

**WIC Training Services
Request for Proposal # 20046
Questions and Answers
August 11, 2021**

1. Amendment #1, Section 4.3.5 - Training Learning Management System (LMS) Content Management and Website Administration

Question: We are an MWBE language services provider interested in supplying translation services to make the website available in "a language or languages (no more than 10) other than English". What opportunities are there for an interested subcontractor to connect with Prime contractors who have expressed an interest in responding to this RFP? (e.g. sharing our contact details in the Q&A document if possible)

Answer: The Department will post with the RFP a listing of MWBE entities willing to partner with Prime Bidders.

Question: Are subcontractors allowed to be listed on more than one primary agency's RFP response? Is there a maximum?

Answer: Yes, subcontractors may be listed on more than one primary agency's RFP response. There is no maximum.

2. Attachment 9 – References

Question: In Attachment 9 - References, are you looking just for agencies that have received similar capacity building services from our organization, or would we also include funders with oversight of our work in similar programs?

Answer: See RFP Section 6.2, Subsection C, Paragraph 3. References must be provided for customers who received training services from the bidder within the last 36 months. At least one reference must be for a current customer. The references should be for customers to whom bidder has provided training services comparable to the scope of the services described in this RFP. References for entities other than those described will not be accepted.

3. Page 27 Section 4.4 Staffing

Question: In Section 4.4, staffing, on page 27 - is it possible to split a full-time position between 2 people?

Answer: Bidders may propose one full-time Project Manager or two staff persons that equal one full-time equivalent, with job duties and tasks clearly delineated for each individual. Bidders must propose two full-time Registered Dietitians. See Amendment #2.

4. Attachment B – Cost Proposal

Question: In the budget template, is there a way to make allowances for year-over-year changes such as cost of living increases in staff salaries?

Answer: The bidder should consider all potential costs when calculating bid pricing as prices are all-inclusive for the 5-year contract term.

5. Page 17 Section 4.3.3 Training Needs Self-Assessments and Workforce Competency Evaluation

Question: Section 4.3.3 on page 17 it mentions staff competencies for six positions that are reflected in the Bidder's Library. We are only seeing three included in the attachment.

Answer: The Bidder's Library provides a sample of curriculum and other work products produced in the current contract. The three competencies in the attachment are representative of all six staff competencies.

6. RFP Section 1.0 Calendar of Events

Question: Can the bidder assume that FNS will need to approve this contract once NYS awards a winning vendor? If so – what is the anticipated timeline for FNS approval?

Answer: The anticipated timeline for this contract including all necessary approvals is reflected in the published calendar of events.

7. Page 6, RFP Section 2.3 Term of the Agreement; Page 30 Section 5.4 Payment

Question: The RFP states “The pricing for years four (4) and five (5) of the contract is subject to an annual increase or decrease as described in Section 5.4.” However, Section 5.4 references information about payments. Please confirm that the referenced Section 5.4 is accurate.

Answer: The statement in Section 2.3 regarding an annual increase or decrease to the pricing for years four (4) and five (5) of the contract is not applicable to this RFP. See Amendment #2.

8. Page 7 Section 3.2 Preferred Qualifications.

Question: In this section, discussing Preferred Qualifications, the RFP states: “Failure to meet these Minimum Qualifications will result in a proposal being found non-responsive and eliminated from consideration.” Because this statement is in the Preferred Qualifications section of the RFP, this reference to minimum qualifications is unclear. Are there minimum qualifications involved with the response to Preferred Qualifications? Please clarify.

Answer: The statement referenced "Failure to meet these Minimum Qualifications will result in a proposal being found non-responsive and eliminated from consideration" is correct as stated and applies only to the Minimum Qualification included in Section 3.1 of this RFP.

9. Page 10 Section 4.2 Overview

Question: Is the written resource guide a new product and is it considered curriculum development?

Answer: Yes, the written resource guide/toolkit is a new product. It is considered new curriculum development. See RFP page 22, Section 4.3.6 paragraph h.

10. Page 10 Section 4.2 Overview

Question: Will the contractor be developing or updating an existing document? Will a guide be needed for each component of coordinator training as well as updates?

Answer: Please see response to question 9. DOH envisions one comprehensive guide for all aspects of Coordinator training, with room for regional customization. Updates are expected.

11. Page 10 Section 4.2 Overview

Question: The RFP states: “this ever changing organization assures that there will always be people who need training on all aspects of the program”. What is the average annual attrition rate of staff?

Answer: Attrition rates vary. Submitted proposals should be based on the expected class size ranges and number of annual offerings as outlined in Sections 4.3.1 and 4.3.2 of this RFP.

12. Page 11 Section 4.3.1 Training Methods and Modalities

Question: Will any training content need to be in a language other than English? If yes, what is the Department’s preference?

Answer: No, all training content will be in English only.

13. Page 12 Section 4.3.1 Training Methods and Modalities

Question: Can DOH provide the expected split mix/split of in-person and virtual online for Classroom Training, Learning Community, Managers Workshop Training, and DOH State Staff Workshop Training?

Answer: No, we cannot provide that information at this time. The RFP and cost proposal were written to allow for both in-person and virtual trainings in order to meet DOH's needs at any given time.

14. Page 12 Section 4.3.1 Training Methods and Modalities

Question: The RFP states that “depending on the topic, the contractor may be expected to engage the services of outside content experts as presenters.” May vendors assume that any associated speakers’ fees will be quoted to the state and reimbursed by the state?

Answer: Any associated speakers' fees are the responsibility of the contractor and should be factored into the costs bid.

15. Page 13 Section 4.3.2 Training Services

Question: Does DOH have any limitations around video conferencing software to conduct trainings?

Answer: DOH does not have any explicit limitations around video conferencing software used to conduct trainings. DOH does expect that the chosen software will employ appropriate security protocols, be easy for learners to use, and will have functionality needed by both trainers and learners to ensure the training is interactive and engaging.

16. Page 19 Section 4.3.4.e Training Calendar

Question: The RFP states a training calendar for the period October – September must be published each year by 6/1. Since the contract is to be awarded effective 6/1/22, how will the training calendar for the first year be decided?

Answer: Due to the anticipated contract start date of 6/1/22, DOH and the contractor will work together to develop the first training calendar, recognizing that it won't cover the entire federal fiscal year. All future years of the contract will follow the required schedule.

17. Page 24 Section 4.3.10.d Live Webinar Trainings

Question: RFP states, “Webinars can range in length from 1 hour (60 minutes), to 1 ½ hours (90 minutes) to 2 hours (120 minutes), depending on topic/purpose/audience. Payment will be based on the delivery cost bid per 60-minute webinar (and would be pro-rated for 90-minute webinars).” Can DOH confirm that payment would likewise be pro-rated for 120-minute training (i.e., 2 x the rate for a 60-minute training)?

Answer: Yes, payment will be prorated for a 120-minute training. See Amendment #2.

18. Page 27 Section 4.4 Staffing

Question: Can the .25 Lactation Consultant be accepted if one of the 2 Registered Dietitians have this IBCLC certification?

Answer: No. The IBCLC position, as identified on page 27 of the RFP is a separate position from the two full-time Registered Dietitians.

19. Page 33 Section 5.6 Equal Employment Opportunity (EEO) Reporting.

Question: The RFP states: “To ensure compliance with this Section, the Bidder should submit with the bid or proposal an Equal Employment Opportunity Staffing Plan (Attachment 5, Form #4) identifying the anticipated work force to be utilized on the Contract. Additionally, the Bidder should submit a Minority and Women-Owned Business Enterprises and Equal Employment Opportunity Policy Statement (Attachment 5, Form # 5), to DOH with their bid or proposal.”

However, in Attachment 5, Form #4 is titled “M/WBE Staffing Plan” and Form #5 is titled “M/WBE and EEO Policy Statement.”

Please confirm that bidders are to complete the M/WBE Staffing Plan form for Form #4 and the M/WBE and EEO Policy Statement form for Form #5.

Answer: This is confirmed.

20. Page 39 Section 6.1.B Administrative Proposal.

Question: The RFP cites “Section 5.10, (Freedom of Information Law)” but information on the Freedom of Information Law is in Section 5.11. Please confirm that the referenced section should be Section 5.11.

Answer: Yes, that is correct. Section 6.1.B Administrative Proposal (RFP page 39) should reference Section 5.11 Freedom of Information Law. See Amendment #2.

21. Page 42 Section 6.2.D Technical Proposal Narrative

Question: RFP Section 6.2.D outlines the response for the Technical Proposal narrative. Please confirm that bidders only need to respond to specific RFP sections referenced in sections 6.2.D–6.2.D3 for this narrative.

Answer: Yes, this is correct.

22. Page 44 Section 6.2.D.D2 Experience Performing Training Services Row 11

Question: In Row 11 (“Technical Assistance”) of the table, the RFP states “Bidders should also describe their processes and procedures for responding to requests for TA and how they would provide TA as described in Section 4.4.9 of this RFP.” There is no RFP Section 4.4.9. Please confirm this reference should be to Section 4.3.9.

Answer: Yes, this is correct, the reference should be Section 4.3.9. See Amendment #2.

23. Page 45 Section 7 Proposal Submission

Question: Is there a file size limit for proposal email submissions?

Answer: There is no file size limit. Please see guidance in RFP Section 7 regarding the content of the proposals, which includes suggestions to limit the size of the proposal. If an email submission exceeds the DOH maximum size limit, the attached file should be split into multiple parts and resubmitted in separate emails.

24. Page 45 Section 7 Proposal Submission Numbers 1 & 2

Question: The RFP instructs bidders to email proposals using the subject “<Type of Proposal, Bidder name, RFP #20046>” but the sample provided is “Technical Proposal_ABC Company_RFP #20046,” using underscores between items instead of commas. Which structure should bidders use?

Answer: Per Section 7.0 Paragraph 1, the bidder should submit its proposals in emails with the email subject line “<Type of Proposal, Bidder name, RFP #20046> using commas. Per Section 7.0 Paragraph 2, the bidder should include its proposals as a PDF attachment to the emails with the proposal file name “Administrative Proposal”, “Technical Proposal”, or “Cost Proposal”. Example: “Technical Proposal_ABC Company_RFP #20046” using underscores..

25. Page 45 Section 7 Proposal Submission Paragraph 3

Question: The RFP states that a font size of 11 points or larger should be used. Can bidders use smaller font sizes for graphics, tables, and other illustrative elements?

Answer: Yes, however, if a smaller font size is used for information that is to be evaluated, bidders must ensure the materials are legible.

26. Page 48 Attachment 3 Vendor Responsibility Attestation

Question: The link provided (<https://portal.osc.state.ny.us/>) to submit the on-line Vendor Responsibility Questionnaire seems to be invalid. Please provide an updated link where vendors can upload their questionnaire.

Answer: <https://www.osc.state.ny.us/state-vendors/vendrep/vendrep-system>

27. Page 48 Attachment 7 Bidders Certified Statements

Question: In Attachment 7, Section 3, it states “By my signature on this Attachment A, I certify to the statements made above in Section 2....” Please confirm that the reference to “Attachment A” should be “Attachment 7.”

Answer: The statement is a reference to Page 48 Attachment 7 Bidders Certified Statements.

28. Page 48 Attachment 8 DOH Agreement

Question: RFP Attachment 8: Miscellaneous Consultant Services includes Appendix H: Federal Health Insurance Portability and Accountability Act Business Associate Agreement. Is the BAA applicable? The Contractor will be providing a statewide training program on nutrition, health, outreach, and programmatic content to the staff of NYS DOH, DON, and BSFP. The services being provided do not relate to the past, present, or future physical or mental health or condition of an individual; the provision of health care to an individual; or the past, present, or future payment for the provision of health care to an individual. The data being provided to the Contractor will not include PHI requiring execution of a BAA.

Answer: Attachment H Federal Health Insurance Portability and Accountability Act Business Associate Agreement is not applicable to the contract resulting from this RFP.

29. Page 48 Attachment 8 DOH Agreement

Question: Will DOH please confirm that they are acting in the capacity of a HIPAA Covered Entity and that the Contractor will be acting as Business Associate for the purposes of WIC – Training Services?

Answer: Attachment H Federal Health Insurance Portability and Accountability Act Business Associate Agreement is not applicable to the contract resulting from this RFP.

30. Amendment 1 Section 4.3.5 Training Learning Management System (LMS) Content Management and Website Administration

Question: Will the website remain with the current web host?

Answer: The Breastfeedingpartners.org website is not required to remain with the current web host.

31. Amendment 1 Section 4.3.5 Training Learning Management System (LMS) Content Management and Website Administration

Question: Shall the website remain on the current content management system or can the bidder choose any content management system?

Answer: The bidder may choose any content management system, as long as it meets the requirements identified in the amendment and is approved by DOH.