

A Request for Proposal for
Assistance with Administration of
NYS Nurse Aide Testing and
Certification Program
RFP # 0704190747

February 27, 2009

Ground Rules

- Please sign in. Please print clearly.
- Use the microphone when you ask your questions. Speak slowly and clearly.
- Answers provided today are **NOT** the final answers.
- We may not be able to answer all of your questions today.
- All questions due by March 4th: profcred@health.state.ny.us.
- The final answers to all questions will be posted on the Department's website at:
<http://www.health.state.ny.us/funding/> by March 20th (anticipated).

Procurement Requirements and Timeframes

- Bid proposals due April 10, 2009, 4 PM, at this office. **NOTE: Due date has been changed to May 8, 2009.**
- Information submitted after this time will not be considered
- Paper copy only, no faxes or electronically transmitted information
- Follow RFP directions carefully
- Bid scoring to be completed by and winning bidder notified by April 22, 2009

Procurement Requirements and Timeframes, Cont'd.

- Contract to winning bidder for signature by April 24, 2009
- Signed contract to be returned to the Department of Health by May 11, 2009
- Contract executed and copy sent to contractor by July 14, 2009
- Contract start date: July 15, 2009
- Current contract ends September 30, 2009
- 10-week transition period from old contractor to new contractor
- New contractor fully responsible for all services as of October 1, 2009
- New contractor cannot bill for any services until October 1, 2009

Transition Between Contractors

- Current contractor will continue to deliver services, collect fees, and be reimbursed by Department
- New contractor will not deliver any billable or reimburseable services until October 1, 2009
- Old and new contractor must work closely together to ensure smooth transfer of all historical databases and records

Four Deliverables

- CEP – bidder must own CEP
- Administration of CEP
- Maintain examination database
- Administer/maintain Nurse Aide Registry

Additionally, there are extensive monthly, quarterly, annual and ad hoc reporting requirements

Bid Review and Scoring

- At the discretion of the DOH, all bids may be rejected
- Bids may be rejected without review if they:
 - are submitted after the due date and time
 - are handwritten
 - include financial information on the bidder's bid in the technical proposal
 - are not in compliance with the requirement that financial information relevant to the bid be placed in separate, sealed envelopes or boxes

Bid Review and Scoring, cont'd.

- Bids will be rejected without review if they:
 - do not include a copy of both the CSE and the WE proposed to be used in New York and a written sample of the OE and the means of OE administration; and/or
 - do not include documentation of the bidder's ownership of and copyright on the examinations comprising this CEP and documentation of its continued right to use this CEP for the entire term of the contract; and/or
 - contain a Security Plan that does not address each requirement in Section D. Security Requirements.

Bid Review and Scoring, cont'd.

- five technical criteria -- 75% of total points
- financial criterion -- 25% of total points
- no bonus points
- in computing each bid's financial score, the DOH may compute a weighted (to reflect volume) sum of two or more of the fees proposed by the bidder
- The cap on the bid fee for initial written and clinical test is \$230.54. No fee charged to the Department may exceed this amount

Bid Review and Scoring, cont'd.

The bid will be awarded to the bidder with the highest total score (technical plus financial) assuming that this bidder passes the following tests:

- vendor responsibility
- financial stability and viability
- references

Additional Information That Should Be Submitted W/ Bid

- Identification of proprietary information:
 - in writing to the Records Access Officer;
 - submitted at the time the trade secret information is submitted;
 - include the name, address and telephone number of the manufacturer, producer, formulator, employer or person desiring to register a trade secret;
 - include the name and title of an individual who may be contacted concerning the request;
 - include the name or other identification of the trade secret;
 - state reasons why the information should be excepted from disclosure.

Additional Information That Should Be Submitted W/ Bid, cont'd.

- Anticipated contract start date: July 15, 2009
- Contract to contractor for signature by April 24, 2009; then DOH signs
- Contract, signed by contractor and DOH, to OSC and OAG for execution by May 15, 2009.
- Contract **NOT** executed until approved by OSC and OAG

Additional Information

That Should Be Submitted W/ Bid, cont'd.

- DOH will **NOT** sign contract absent the following documents from contractor and its insurers:
 - Proof of workers compensation and disability coverage (H.)
 - Vendor Responsibility Questionnaire (I.10.)
 - State Consultant Services Form A (I.11.)
 - M/WBE Utilization Plan (or evidence of certified M/WBE status) (I.17.)
- Strongly recommend that each bidder start work promptly on these forms in order to avoid delaying contract execution should it be awarded the contract
- For example, our experience is that, depending on the carrier, it takes 2-3 months for the carrier to issue workers compensation and disability insurance certificates –
 - on the right form,
 - with all boxes completed,
 - with correct and accurate information (must match VRQ),
 - no misspellings or typos,
 - in force for at least 90 days or until the contract reaches OSC and OAG for execution.
- Submit State Consultant Services and M/WBE forms with your bid. Ask your carrier to issue insurance coverage certificates. Go to OSC website and complete VRQ, or submit with bid.

Update on Statistics: 2008 Data

- 648 NHs with 119,069 beds (current)
- 330,325 CNAs on Registry; 92,262 have current certification
- 10,816 CNAs certified through testing:
 - 15,452 clinical tests
 - 16,792 written or oral tests
- 1,568 reciprocity with other states
- 37,872 recertifications
- 84,781 on-line verification requests
- 5,251 IVR verification requests
- 6,679/month Candidate Care calls (average)

Order of Questions

- Questions on Section C.2. – development of the CEP
- Questions on Section D. – Security Plan
- Questions submitted in writing to date
- All other questions on Section C.
- All other questions on Section E.
- All other questions on Section F.
- All other questions on Section G.
- All other questions on Section H.
- All other questions

For each question, please state RFP page number and Section number.

Questions on Evaluation Criteria and Evaluation Plan

We cannot provide any information on evaluation criteria and the evaluation plan other than what is included in the RFP.