Providing Venues for Training

With the exception of LDSS training, the successful Contractor is expected to arrange for and provide training venues. LDSS training venues are arranged by the successful Contractor provided by the LDSS.

E. Reserving Hotel Rooms and Mileage Reimbursement for Training Participants

First paragraph:

The Contractor is expected to identify, reserve and pay for hotel accommodations for LDSS attendees for the New LDSS Workers, LDSS Chronic Care Workers, and NY State of Health in-person Assistor training sessions. Travel expenses include round-trip transportation, and hotel accommodations for up to six (6) nights, based on the length of training. Mileage reimbursement is also to be provided by the Contractor for the LDSS staff attending these sessions. Mileage reimbursement, round-trip transportation and hotel accommodations for attendees must be provided in accordance with and the not to exceed approved rates established and used at: <http://www.osc.state.ny.us/agencies/travel/travel.htm>. See Section 5.4 Payments.

Seventh paragraph:

In the instances where travel is designated as reimbursable within the RFP, travel will be reimbursed directly to the Contractor for actual expenses in accordance with and cannot exceed the amount allowed for state employee travel as outlined by the NYS Office for the State Comptroller. Additional information is available at: <http://www.osc.state.ny.us/agencies/travel/travel.htm>.

I. Disseminating All Training Materials

It is the Contractor's responsibility to provide and disseminate all training materials. This includes the delivery of hard-copy materials to the training site prior to sessions and the dissemination of the materials to attendees at each in-person session. For all online programs, training materials must be available for download by the attendees when the attendees access the training, including Navigational Guidance, Agenda, Training Modules, PowerPoints and resources. Policy or training content identified as needing further clarification or explanation from a training session, which cannot be addressed during the training, is also to be disseminated to attendees, and may be provided electronically.

Classroom training materials may consist of student workbooks and guides, printed, tabbed, divided for organization, and placed in binders with or pocket folders, as appropriate. Estimated volume of printed pages per attendee:

- NY State of Health Assistor training: approx. 800 pages
- LDSS New Worker training: approx. 1100 pages
- LDSS Chronic Care Introductory training: approx. 550 pages
- LDSS Chronic Care Advanced training: approx. 550 pages
- LDSS TA training: approx. 100 to 300 pages

J. Documenting and Evaluating Training Sessions

Third paragraph

The Contractor must develop and administer assessments, and pre-and/or post-tests (if required) to attendees of each applicable training delivery to evaluate each attendee's knowledge of the topics covered. Following completion of a training delivery, the session shall be evaluated by attendees' completion of an Evaluation Survey. For a trainee to receive credit and a certificate of completion, they must attend all days of the session and complete all required assessments and pre- and/or post-tests, where applicable, and complete an evaluation of the course. If an assessment or post-test is required and was not completed by the trainee during the training session due to the trainee's absence, the Contractor must pursue completion of the post-test by the trainee. The assessment or post-test and end of course evaluation shall be sent electronically, by the Contractor, to the trainee and the trainee's supervisor. The trainee must complete the post-test and end of course evaluation, and return to the Contractor within five (5) business days of the completion of the training session. A certificate of completion will be issued upon a passing grade of no less than seventy (70) percent. Trainees are allowed to retake an assessment up to three (3) times.

Section 4.2 Staffing

5. The Department must be notified in writing, in advance, if the Contractor proposes a change in project staff identified in Attachment D (including subcontractors). All replacement personnel (subcontractors) must be fully qualified for the position. The notice must include the name of the individual (subcontractor) being replaced, an explanation for the change, the name and credentials of the proposed replacement and current resumes. If a subcontractor is being utilized, the Contractor must assume responsibility for subcontractor staff performance and guarantee the subcontractor's ability to meet adequate staffing and deliverable timelines as required. Any changes or additions in project staff, once the contract has begun, must also be reported and resumes submitted to the Department for prior approval (See Attachment D: Summary of Staff Qualifications).

Section 4.3. Reporting

Section 6.

F. Travel detail report and supporting documentation for hotel accommodations, round-trip transportation and mileage reimbursement for LDSS attendees by individual; and

Section 5.0 Administrative Information

Section 5.4 Payment

The contractor will provide invoices and/or receipts that enumerate expenditures sought for reimbursement per Section 4.1.4.E, Section 4.1.5, and Section 4.3.6. In the instances where travel is designated as reimbursable within the RFP, travel will be reimbursed directly to the contractor for actual expenses in accordance with and cannot exceed the amount allowed for state employee travel as outlined by the NYS Office for the State Comptroller. Additional information is available at: <http://www.osc.state.ny.us/agencies/travel/travel.htm>.

Section 5.8. Contract Insurance Requirements

4. Limitation of Liability. This subsection shall read:

LIMITATION OF LIABILITY

Except as otherwise set forth in Sections IX. J. and K., the Indemnification Provisions of the New York State Health Department Contract, the limit of liability shall be as follows: _____

A. Contractor's liability for any claim, loss or liability arising out of, or connected with the Products and services provided, and whether based upon default, or other liability such as breach of contract, warranty, negligence, misrepresentation or otherwise, shall in no case exceed direct damages in: (i) an amount equal to two (2) times the original contract value exclusive of renewals, for the Products and services, or parts thereof forming the basis of the Department's claim, or (ii) two million dollars (\$2,000,000), whichever is greater.

B. The Department may retain such monies from any amount due Contractor as may be necessary to satisfy any claim for damages, costs and the like asserted against the Department unless Contractor at the time of the presentation of claim shall demonstrate to the Department's satisfaction that sufficient monies are set aside by the Contractor in the form of a bond or through insurance coverage to cover associated damages and other costs.

C. Notwithstanding the above, neither the Contractor nor the Department shall be liable for any consequential, indirect or special damages of any kind which may result directly or indirectly from such performance, including, without limitation, damages resulting from loss of use or loss of profit by the Department, the Contractor, or by others.

6.0 Proposal Content

Section 6.2 Technical Proposal

Section 4. Technical Proposal Narrative, B Implementation Plan, iv:

- c. Provide information demonstrating the Bidder's staff qualifications to provide services as defined by the RFP, and how they meet or exceed the qualifications identified in Attachment D: Summary of Staff Qualifications; specifically:
 - 1. Senior Training Staff;
 - 2. Training Staff;
 - 3. IT and LMS Technical Staff.

Section 6.3. Cost Proposal

Submit a completed and signed **REVISED Attachment B – Cost Proposal**. The Cost Proposal shall comply with the format and content requirements as detailed in this document and in Attachment B. Failure to comply with the format and content requirements may result in disqualification.

The bid price is to be all-inclusive to cover Section 4.0 Scope of Work and the cost of furnishing all of the said services, including but not limited to travel (not including reimbursable travel per Section 4.1.4.E), materials, equipment, overhead, location rentals, reporting, profit and labor and any other expenses incurred to the satisfaction of the Department of Health and the performance of all work set forth in said specifications, Section 4.0 Scope of Work and this RFP.

Attachments

The following attachments are included in this RFP and are available via hyperlink or can be found at: <https://www.health.ny.gov/funding/forms/>.

1. [Bidder's Disclosure of Prior Non-Responsibility Determination](#)
2. [No-Bid Form](#)
3. [Vendor Responsibility Attestation](#)
4. [Vendor Assurance of No Conflict of Interest or Detrimental Effect](#)
5. [Guide to New York State DOH M/WBE Required Forms & Forms](#)
6. [Encouraging Use of New York Businesses in Contract Performance](#)
7. [Bidder's Certified Statements](#)
8. [DOH Agreement](#) (Standard Contract)
9. [References](#)
10. [Diversity Practices Questionnaire](#)
11. [Executive Order 177 Prohibiting Contracts with Entities that Support Discrimination](#)

The following attachments are included in this RFP and can be found at:
<https://www.health.ny.gov/funding/rfp/20017/index.htm>

- B. [Revised Cost Proposal *](#)
- E. [Revised Current Training and Modality Summary**](#)
- G. [Assistor Online Certification Training Sample](#)
- H. [Classroom LDSS Training Sample](#)
- I. [Webinar Training Sample](#)

The following attachments are attached and included in this RFP:

- A. [Proposal Document Checklist](#)
- ~~B. Cost Proposal~~
- C. Regional Medicaid Consortia: New York State County Listing
- D. [Summary of Staff Qualifications***](#)
- ~~E. Current Training and Modality Summary~~
- F. Recommended Class Size Per Training Modality

***Attachment B – Cost Proposal**

The attachment has been removed and replaced with Revised Attachment B Cost Proposal to be found at: <https://www.health.ny.gov/funding/rfp/20017/index.htm>

Bidders must submit the REVISED Attachment B as their Cost Proposal.

****Attachment E – Current Training and Modality Summary**

The attachment has been removed and replaced with Revised Attachment E – current Training and Modality Summary to be found at: <https://www.health.ny.gov/funding/rfp/20017/index.htm>

*****Attachment D – Summary of Staff Qualifications has been amended as follows:**

<p>IT and LMS Technical Staff</p>	<p>Qualifications:</p> <ul style="list-style-type: none"> • Minimum of an Associate or Technical degree in a related field; • At least three years of demonstrated progressive work history in specific technical field required to fulfill the requirements of this RFP for the development of training website to include, but not be limited to, an online training registration system and the development and maintenance of online training modalities and resources; • Strong written and verbal communication skills; and • Capable of working both independently and as a member of a team. 	<p>Technical staff will report directly to the Project Director and will provide technical assistance and support to all project staff, Department staff and trainees, and such as developing and updating a training website, an online registration system, online training programs, electronic library of curricula, course evaluation program and all data systems needed to complete the project. It is also expected that activities may include, but are not limited to:</p> <ul style="list-style-type: none"> • Development and maintenance of training; • Maintaining security provisions to protect program communication, and data from unauthorized access, modification and destruction; • Establishing and maintaining effective relationships with team members; and • Available 8:30am to 5:00pm ET Monday through Friday for technical assistance and support.
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All other terms and conditions remain the same.