



Department of Health

RFP # - 20300

Administration of New York's Nurse Aide Testing and Certification Program

Questions and Answers Posted November 9, 2023

Question #	Corresponding RFP Section	Question	Answer
1.	1.0 CALENDAR OF EVENTS	Can you please share when we should expect a response to questions (ours and other vendors) regarding the subject RFP?	Responses to questions received by DOH will be posted on or about November 8, 2023 [as indicated in the Calendar of Events].
2.	1.0 Calendar of Events	Can the start date for the new contractor be confirmed? The calendar of events shows February 1, 2024, as the start date for the new vendor, and a later date of April 1, 2024, for the incumbent. Is this correct?	Yes, those are the anticipated start dates.
3.	2.0 OVERVIEW	I am curious as to what the funding is for? Is this funding for the testing/classes in order to become a nurses aide through NYS?	The funding referenced is to provide administration of New York State's Nurse Aide testing and certification program, and related services.
4.	2.1 Introductory Background	In calendar year 2022 there were the following billable events: 4,569 "no show" exams associated with 2,466 "no show" candidates What percentage of No-Show Exams/Candidates are Written, Oral, and Skills?	Written: Approximately 47% Oral: Approximately 2% Clinical: Approximately 51%

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5.	4.16 Liquidated Damages	Would the NYDOH be amenable to a standard remediation “cure ” timeframe to address a breach that varies from the stated term?	The Department would evaluate the potential for remediation when damages are identified.
6.	4.17 Information Technology Appendix F may be found in Attachment 8: DOH Contract.	Appendix F is notated in the RFP but is not included. Is Appendix F needed for the response, and if yes, can it be provided?	Appendix F can be found on the DOH website page for this RFP: health.ny.gov/funding/rfp/20300/
7.	4.17 Information Technology	Appendix F is referenced, and per page 49 included in Attachment 8; however, it is not identified with the DOH Contract. Appendix F may be found in Attachment 8: DOH Contract. Could we please obtain an updated copy of this attachment with all appendices included?	Appendix F can be found on the DOH website page for this RFP: health.ny.gov/funding/rfp/20300/
8.	4.2 Staffing	How many RN evaluators are actively testing across the state?	This question is not relevant to the submission of a proposal under this RFP.
9.	4.2 Staffing	How many events does each RN evaluator test on average monthly?	This question is not relevant to the submission of a proposal under this RFP.
10.	4.2 Staffing	Is the current number of active RN evaluators sufficient to meet testing demand?	This question is not relevant to the submission of a proposal under this RFP.
11.	4.2 Staffing	What is the hourly fee range for RN evaluators in NY State?	This question is not relevant to the submission of a proposal under this RFP.
12.	4.2 Staffing	Are there additional payments (i.e. admin fees, hotel stay over certain mileage) for RN evaluators?	Section 4.20.2 Billable Fees: No, the fee must be all inclusive and include all expenses associated with the administration and processing of one nurse aide, including but not limited to expenses associated with employing and deploying nurse aide evaluators to administer the test.

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13.	4.5 Test Site Requirements	How many RHCF's were active testing sites, holding events in 2022? in 2023? How many events were held at RHCF testing sites in 2022? in 2023?	This question is not relevant to the submission of a proposal under this RFP.
14.	4.5 Test Site Requirements	How many NATP were active testing sites holding events in 2022? in 2023? How many events were held at NATP testing sites in 2022? in 2023?	This question is not relevant to the submission of a proposal under this RFP.
15.	4.5 Test Site Requirements	What percentage of RHCF test sites do or do not have an approved NATP?	This question is not relevant to the submission of a proposal under this RFP.
16.	4.5 Test Site Requirements	Are test sites paid to host testing? (i.e., is there a flat fee, facility fee, per candidate tested/scheduled, staff fee, equipment/materials fee?)	This question is not relevant to the submission of a proposal under this RFP.
17.	4.5 Test Site Requirements	Is there a maximum number of miles that a candidate should be expected to travel to an event?	While there is no maximum number of miles, the Department strives to have training accessible for all interested candidates within a reasonable travel distance.
18.	4.5 Test Site Requirements	In the opinion of NYDOH Is the current number of active testing sites sufficient to meet testing demand?	At this time the Department has not identified any shortfalls related to access for Certified Nurse Aide testing.
19.	4.5.4 The contractor must establish multiple county test sites that are available to test candidates regardless of the qualifying training program location.	Attachment N lists 26 locations. Is a County Test Center another name for a Regional Testing Site (RTS) where candidates from various training programs can schedule an exam? If not, can you explain how a CTC is different from a RTS? That is, what makes a CTC unique?	Yes, County Test Center is another name for Regional Testing Site (RTS).
20.	4.5.4 The contractor must establish multiple county test sites that are available to test candidates regardless of the qualifying training program location.	In the opinion of NYDOH Is the current number of active testing sites sufficient to meet testing demand?	At this time the Department has not identified any shortfalls related to access for Certified Nurse Aide testing.
21.	4.8 CEP Scheduling Requirements 4.8.1 The contractor will, within 10 business days of a request by	This appears to conflict with the information provided in the current In-facility FAQ NY IFT FAQ 10.18.22.pdf (prometric.com) requiring INF to provide test dates at least 30 days in advance. Rosters are provided 10	This RFP expounds upon and updates terms that may not be in alignment with the current contract requirements. Current contract information may not align with the RFP requirements.

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	the NATP or employing facility, or within 20 business days for a request to test at a county test center, arrange for an NAE to administer the CEP to each qualified candidate.	business days prior to the event date. Can NYDOH please clarify?	
22.	4.8.3 The minimum number of candidates necessary for the NAE to schedule the CEP is four candidates.	Is there flexibility to increase the minimum number of candidates to test at a test center event by population density? For example, the minimum number of candidates in a rural area would be lower than the minimum number of candidates in a highly populated area.	This scheduling minimum cannot be raised without DOH approval. However, it can be lower if necessary to meet the timeframes specified in this Section.
23.	4.20.2 Billable Fees	When would the incumbent vendor no longer be providing service?	The successful bidder (unless the current contractor) may not deliver any billable services (billable to either the public or the Department of Health) until the current contractor's contract has expired, with the exception of the tasks required of a new contractor as described in RFP Section 4.14 Onboarding Transition Period.
24.	Section 5.0, Administrative Information Paragraph 5.9, Intellectual Property and any other clauses within the RFP and/or incorporated by reference into the RFP/ subsequent contract	Vendors will support this contract using proprietary examination content, software and systems that are Vendor-owned to provide the services described in the RFP. Please confirm that, unless a Deliverable is specifically developed for the New York State Department of Health and agreed between the parties to belong to the New York State Department of Health, solutions and services provided under this contract are not considered "deliverables," "work products," or "works for hire" and will remain under the ownership and full control of the Vendor, and at no time shall ownership of or interest in same be transferred or assigned to the New York State Department of Health.	The Department confirms the agreement regarding the ownership of the Contractor's intellectual property. IF a deliverable or a work product required pursuant to the Contract entered into pursuant to this RFP is specifically developed for the New York State Department of Health, that deliverable or work product will be considered to be a 'work for hire' and shall become the sole and exclusive property of the Department and the State, which shall have all rights of ownership of and authorship in such deliverable or work product.

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25.	<p>Attachment O Reports and Reporting:</p> <p>N. Quarterly Quality Assurance Monitoring Program (QAMP) Report.</p> <p>Analysis of In-Facility Testing Requests, scheduling, and cancelations</p>	How many INFs were actively testing in 2022? In 2023?	This question is not relevant to the submission of a proposal under this RFP.
26.	<p>Attachment O Reports and Reporting:</p> <p>N. Quarterly Quality Assurance Monitoring Program (QAMP) Report.</p> <p>Analysis of In-Facility Testing Requests, scheduling, and cancelations</p>	How many events were held at INFs in 2022? In 2023?	This question is not relevant to the submission of a proposal under this RFP.
27.	<p>Attachment O Reports and Reporting:</p> <p>N. Quarterly Quality Assurance Monitoring Program (QAMP) Report.</p> <p>Analysis of In-Facility Testing Requests, scheduling, and cancelations</p>	In the opinion of NYDOH Is the current number of active testing sites sufficient to meet testing demand?	At this time the Department has not identified any shortfalls related to access for Certified Nurse Aide testing.
28.	Regional Test Site Status. This report is a quarterly alphabetical listing and	How many RTSs were actively testing in 2022? In 2023?	This question is not relevant to the submission of a proposal under this RFP.

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	summary of the statuses of all regional test site locations.		
29.	Regional Test Site Status. This report is a quarterly alphabetical listing and summary of the statuses of all regional test site locations.	How many events were held at RTSs in 2022? In 2023?	This question is not relevant to the submission of a proposal under this RFP.
30.	Regional Test Site Status. This report is a quarterly alphabetical listing and summary of the statuses of all regional test site locations.	In the opinion of NYDOH Is the current number of active testing sites sufficient to meet testing demand?	At this time the Department has not identified any shortfalls related to access for Certified Nurse Aide testing.