



RFP 20366

NY State of Health Licenses Home Care Services Agencies Private Pay Home Care Services Program System:

Questions and Answers

5/22/2024

1. Question: The document indicates current contracts with 19 LHCSAs. Where can we obtain information on current contracts?

Answer: The Phase One and Phase Two invitations to New York State Licensed Home Care Services Agencies (LHCSAs) to participate in the “NY State of Health Private Pay Home Care Services Pilot Program” are posted online and contain information regarding the requirements for the current contracts. The current contracts are in effect through March 31, 2025.

- a. The link to the Phase One Invitation to participate in the NY State of Health Private Pay Home Care Services Pilot Program can be found here:
<https://info.nystateofhealth.ny.gov/ny-state-health-private-pay-home-care-services-pilot-program>
- b. The link to the Phase Two Invitation to participate in the NY State of Health Private Pay Home Care Services Pilot Program can be found here:
<https://info.nystateofhealth.ny.gov/ny-state-health-private-pay-home-care-services-phase-two>

Please see Addendum 1 for clarification regarding section 4.1.3 of the RFP, regarding Deliverable 3 and Agency Contracting.

2. Question: How can we contract with this program for the provision of LHCSA home care services?

Answer: NYS DOH posted the DOH Website invitations publicly for LHCSAs to apply for and receive approval to participate in the Private Pay Home Care Services Program. LHCSAs that are not currently participating in the Program will have an opportunity to apply by responding to future invitations that are posted publicly by NYS DOH or Designee to invite LHCSAs to participate.

3. **Question: Will the Contractor have any responsibility after passing an availability-based lead to a participating LHCSA?**

Answer: As set forth in section 4.1.5 of the RFP, the Contractor must support agencies having issues with the online system and ensure that all issues, including complaints, are satisfactorily resolved or escalated to NY State of Health's Care at Home Program Staff within 48 hours of receiving the complaint.

4. **Question: Is it expected that the Contractor will provide functionality for scheduling and/or billing for shifts?**

Answer: No, functionality for scheduling and/or billing for shifts is out of scope.

5. **Question: Deliverable 2: "Worker Availability by zip code" -- besides the demographic criteria stated in the RFP document (4.1.2), how precise is availability to be defined?**

Answer: Availability is determined by a minimum of one (1) hour of availability. LHCSAs are responsible for keeping worker availability current in the system.

6. **Question: Must a user indicate specific dates and times? Can they specify days of the week, or even hours per week, without respect to specific days? Long-term permanent placement vs. individual shifts to be filled?**

Answer: No, a LHCSA is not required to indicate specific dates and times; only that a worker has availability in that zip code or county.

7. **Question: Can a participating agency indicate a willingness to fill a shift even if they have no current caregiver marked as 'available' (i.e., they might be willing to move other schedules around to accommodate or hire additional caregivers)**

Answer: No, consumers should have a reasonable expectation to receive services in a timely manner. Availability is determined by a minimum of one (1) hour of availability.

8. **Question: Must agencies commit to static price quotes by county?**

Answer: Yes, agencies should provide a single private pay standard and preferred rate by county if applicable for display on the home care website.

9. **Question: Can they indicate a range, based on other criteria? (4.1.2).**

Answer: No, agencies should provide a single private pay standard or preferred rate by county for display on the Home Care website. A disclaimer is provided to consumers using the system to account for variations in service levels, number of hours needed, location and other factors that may be relevant.

10. Question: How frequently will participating agencies need to refresh their availability data?

Answer: Participating agencies should refresh their worker availability in the home care system bi-weekly

11. Question: Will the entire cost of this project be reimbursed by the state? Or will the Contractor have latitude to enter separate agreements with participating agencies for any portion of the contracted service, or additional enhanced services?

Answer: The funding for the contract for the NY State of Health Licensed Home Care Services Agencies Private Pay Home Care Services Program is provided by the NYS Department of Health. Contractor is required to provide the services and deliverables listed in the RFP. Contractor may not enter into separate agreements with participating agencies for enhanced services through the NY State of Health Private Pay Home Care Services Program.

12. Question: What is the anticipated volume of referrals expected to be processed through this portal?

Answer: We expect approximately 1,000 to 2,000 referrals submitted through the Home Care System for the existing 19 participating LHCSAs and 8 county service area annually. As the program expands in both participating agencies and additional counties the number of referrals will increase accordingly.

13. Question: Is the only difference between the state's current system and the proposed one the addition of caregiver availability as a filtering criteria?

Answer: No. RFP 20366 outlines several changes in both system requirements and procedures from the pilot program.

14. Question: What disciplines of care should be included in this system? Is it only for personal care services, or does it also include skilled care, such as nursing, therapies, infusion, etc?

Answer: Participating LHCSAs must be licensed to provide the following services: personal care and home health aide.

15. Question: Is customer feedback or ratings anticipated as one of the outcomes measures to be tracked? (4.1.11)

Answer: Yes, customer feedback is anticipated as one of the trackable outcome measures.

16. **Question: For Section 3.0 Bidders' Qualifications to Propose (Paragraph 7, page 4) when defining 'experience in designing an electronic system that matches/connects individuals seeking home care services with workers who are employed by a Home Care Agency' does this require that we have to have had a formal contract/agreement in place with a Home Care Agency or does a B2C model suffice?**

Answer: The Bidders' Qualifications to Propose are set forth in section 3.0 of the RFP.

17. **Question: Do responding vendors need to be Licensed Home Care Service Agencies in the State of New York? If so, can this qualification be met at the time of contract initiation?**

Answer: No, responding potential contractors do not need to be LHCSAs. RFP number 20366 is for the Care at Home Care Program System. The Bidders' Qualifications to Propose are set forth in section 3.0 of the RFP.

18. **Question: 4.1.2 What mechanisms will the State provide to aid the contractor in their efforts to ensure agencies are operating by the program guidelines? For instance, will the state participate if there is an escalation, or will policy decisions be the sole responsibility of the Contractor if an agency is not in compliance? Please provide additional information.**

Answer: As set forth in section 4.1.5 of the RFP, the Contractor must support agencies having issues with the online system and ensure all issues, including complaints, are satisfactorily resolved, or escalated to NYSoH's Care at Home Program staff within 48 hours of receipt. NY State of Health's Care at Home Program staff will assist the Contractor to ensure agencies are operating by Program guidelines.

19. **Question: 4.1.3 Please provide more detail about the expected terms of the in-force LHCSA agreements and requirements for storage. Is this the State's agreement with the LHCSAs that the Contractor will manage or an agreement between the Contractor and participating LHCSAs?**

Answer: Please refer to Addendum 1 for additional information regarding the LHCSA Agreements.

20. **Question: 4.1.4 Can you please clarify what 'Workflow Services Analysis' entails? How does this relate to enhancements and/or changes? And what are the timelines and expectations pertaining to this process?**

Answer: Please see Addendum 1 regarding section 4.1.4 of the RFP, regarding Workflow Services Analysis.

21. Question: 4.1.4 & 4.1.11 Can you please define "focus populations"?

Answer: Please see Addendum 1 regarding section 4.1.4 of the RFP, regarding "focus populations".

22. Question: 4.1.5 At the beginning of this section, it states "The Contractor will provide support for NYSoH staff to support agencies and consumers having issues with the online system during normal operating hours from 8:00am - 5:00pm M-F Eastern Standard Time (EST)". Does NYSOH plan to field tier 1 consumer and agency service calls?

Answer: Please see Addendum 1 regarding section 4.1.5 of the RFP.

Question: 4.1.5 At the end of this section, two sentences are worded slightly differently but seem to be saying the same thing. Is one of these intended to apply to another group of platform users -technical such as care seekers?

Answer: Please see Addendum 1 for regarding section 4.1.5 of the RFP.

23. Question: 4.1.8 This section indicates that weekly meetings should be included as part of the governance process throughout the contract's full term. In the beginning, this frequency may be warranted but may not be necessary in later phases of the project. Is NYSOH open to weekly governance meetings during the initial phases of the project then shift to a bi-weekly or monthly cadence based on the project's needs and phase?

Answer: Yes. The frequency of meetings as part of the governance process may change based on the project needs. Any change or request to change a meeting cadence is subject to prior approval by DOH.

24. Question 4.1.10 This section indicates that all key staff positions must be full-time roles filled by a single, dedicated person. Please clarify what is meant by "full-time" and "dedicated". For example, an individual filling a senior leadership role within our organization may oversee several projects including this one. While they are full-time employees and specifically assigned to this project, they are not 100% allocated to this project. Is this permissible?

Answer: As set forth in section 4.1.10, the Contractor will ensure that the staffing needs of the Program are met on an ongoing basis. This requires dedicated staffing, which means that individual staff persons with appropriate training are assigned to support the project and have the capacity to work on the project on a daily basis (Monday through Friday), to provide consistency and address program needs promptly and efficiently.

As set forth in section 4.6 of the RFP, the use of a subcontractor requires prior written approval from NYS DOH.

25. Question: 4.1.10 Please provide more detail about the staffing approval process mentioned at the end of this section.

Answer: As set forth in section 4.1.10, the Contractor will ensure that the staffing needs of the Program are met on an ongoing basis. At any time throughout the course of the contract, if the Department determines that the staffing needs are not being met appropriately, the Department reserves the right to request a replacement of such staffing, including consultants or subcontractors, if any. (See, RFP, section 4.1.10)

DOH reserves the right to request removal of any of Contractor's staff or subcontractor's staff if, in DOH's discretion, such staff is not performing in accordance with the Contract. (See, RFP section 4.6)

26. Question: 4.3 Can you please provide an example of the Data Use Agreement (DAU) so we can review it with our legal counsel?

Answer: - As set forth in section 4.3; a Business Associate Agreement is required as part of this agreement with the Department. A Data Use Agreement (DUA) will not be required as from the Contractor as Medicaid Confidential Data is not being shared.

27. Question: 7 The instructions in this section indicate an electronic submission of flash drives or CDs. Is there also an online electronic submission process?

Answer: No, proposals must be submitted, by U.S. Mail, by courier/delivery service (e.g., FedEx, UPS, etc.) or by hand as noted in section 7.0 Proposal Submission.

28. Question: 8.1 In the case of a tie, how will M/WBE participation be assessed if one of the parties is a non-profit organization and not eligible for M/WBE certification?

Answer: In the case of a tie, the lowest cost will prevail. Where there is a tie that includes cost, the vendor with the highest MWBE participation prevails.

29. Question: 8.5 In this section, it states "No new material will be permitted to be introduced during the interview". There is no other mention of an interview in the RFP. Please clarify.

Answer: Please refer to Addendum 1 regarding section 8.5 of the RFP.