

**Request for Proposal for
Quality Assurance for Nursing Homes, Intermediate Care Facilities,
Home Care Services Agencies, Adult Care Facilities, Hospitals, and
Diagnostic and Treatment Centers**

RFP No. 0802151214

| Question and Answer # | Page | Section | Question |
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| Q. 1. | N/A | General | <p>The RFP indicates that a previous service provider exists, located out of New York City and Syracuse. Are these locations required?</p> <p>Are all of the requested services within the RFP currently contracted? What are the annual fees paid to the contractor? Which organization is currently conducting each of the services in the RFP? When does each contract expire?</p> |
| A. 1. | | | <p>Services are currently being provided from these locations. The bidder may assume that the Unit activities will continue to take place in those locations. Some (not all) of the activities included in this RFP are currently outsourced to independent contractors. The nature of those contracts cannot be equated exactly to the Units of Service for which bids are requested in this RFP. The current value of the outsourced contracts can be obtained from the website listed below.</p> <p>Island Peer Review Organization, Inc., (IPRO), holds three contracts: C-020995, C-021139 and C-021393 and provides staff at both New York City and Syracuse Regional Offices; New York County Health Services Review Organization (NYCHSRO), holds two contracts: C-020994 and C-021394. Additional information about these contracts may be obtained at the following website: http://www.osc.state.ny.us/openbook/index.htm</p> |
| Q. 2. | N/A | General | <p>Did the Department prepare the RFP or was it prepared by another firm or entity?</p> |
| A. 2. | | | <p>The Department prepared the RFP.</p> |
| Q. 3. | N/A | General | <p>Will the Department be releasing the names of the firms that have submitted a letter of interest and/or attend the bidders conference on July 24, 2008?</p> |
| A. 3. | | | <p>We will publish this information after the closing of the bidding.</p> |

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| Q. 4. | N/A | General | The Units address several types of work, but the RFP addresses only some of the types of work for each unit. Please provide information on whether the remaining types of work for each of the units is performed by DOH, another State Agency or another vendor. If another vendor, which vendor? |
| A. 4. | | | Depending on the Unit, there may be no other work; other work may be performed by DOH or another state agency; or another vendor. You may request additional specific information on a Unit by Unit basis but this information is not necessary in order to prepare a bid. The information you need is in the RFP. |
| Q. 5. | N/A | General | May two contractors share the amount of money the state has allocated for each component? How much money has been allocated for each component? |
| A. 5. | | | The Department plans to award a single contract for Component 1 and a single contract for Component 2. This would not preclude an entity capable of providing the services needed under this RFP from contracting with another entity submitting a proposal for some or all of the services covered by the RFP. There are general fund appropriations to cover the costs of these contracts. The Department cannot make an allocation until bids are received. |
| Q. 6 | N/A | General | Is it the intention of the Department to hire two firms in the event there is a conflict of interest with one of the entities? |
| A. 6 | | | The Department intends to hire a single contractor for Component 1 and a single contractor for Component 2. We cannot assess conflicts of interest at this time because the entities who will submit a proposal are unknown. In the event there is a conflict of interest, the Department will evaluate the issue at that time. |
| Q. 7 | N/A | General | Is it permissible to submit one full response for Component 1, and for Component 2, and then a third price if both Components might be awarded (e.g., there could be efficiencies and a price reduction if awarded both Components)? |
| A. 7 | | | Since the RFP requires a Unit price for each of the Units of service, the Unit price bid should be the price the Contractor will charge the State for the service provided. |

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| Q. 8 | N/A | General | Are the types and numbers of the different facilities expected to remain the same over the term of the contract? Is there an expectation of increase for any? Decrease? |
| A. 8 | | | There may be increases and decreases over the life of the contract. The contractor will be paid for each Unit of service completed during any year of the contract. |
| Q. 9 | N/A | General | Will the Department make available to prospective bidders the forms currently used for each activity? |
| A. 9 | | | The forms are program dependent and subject to change by the Department and CMS, for federally regulated programs. The Department will provide the forms required for each activity after the contractor(s) has been selected. However, the forms referred to in the documentation for LHCSA Surveys and Manual Review (Attachments Part 2, # 14 – 16) will be posted as an Addendum. |
| Q. 10 | N/A | General | Will the Department make available to prospective bidders the reports currently used for each activity? |
| A. 10 | | | The reporting forms are often specific to the program and the contractor. Thus, the Department will determine the format and content of reporting forms after the contractor(s) has been selected. |
| Q. 11 | N/A | General | The RFP does not present deliverable requirements. Can the Department describe the deliverable contents? Can the Department share examples from the existing contract? |
| A. 11 | | | The specific deliverables will be determined at the beginning of each contract year. For each component the deliverables would include the number of each Unit the Department expects to be completed by the contractor during the contract period. The deliverables will also include how quality assurance and quality improvement are to be managed during the contract year. |
| Q. 12 | | | What funding is available for the scope of work requested? |
| A. 12 | | | The Department has general fund appropriations. |
| Q. 13 | | | What are the indicators of success? |
| A. 13 | | | This information is part of procurement evaluation process and is confidential until the procurement is complete. Bidders have the opportunity of a debriefing after awards are announced. The procurement record will be available if a FOIL request is made after the procurement is closed. |

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| Q. 14 | 1 | Introduction | <p>“...<i>The award of a contract for these activities does not include a right for the successful Contractor to be the exclusive provider of the services described below...</i>”</p> <p>Please clarify the intent of that statement. Does it mean multiple contractors may be selected for the same work or multiple contractors may be selected where work within a component is split between them?</p> |
| A. 14 | | | <p>This statement means that the State reserves the right to perform the services itself, or to select more than one contractor to perform each component.</p> |
| Q. 15 | 1 | Introduction | <p>Will there be a shared contract start date? How will the start date be determined? If contract functions are partially shared between state and contract staff would there be an allowance for start date?</p> |
| A. 15 | | | <p>The start date for the new contracts for Components 1 and 2 is January 1, 2009. The sharing of staffing of the various functions between contractor and State staff will not affect the contract start date. A 3-month start up period will be allowed to a contractor who has not performed the Unit functions of the Component in the immediate past.</p> |
| Q. 16 | 1 | Introduction | <p>The RFP provides for an immediate start date for units where the contract is awarded to the contractor currently performing similar activities and provides for a transition period for other units. If a contract for a unit is awarded to a contractor currently performing similar activities, but the current operation is shared between contractor and state staff while the new operation is expected to be performed exclusively by contractor staff, does the transition period apply to this due to the need for the contractor to recruit and hire additional staff?</p> |
| A. 16 | | | <p>If the contract for a Component is awarded to a contractor who has a contract with the Department prior to January 1, 2009, that contractor will not be allowed a start-up period for those Units for which the activities are the same or similar to the activities which the contractor performed before January 1, 2009. For Units for which the activities are different from the activities the contractor performed before January 1, 2009, a 3-month start-up period will be allowed.</p> <p>The Department would not expect the contractor to need a start-up period for the scenario described in the last sentence of this question.</p> |

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| Q. 17 | 1 | Introduction | Will the new contractor be allowed to hire present staff? |
| A. 17 | | | The Department has no jurisdiction over the employment of any contractor's staff. |
| Q. 18 | 1 | Introduction | Is there an existing transition plan in the contract for the current contractor? If so, can that be made available to prospective bidders? |
| A. 18 | | | The existence of a transition plan with the current contractor is not material to the development of proposals under this RFP. The successful bidder will be paid for each of Unit of service completed during a contract year. The number of Units of each type for each period will be developed between the Department and the successful contractor. |
| Q. 19 | 1 | Component 1 | Please clarify the statement "The Bidder should note while a contract will be awarded that includes all of the following activities, the Department may choose not to require the successful Contractor to perform all of these activities." For bidding purposes, the offeror would be pricing and providing facilities/staffing all activities. If the successful Contractor may not be the exclusive provider of the services, please provide examples for purposes of providing less than the entire set of activities. Rent, for example, might be spread to all units, but if only a part of the activities are conducted, then the entire rent expense may not be recovered. On page 4 it states "...the Department reserves the right not to use the Contractor's staff to conduct one or more of the Unit activities described in this RFP." |
| A. 19 | | | While the bidder must bid each Unit as if all of the Unit staffing and activities will be provided by the Contractor, in fact, some Units will be completed by coordinated teams of State and contractor staff. The split between state and contractor staff will vary depending on the Unit, the experience of the surveyors and the needs of the State. Also, while Chart E is being used to calculate a competitive bid, there is no guarantee that the number of Units reflected in Chart E will be the actual number of Units the Department purchases. |

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| Q. 20 | 1 | Introduction | Is Administrative staff included in Component 1? |
| A. 20 | | | Bidders should include their allowance for administrative staff in their Unit bids for both Components 1 and 2, if administrative staff is needed to complete the Units. The successful Contractor(s) may not bill the Department separate from the Unit bids, any duties listed in the administration section. |
| Q. 21 | 101, 174 | Component 2 | <i>RFP Form CP-1-2:</i> <i>This form includes Unit 51 twice, once with D&TCs and once with Hospitals.</i> Does Unit 51 occur twice as a duplicate or are these separate items. That is, is there a total of 100 annually for Unit 51, or is there a total of 200? Should the cost for this unit be included twice or only once? |
| A. 21 | | | The estimated number of annual Units for Unit 51 is intended to be 100, ninety percent of which will be related to hospital and ten percent to D&TCs. The bidder should be a single price for each Unit 51. A revised description of Unit 51 and revised Form CP-1-2 will be posted to the Department website for this RFP on the same day as these Questions & Answers. |

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| Q. 22 | 1,2, 23-105,110-112 | A, C 3, D 2.f | The component listings in these three different parts of the RFP are not identical. Which listing is the complete and accurate listing to be included in the unit costing (annual price schedule), the work plan (Section D.2.f) and the detailed data information sheets (Form TP-4)? If each of these sections in the RFP response are to address different component listings, please provide a list for each section showing which component titles should be included in that specific section of the response. |
| A. 22 | | | <u>PLEASE NOTE THAT THE RESPONSE PROVIDED IS DIFFERENT FROM THAT PROVIDED AT THE BIDDERS' CONFERENCE.</u> In response to a great many questions related to the requirements for the organization of proposals and the apparent confusion about how the Department would like to receive proposals, we have revised the Bidders' Checklist in Attachment F on page 170. The Checklist as revised contains the outline for how proposals should be organized, tabbed and structured. Proposals should be organized into three parts: 1) the Technical Proposal; 2) the General Documentation, which should be included with the Technical Proposal; and 3) the Cost Proposal which must be submitted <u>separately</u> . The order, contents and labeling listed on the Checklist should be used by all bidders and supersedes any other description in the RFP about how the proposals should be organized. |
| Q. 23 | 13 | iii. | If contractor has staff that was SMQT qualified several years ago, what is the timeframe for recertification? Will the staff be required to take another training and exam? |
| A. 23 | | | Once staff is SMQT certified, the certification is permanent. There is not a requirement to recertify. However, staff will be required to comply with web-based and all other mandatory training as required by CMS. |

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| Q. 24 | 13 | C. a. | The RFP indicates that the Contractor will need to include all associated training costs and travel costs in its bid price per unit. Does the Department have an estimate of the annual expenses related to this issue based on the previous Contractors experience? |
| A. 24 | | | We do not have this data for all Units for which training and travel costs will be required. The expense of travel can be calculated based on time and locations specified in the RFP, using current federal reimbursement rates. We cannot assure that these costs reflect 2009 travel expense, particularly in light of the recent substantial volatility in the price of gasoline. |
| Q. 25 | 13 | Training | How many staff members are allowed to participate in training for each component? Are these by provider type? How long is each session expected to last? Which other locations are possible sites—would these be the same as the CMS Regional offices or some other locations? |
| A. 25 | | | All staff are required to be trained in the subject matter in which they are working. Training is not optional. For example, if a particular member of contractor staff will be performing nursing home, home care and adult care facility surveys, they must receive all of the training required for all of these provider types. Those trainings for which we can measure the time commitment have it listed in Section C.2.a. |
| Q. 26 | 14 | B Quality Assurance and other Meetings | Are all contractor staff required to attend the meetings, or only those staff members whose work is associated with the specific training? |
| A. 26 | | | The Department will designate which contractor staff are required to attend which meetings. |
| Q. 27 | 14 | B Quality Assurance and other Meetings | Other than required face-to-face meetings, can other meetings be held via teleconference or WebEx? |
| A. 27 | | | The Department may consider this option on a case by case basis after the contracts are awarded. |
| Q. 28 | 14 | C 2 a. v. Dept Mandated Training | Please confirm that this 75 hour requirement applies each year to all noted staff. That is, if a staff person has completed the 75 hours in one year, he/she must still complete another 75 hours in the following year, etc. |
| A. 28 | | | Yes, assuming that the Department continues to offer this training annually, the staff person will be expected to attend each year. |

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| Q. 29 | 14 | C. c. | The Department indicates that no Unit is considered complete and eligible for billing until all data related to the activities of the Unit is uploaded and recorded. Will the Department consider progress billing for each unit? |
| A. 29 | | | No. |
| Q. 30 | 15 | | All information must be entered into ASPEN systems (including ASPEN Surveyor Explorer). Are there fees for the use of ASPEN? Is training provided for use of the ASPEN systems? |
| A. 30 | | | There are no fees to the Contractor for the use of ASPEN. Training is required. |
| Q. 31 | 15 | C2d. Administrative Activities | The 4th paragraph of this section specifies requirements for Administrative Support Staff and Supervisory Support Staff for Component 2 only. What are the requirements, if any, for Administrative Support Staff and Supervisory Support Staff for Component 1? |
| A. 31 | | | In Component 1 and some Units of Component 2, the costs of Administrative Support Staff and Supervisory Support Staff are to be included in the bidder's calculation of administrative costs and spread across all Units. The manner of this distribution is at the bidder's discretion. For some Units of Component 2, where designated, the bidder may include the cost of Administrative Support Staff and Supervisory Support Staff specific to that Unit in the Unit price for that Unit. |
| Q. 32 | 15 | d. Administrative Activities | Is Administrative Staff to be separated out in each component? |
| A. 32 | | | The Department has no particular requirements about how a bidder shall recoup the costs of administrative staff. However, if a bidder is submitting a proposal for both Components 1 and 2, the bidder should calculate its administrative costs separately for each Component, in the event the bidder does not win both contracts. So long as the work required for each of the Units of service is completed in the time frames required by the deliverables, except for those Units in Component 2 that require dedicated administrative staff, the Department does not intend to measure how the selected contractor(s) uses administrative staff. |

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| Q. 33 | 15 | C2d. Administrative Activities | The current contract includes some staffing components that are not associated with any of the 51 units or with the hourly units. Please confirm that these staff/functions are to be excluded from the bid. |
| A. 33 | | | The RFP and the contracts that will be awarded under the RFP require that the costs of all staff the contractor intends to use to perform Unit activities (other than those specific staff types listed in each of the Unit descriptions) be included in “administration” and be included in the Unit price bids. The bidder does not have to explain how the allocation is done, nor is any particular method required. The contractor may not bill for any administrative activities separately from the Unit price bids. |
| Q. 34 | 15 | C2d. Administrative Activities | The “definition” of administrative activities appears to include functions that are integral to the conduct of the scope of work and performed by the appropriate assigned staff rather than by supervisory or support staff. For example, “Determining whether the investigation conclusions sustain the allegation” is integral to the investigation and is performed by the survey staff. In addition, some of the items in the definition list have the potential for substantial additional work, such as “handling special projects deemed necessary by the Department as they relate to the complaint/surveillance process.” Please clarify the Department’s intent relative to funding of these types of tasks. |
| A. 34 | | | We agree that many of the activities described are integral to conducting one or more Units. What we are trying to convey is that the contractor may not bill separately from the Unit bid for any of the activities described in the administrative activities section. We require that the bidder include the described activities in the calculation of its Unit price bids, or forego payment for those activities. As to the second part of the question, which relates directly to “special projects,” the Department expects that the bidder will make allowance in its Unit prices for additional activities for which the Department does not intend to pay an additional hourly payment. Again, for every activity described in this section, we require that the bidder include the described activities in the calculation of its Unit price bids, or forego payment for those activities. |

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| Q. 35 | 15 | C2d. Administrative Activities | Assume a Unit of a particular type needs 5 staff. Assume a bidder has spread out the cost of administrative activities over those 5 staff. Assume that the State substitutes 2 state staff for 2 contract staff in one or more deliverable Units of that type. How does bidder recover its administrative costs related the Unit in this situation? |
| A. 35 | | | We cannot suggest how a bidder should develop its proposal. We have provided as much information as we have available to assist bidders in developing Unit prices. The risk of proposing too low a price to recoup all the costs of a Component rests on the bidder. Thus, the bidder must either structure its proposal to assure it will capture all possible costs or structure its proposal so that it risks foregoing payment for some costs if the allocation of staff to Units does not occur in the manner the bidder projected. The contractor should not expect its Unit price to be reduced only as related to direct expenses of the Unit. |
| Q. 36 | 15 | C2d. Administrative Activities | Should costs for supervision of staff for tasks included in Component 1 be included in administrative costs? |
| A. 36 | | | Yes, as should any allocation for managers not directly involved in Unit activities. |
| Q. 37 | 15 | Administrative Activities | Will staff be required to work out of a central office or may they work from a home office? |
| A. 37 | | | The location of staff assignments under the contracts to be awarded may be reviewed after award. There are variables that we cannot predict at the present time that may impact where staff must work. The information provided in the RFP is historical and is the best current estimate of where staff will be assigned. |
| Q. 38 | 16 | C2d. Use of Support Staff | How do we submit payment for non-complaint calls? |
| A. 38 | | | For Component 2, the Unit price bid for Unit 46 must include an allowance, similar to administrative costs allowance for non-complaint calls received. For Component 1, there are five Units for which special pricing is sought to cover the costs of these calls. See Unit #1-Ea through 1-Ee, pages 88-92. |

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| Q. 39 | 16 | Use of Supervisory Staff. | Which Units are most likely not provided supervision from the Department? |
| A. 39 | | | There will be general departmental supervision of all Units through the contract monitoring process. Those Units of Component 2 which require the inclusion of a supervisor will have primary supervision from the Contractor's staff. For Units of Component 1, the contractor may provide supervision (and should provide supervision as a quality business practice) but must include the cost in its Unit price bid for the Unit. |
| Q. 40 | 16 | C2d. Use of Supervisory Staff | The RFP states that "While the Department will provide supervision for most Units, there are Units that will require the Contractor to provide supervision of Contractor staff." Are these the only units for which the Bidder may propose Supervisory staff, or may the Bidder propose Supervisory staff for other Units that it believes appropriate? |
| A. 40 | | | The bidder may provide supervision as it deems appropriate, but only those Units that request the bidder to include supervisory staff may separate out that cost. All other supervision must be included in administrative costs. |
| Q. 41 | 16 | C2d. Use of Supervisory Staff | This section indicates that ". . . the Bidder must take into account providing some or all supervisory activities related to all the Units in Component 2." Does this also apply to Component 1? |
| A. 41 | | | No. This only applies to Component 2. |
| Q. 42 | 19 | C 2 e Attachment Part 1, Attachment 1 Workload Projections Data Chart | The RFP requires that the Cost Proposal be based on the workload projects provided in the Data Chart (Attachment E). The RFP also states that units are often staffed by a combination of Contractor and State staff. Please confirm that the Cost Proposal should be based on calculations that assume no State staff are involved. For example, Unit 5 (complete Inspection-ACF, ALR, SNALR) workload is given at 451 inspections per year and each inspection is estimated to require 96.75 hours, using four persons for each survey. Please confirm two things: (1) this means that four people working 24.19 hours each would be able to complete one survey; and (2) the Cost Proposal for this unit should be calculated on the assumption that all four persons are Contractor staff, with no State staff involved. |
| A. 42 | | | For the purposes of calculating the cost proposal, this assumption is correct. |

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| Q. 43 | 19 | Quality Improvement Project | Which project is underway at the current time, if any? Will it be completed at the time of the new contract? Will there be any carryover responsibility for past or current projects? Which topic or topics are most likely to be the QI project for 2009? |
| A. 43 | | | There are no current Quality Improvement Projects which will carry over into the new contract. |
| Q. 44 | 19 | C2f. Quality Improvement Project | The section indicates that the Contractor will develop, jointly with the Department, a Quality Improvement Project (QIP), with an associated work plan and deliverable schedule, for each year of the contract. Since the QIP is to be developed jointly with the Department, and the Department will determine the subject of the QIP (page 20), what information about the QIP is to be included in the proposal? The Proposal Requirements in section D2 (Technical Proposal) do not specifically mention the QIP. |
| A. 44 | | | The information about the QIP is provided in the RFP so that the bidder will understand that participation will be an obligation of the contract and that there will be no additional payment for this participation. No information about the QIP needs to be included in the proposal. |
| Q. 45 | 20 | C2f. Quality Improvement Project | The RFP indicates that the Contractor is expected to plan a timeline; including performance standards, measures, and interventions for monitoring staff and QIP progress and accomplishments; to implement and maintain the annual QIP. Are these plans to be submitted in the proposal, or after the Department and the Contractor have jointly developed the annual QIP? If the plans are to be submitted in the proposal, into which section of the Technical Proposal should these plans be included? (D2. Proposal Requirements, sections a-o, pp. 107-122)? |
| A. 45 | | | These plans are not to be submitted as part of the proposal, but will be developed with the Department after the Contractor for each component is selected. |

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| Q. 46 | 20 | C2f. Quality Improvement Project | The RFP indicates that the costs for the QIP must be included in the Unit prices provided. However, since the topic and scope of the QIP is unclear, and there are no workload estimates provided, how should the Bidder plan the costs? In which Unit(s) should the QIP be included? |
| A. 46 | | | The bidder's costs, based on the bidder's business experiences with quality improvement should guide the bidder in developing a cost to spread across all Units in the Component bid. There will not be a separate payment for this activity. |
| Q. 47 | 21 | j. Other Information | The Department will furnish space, furniture, and supplies. Does the contractor have to provide any maintenance for the equipment, or is there a service within the Department or available to the Department? Will the use of Department fax machines be with a common number for the Department and others, or a unique number for use by the RFP Contractor? Will the use of the Department telephone system be with a common number for the Department and others, or a unique number for use by the RFP Contractor? |
| A. 47 | | | The Department will provide service for equipment provided to the Contractor. Whether there will be telephone and fax lines dedicated to the contractor will be decided later and is not material to the development of a proposal. |
| Q. 48 | 21 | j.i. | Beyond requirements mentioned in the RFP, are there any additional connectivity requirements? Are there any hardware and software requirements? |
| A. 48 | | | Staff will be provided the hardware and software required to complete the Unit documentation and reporting requirements. The contractor is required to meet connectivity requirements sufficient to allow the Contractor to perform the contract deliverables. The Department standard as of the date of these Questions & Answers is Microsoft Office 2003, including Word, Excel, Access, PowerPoint, Visio, etc. As of the date of these Questions & Answers, Department platforms are not compatible with Microsoft Office 2007 output. We do not use Windows Vista operating system at this time. Compatibility with other systems will have to be addressed on a case by case basis after awards are made. |

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| Q. 49 | 21 | j. | On page 21, it is noted that staff will be based in State office sites in Regional Offices. Is it expected that the office(s) that the contractor establishes in New York house only management or administrative staff, or should we plan for some auditor/surveyor staff for our offices as well? |
| A. 49 | | | While the Department envisioned this requirement as a convenience for communicating and meeting with contractor managerial staff, we would not rule out at this time the possibility that other contractor staff could be assigned to this location. |
| Q. 50 | 21, 41, 48, 49, 95 | i. | Is travel time included in your projection for Average Total Hours per survey? |
| A. 50 | | | For Component 1 the travel to the provider is part of the survey activity. For Component 2, travel time is not included in the time estimate. |
| Q. 51 | 22 | C 2 j. ii. Other Information | The RFP indicates that the Department will make the final decision about where the Contractor's staff is to be located throughout the State. Although this will be in consultation with the Contractor, how can the Bidder plan staff recruitment and costs if uncertain about staff locations? |
| A. 51 | | | The Unit descriptions provide information about where the Unit activities currently take place. The bidder may assume that the Unit activities will continue to take place in those locations. |
| Q. 52 | 23 | C. Detailed Unit Requirements | In determining the bid price per unit, the Department has provided historical information related to the level of effort involved in previous audits/work performed. Should the Contractors use this as a basis for their own unit price bids? |
| A. 52 | | | Yes. |
| Q. 53 | 23 | C. Detailed Unit Requirements | The RFP indicates that potential Contractors may bid on Component A, Component B, or both. Will the evaluations of the bidders proposals be affected by whether the firm bid on only one or both? |
| A. 53 | | | No. Each component will be scored separately. |

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| Q. 54 | 23 | C3a. Unit #1 and other units | The RFP indicates that the Unit requires at least 4 different types of staff (nurse, other trained surveyor, dietician, and sanitarian). Is the Contractor expected to have some staff of each type? |
| A. 54 | | | Yes, it is expected that the Contractor will have such staff available at the beginning of the contract period or during the start-up period, as applicable. The bidder does not have some of each type of staff currently employed in order to bid. The bidder should indicate on Forms TP-1-1 and TP-1-2 whether it currently employs the listed staff or will need to employ the staff if selected. |
| Q. 55 | 23, 24, 25 | Unit #1 | Please provide any historical information that lists the number of hours each staff member assigned to the activity has spent performing the task (e.g. if a desk audit is estimated to take 10 hours to complete, how much of that time was incurred by each discipline.) |
| A. 55 | | | We do not maintain information about the time each member of a survey team spends on each task. |
| Q. 56 | 25, 53 | Unit # 2 and Unit # 19 | FTE, of Full-time equivalent, is usually understood to be 2080 hours per year for a 40 hour week, including non-productive time for leave and training. Using the unit descriptions for Units 2 and 19. Please discuss and clarify your use of the term “FTE.” |
| A. 56 | | | As used in this RFP, FTE = 1800 hours per year. See page xi, Definitions, for a complete description of that calculation. |
| Q. 57 | 44, 46 | C3a. Unit #12, and Unit #13 | Please explain whether this Unit requires a Unit cost or just a price for each type of staff. If the latter (i.e., a price for each type of staff), please explain why this Unit is different than the other units with regard to pricing. |
| A. 57 | | | Each Unit 1-51 requires a price for the Unit. Each Unit describes the type of staff who will be needed to complete Unit activities to assist the bidder in developing the Unit price. |
| Q. 58 | 48 | C3a. Unit #14 | Are “registered professional nurses” the only type of staff permitted to conduct LHCSA Routine Operational Surveys and the other Home Care Services Agency Quality Activities (Units # 15, 16, and 18)? |
| A. 58 | | | Yes. If a nurse is required, the nurse must be a Registered Professional Nurse unless the standards specifically allow for a different type of licensure. |

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| Q. 59 | 64 | C3a. Unit #30 | Are “registered professional nurses (RNs)” the only type of staff permitted to conduct Federal Standard Survey for Nursing Homes and the other Nursing Home Quality Activities (Units # 31, 32, 33, 34, 35, 36, 37, 38, 39, 40, 41, 42, 43, and 44)? |
| A. 59 | | | Yes. If a nurse is required, the nurse must be a Registered Professional Nurse unless the standards specifically allow for a different type of licensure. |
| Q. 60 | 85, 104 | C3b. Hourly Unit #1-B, and Hourly Unit #2-B | Please explain what are included in these Units, as we are assuming that additional volume of On-site Surveys for Units #1-44, and #45-51 would not be included. |
| A. 60 | | | We do not have experience with the possible additional volume, thus our request for an hourly or special price. For those Units that have an “On-site” survey component, the Unit description in the RFP documentation allows for a standard number of visits to the site per activity. In some circumstances additional site visits may be required. The bidder should use the descriptions of the standards for on-site surveys in developing special pricing for additional surveys of type. The “Additional Requirements” section of the Unit describes how the bidder may structure the price for this service. |
| Q. 61 | 90 | C.3. Unit Descriptions for Complaint Intake, Unit 4, 8, 17, 24, 26, 27, 28, 29, 41, 46 | For complaint intake, with the exception of Unit 41 (Nursing Home Complaint Intake), it appears that contacts (telephone, mail, e-mail) resulting in complaints are counted as a unit, while for Unit 41, it appears that contacts resulting in complaints plus any other contacts (noted as “Consumer Concerns”) are also counted as a unit. This difference is shown in the row labeled “Unit is Complete When” for each unit. Please clarify this difference in what is counted as a unit. Why is it different for nursing home complaints? |
| A. 61 | | | You are correct that complaint intake for nursing homes includes an activity that was not included in the other forms of complaint intake. This was requested by the Nursing Home program in the development of the RFP. The successful contractor will be trained how to distinguish between contacts that are “consumer concerns” and qualify for payment under Unit 41, and “non-complaint” contacts which will qualify for payment under Unit 1-Ee. |

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| Q. 62 | 90 | C.3. Unit Descriptions for Complaint Intake, Unit 4, 8, 17, 24, 26, 27, 28, 29, 41, 46 | Since it appears that contacts with a complaint unit do not always result in a complaint, is the time per unit as documented on the data sheet in Attachment E calculated to account for these “extra” contacts? Is the count provided on the data sheet exclusively complaints or does the number include all contacts whether or not they result in a complaint? |
| A. 62 | | | The Chart in Attachment E includes only those contacts that resulted in a complaint. For Component 1, the numbers of non-complaint contacts are listed in the descriptions associated with Special Pricing Units 1-Ea through 1-Ee. For hospitals and D&TCs, the complaint time-processing estimates include an allowance for non-complaint contacts. In general, there are two non-complaint contacts for each hospital/D&TC complaint received. |
| Q. 63 | 107 | D. 1. | The RFP indicates that “Bidders may not place any conditions, reservations, limitations, or substitutions in their proposal with regard to the contract language.” Consistent with past Department and other State contracts will the Department be willing to negotiate terms and conditions? |
| A. 63 | | | We cannot answer this question until bids have been received and reviewed. |

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| Q. 64 | 108 | D.2. List of Required Components | <p>The required components include thirteen separate items, one of which is “Technical Processes, Policies and Procedures. All twelve of the other topics have a description of specifics to be addressed as follows:</p> <ul style="list-style-type: none"> ■ Transmittal Letter is addressed in D.2.a ■ Table of Contents is addressed in D.2.b. ■ Executive Summary is addressed in D.2.c. ■ Goals and Objectives is addressed in D.2.d. ■ Scope of Work and Quality Assurance Process is addressed in D.2.e. and D.2.j. ■ Personnel is addressed in portions of D.2.g. and D.2.h. ■ Organization, Experience and Capability is addressed in portions of D.2.g. and D.2.h. ■ Data Security is addressed in D.2.i. ■ Work Plan and Deliverable Schedule is addressed in D.2.f. ■ Units Proposal is addressed in Attachment F ■ Technical Proposal Forms is addressed in Attachment F ■ Subcontractor Letter of Intent is addressed in D.2.a. <p>There are no detailed instructions for the component titled “Technical Processes, Policies and Procedures. The requirements for Work Plan and Deliverables Schedule, in Section D.2.f.iii. address “methods, policies and procedures, etc.” which are to be included in that component. Please clarify what is to be included in the “Technical Processes, Policies and Procedures” component of the Technical Proposal and how that component would differ from information included in the Work Plan and Deliverables Schedule component.</p> |
| A. 64 | | | <p>The Department expects that Form TP-4 will be used to address this section. See also RFP Section D.2.f.</p> |

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| Q. 65 | 108, 170 | D.2. and Optional Bidders' Checklist Subcontractor Letter of Intent | The Subcontractor Letter of Intent is listed as the thirteenth required component. Each component is a separate section in the Technical Proposal. The instructions for the Transmittal Letter in Section D.2.a. state that the subcontractor letter of intent is to be placed with the Transmittal Letter which is the first of the thirteen components. Furthermore, the Optional Bidders' Checklist shows that the Subcontractor Letter of Intent is to be placed with the Cost Proposal. Please clarify where the subcontractor letter of intent is to be placed. |
| A. 65 | | | Please refer to the response to Question # 26 and the Revised Bidders' Checklist. |
| Q. 66 | 108 | D.2. Consultant Services Form A | The RFP requires that the Consultant Services Form A be included with the Technical Proposal. This form includes costing information. Please confirm this requirement that the form should be included in the Technical Proposal. |
| A. 66 | | | Consultant's Form A must be included as part of the Cost Proposal. |
| Q. 67 | 108, 126 | Section D.2 and E.1.c.x. | Section D.2. requires a Section titled "Units Proposal (Forms TP-4)" while Section E.1.c.x. requires a Section titled "Unit Bids (Forms TP-4 for each Unit)." What is the correct name for this required Section? |
| A. 67 | | | The Department will accept sections with either title so long as the section includes the required Form TP-4 for each Unit bid. "Units Proposal" is the correct name. |
| Q. 68 | 108, 126 | Section D.2 and E.1.c.x. | Section D.2. requires a Section titled "Scope of Work and Quality Assurance Process" while Section E.1.c.x. requires a Section titled "Scope of Work and Quality Assurance Plan." What is the correct name for this required Section? |
| A. 68 | | | These terms are referring to the same thing. The Department will accept sections with either title in a proposal, but the correct characterization is "Quality Assurance Plan." |

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| Q. 69 | 108 | D. 2. List of Required Components of Technical Proposal | The fifth item in the list of required components is “Scope of Work and Quality Assurance Process.” In addition, a required section of the Technical Proposal is inclusion of Technical Proposal Forms TP-1, 2, 3). TP-3 is the Quality Assurance Plan form. Is the Quality Assurance Plan to be included in the text of the Technical Proposal as well as repeated in TP-3? If not, what is to be included, relative to the Quality Assurance Plan, in the Technical Proposal Section titled “Scope of Work and Quality Assurance Process?” |
| A. 69 | | | The Department would like bidders to use Form TP-3 to submit their quality assurance plan. The plan should include all of the information required by RFP Section D.2.j. |
| Q. 70 | 108 | | How do we organize the order of tabs? Pages 109-121 are in a different order than page 108. |
| A. 70 | | | Please refer to the response to Question # 26 and the Revised Bidders’ Checklist. |
| Q. 71 | 112 | D2f,ii, and iii. Work Plan and Deliverable Schedule | It is stated that this section is to be “a general and comprehensive document, distinguished from the specific requirements . . . for each of the Units.” However, subsections ii and iii on page 112 requires a description of survey, complaint investigation, complaint intake and information and retrieval activities; and methods, policies and procedures, respectively. Should these activities be described for each separate Unit, or may they be grouped by type? |
| A. 71 | | | Individual information is requested for many of these activities in Form TP-4. The purpose of this section of the proposal is to provide a more general description of how the bidder proposes to implement the contract as a whole. Activities may be grouped or separated, at the bidder’s option, so long as the method provides the Department with an understanding of how the bidder will implement the contract. |

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| Q. 72 | 112 | D2fvii. Work Plan and Deliverable Schedule | This subsection requires a description of links and communication with providers and transmission of review activity, but these tasks are not explained elsewhere in the RFP. Please explain what these tasks and requirements are. |
| A. 72 | | | This Item requires a description from the bidder explaining how it will maintain communication with the providers it deals with. Many of the Unit activities are not one-time contacts with the provider. Some situations may involve extended and repeated contacts with providers, as may the Quality Improvement Project. What kind of process does the bidder have (or will develop) that will address this concern? |
| Q. 73 | 116 | D.2.h.iii Requirements for Federal Quality Activities | Please provide a listing that shows which of the 51 units involve Federal Quality Activities. |
| A. 73 | | | The following Units involve Federal requirements: 1-4, 17-24, 26-44, 1-B, 1-Ea, 1-Ec-e, 46-48, 51, and 2-B. |
| Q. 74 | 118 | D2h.vi. Penalties | Please explain what the Bidder should include in this subsection. |
| A. 74 | | | There is no information the bidder is required to provide related to penalties. This information is provided to give the bidder notice of what activities will result in penalties so that the bidder may structure its proposal so as to avoid the imposition of penalties. |
| Q. 75 | 120 | D2j. Quality Assurance Plan | It is understood that the Quality Assurance Plan does not include that Quality Improvement Plan. Therefore, please explain what is meant by “additional quality assurance” for each Unit to be decided upon by the Department. |
| A. 75 | | | Additional quality assurance activities are at the discretion of the Department and are likely to be situational, and therefore cannot be described in advance. |

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| Q. 76 | 120 | D.2. k HIPPA Procedures and Medicaid Confidentiality | <p>The required sections of the Technical Proposal listed in Section D.2 do not include a specific section for HIPAA Procedures and Medicaid Confidentiality. However, the provided “Optional Bidders’ Checklist” has “HIPAA and Medicaid Confidentiality Agreements” on the list. In which of the required sections should HIPAA Procedures and Medicaid Confidentiality be addressed?</p> <p>Section D.2.k notes that the HIPAA Business Associate Agreement and Medicaid Confidential Data/Protected Health Information Privacy Language will be included in the successful Bidder’s contract. What “agreements” are to be included to address the item on the optional checklist and where should they be included?</p> |
| A. 76 | | | <p>The successful contractor will be required to sign the HIPAA business associate agreement and the Medicaid Confidentiality agreement, copies of which are attached to the RFP as Attachments O and P. Bidders should provide assurances in their proposal that they will sign these agreements unaltered and will abide by them, if the bidder is selected as the contractor for a component.</p> |
| Q. 77 | 121 | m | <p>As a partnership we do not have audited financial statements. With past opportunities the Department accepted financial statements. Will the Department accept financial statements for this opportunity?</p> |
| A. 77 | | | <p>Yes. If a bidder has audited financial statements for calendar years 2005, 2006 and 2007 (or fiscal years ending during those years, as applicable) we would prefer audited statements. Bidders do not need to obtain retrospective audited statements.</p> |
| Q. 78 | 121 | D2 m. | <p><i>Technical Proposal - ... financial statements must be included in the technical proposal ...Do not include this information in the Financial information package.</i></p> <p>Please clarify where the financial statements must be placed – the Technical or the Cost Proposal.</p> |
| A. 78 | | | <p>Financial Statements are to be included in the Technical Proposal package, not the Cost Proposal. See also response to Question # 26 and the Revised Bidders’ Checklist.</p> |
| Q. 79 | 121 | D2n. References | <p>Can the DOH be included in the Bidder’s references?</p> |
| A. 79 | | | <p>If the bidder currently contracts with DOH, DOH must be included as a bidder reference.</p> |

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| Q. 80 | 121 | n. References | If we have numerous contracts with DOH, should we include them all? |
| A. 80 | | | Yes. |
| Q. 81 | 123 | D 3 b. | <i>Cost Proposal - ... financial statements submitted in support of the Technical Proposal ... will be reviewed to assess financial viability and responsibility ...</i> Please clarify where the Proof of Incorporation must be placed – the Technical or the Cost Proposal. |
| A. 81 | | | Proof of incorporation should be included in the Technical Proposal. See also, response to Question # 26 and the Revised Bidders' Checklist. |
| Q. 82 | 123 | C. Cost Proposal Forms – Attachment G | May the Cost Proposal forms (Attachment G) be recreated in Microsoft Excel? |
| A. 82 | | | So long as the Excel spreadsheets (1) contain all of the information in the Attachment G forms (2) in the same order and organization, and (3) correctly identifies the spreadsheet by the name of the Form, and (4) can be printed legibly on 8.5 x 11 paper, an Excel spreadsheet will be acceptable for the Attachment G, Cost Proposal Forms. |
| Q. 83 | 125 | E1c,iv. Proposal Formatting Requirements | Is it correct to assume that the Bidder should submit separate CD ROMs for the Technical and Cost sections of each Component for which the Bidder submits a proposal, instead of one (1) CD ROM of the proposal? |
| A. 83 | | | The bidder may submit the complete proposal on a single CD-ROM, so long as the technical and cost proposals are separately organized and clearly identifiable. |
| Q. 84 | 126 | iv. | Can we submit two CD-ROMs if that is what is needed to fit the entire proposal? |
| A. 84 | | | Yes, that is acceptable. Whether the bidder submits one or more CD-ROMs for the proposal, the matter that is important to the Department, is the ability to clearly identify the Technical and Cost Sections of the proposal. |
| Q. 85 | 126 | xi. | Do the VRQ and VRA go in the technical proposal? |
| A. 85 | | | Yes. |
| Q. 86 | 128 | E1g,i. Organization, Experience, and Capability | Please explain the relevance of “experience working with large state and federal data files” so that the Bidder can determine how to respond. |
| A. 86 | | | Evidence of experience working with large state and federal data files was meant to be an example of the type of experience the Department is looking for. |

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| Q. 87 | 128 | E1g. Organization, Experience, and Capability | The Bidder is required to provide contact information for relevant contracts for each Component. May the Bidder use DOH? |
| A. 87 | | | If the bidder has contracted for similar services with the Department, the bidder must include a DOH reference and should include the contract manager in the Department as the contact. |
| Q. 88 | 129 | E 1 h. | <i>Cost Proposal - ... The Cost Proposal must include proof of incorporation and financial viability. This information should included ... audited financial statements ...</i> If they are to be placed in the Technical Proposal, how can the Cost Proposal evaluation include evaluation of the financial statements and proof of incorporation? |
| A. 88 | | | This is a mistake. These items should be included in the Technical Proposal. See also response to Question # 26 and the Revised Bidders' Checklist. |
| Q. 89 | 131 | 2 | It is preferred that the Contractor establish an office in or near New York State for the purpose of carrying out the activities Is this preference in addition to the space provided through the Department? |
| A. 89 | | | Yes. |
| Q. 90 | 135 | F7. Payment | Does the first paragraph on page 135 mean that the Contractor will submit invoices at the time the contract is signed, not awarded? If not, please explain what this means. |
| A. 90 | | | At the time of award and in the contracts, the Department will provide an address to which claims for payment shall be made. This paragraph does not refer to when payment will be made, only where claims for payment shall be sent. |

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| Q. 91 | 135 | F7. Payment | The RFP indicates that the Contractor's Unit price may be reduced if the Department determines that fewer staff is needed for a Unit, or if some of the staff required will be Department staff. Therefore, how can the Bidder determine its Unit price for each Unit to be bid as that cost is dependent on estimating the total cost of the contract, especially as some staff may be shared among units, and the Bidder must include administrative and support costs, and any start-up costs in the Unit price? |
| A. 91 | | | See the response to Question #s 40 and 49. The contractor will be paid for each Unit completed based on the Unit price bid, not the component price calculated on Forms CP-1-1 and 1-2. The examples on pages 135 and 136 explain how shared staffing will work. The estimated "total cost for the contract" will only be used to determine the lowest bidder. It will not be used to calculate payments. |
| Q. 92 | 136 | F8a. Penalties: Competent SODs | In the statement, "If the Department staff rejects . . .", please explain what is meant by rejecting an SOD, since there may be edits required of an SOD that are requested, and there may be professional differences of opinion about the content of an SOD. If an SOD is sent back to its author, and edited/revised/corrected, is this considered an SOD rejection? |
| A. 92 | | | The successful contractor(s) will be trained on how to complete the necessary forms. This topic will be covered in that training. |
| Q. 93 | 136 | F 8 Penalties | Several of the tasks subject to penalties for failure to meet timely completion requirements include subtasks that must be completed by State staff (e.g., review and/or approval). These subtasks are outside the control of the Contractor. If such subtasks cause or contribute to failure to meet timely completion requirements, will the penalty be waived? |
| A. 93 | | | If the failure to meet a time limit is because of the actions (or inactions) of State staff, there will be no penalty. |

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| Q. 94 (submitted prior to Bidder's Conference) | 137 | F 8 c. | If a staff member "resigns" from the Contractor's employment in order to transition to State employment doing, essentially, the same type of work, is the resulting vacancy subject to the penalty if not filled within 45 days? If so, will the State agree to exercise a hold on the employee's transition until a replacement can be found (assuming the Contractor is diligent in filling the position)? |
| Clarification to above question (submitted after Bidder's Conference) | 137 | F.8.c | Clarification of question above: This question is essentially saying that when DOH hires staff away from the contractor, then DOH is contributing to the contractor's turnover, thus creating the potential for a penalty situation if the contractor cannot fill the vacancy created by DOH's action within the required time frame. So the question is, under these circumstances, will DOH either void the penalty or hold off on the transition of the employee from the contractor's staff to DOH until the contractor can fill behind? |
| A. 94 | | | We cannot respond to this question hypothetically. In the event a penalty is assessed for failure to maintain staffing levels, the abatement of the penalty could be reviewed only on a case by case basis. Whether the Department would defer hiring an individual would also have to be determined on a case by case basis. |
| Q. 95 | 137 | F8d. Penalties: Failure to Replace Terminated Staff. | Please explain if the \$1,000 per week penalty is in addition to the \$100 per day penalty? How are these two penalties related to one another? |
| A. 95 | | | There are two different standards to which the contractor will be held related to staffing. The \$100/day penalty applies from day 46 after the last day of work of a staff line item listed on Form TP-1 and TP-2. The \$1,000/week penalty applies to a contractor who has failed to develop and implement a plan for replacing staff within 45 days of last day of work. |

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| Q. 96 | 138 | F8e. Failure to Field Qualified Staff. | Please explain how this penalty is different from c (Failure to Replace Terminated Staff), and how these two penalties relate to one another. |
| A. 96 | | | This penalty relates to qualified staff. Each of the Units requires staff meeting certain qualifications, and those staff are listed on Form TP-1 and TP-2. For any 15-day period that during which the contractor cannot provide qualified staff to perform a Unit function requested by the Department, this penalty will apply. This penalty will also apply if the Contractor staff fail to complete required training within the time periods described in the RFP. |
| Q. 97 | 155 | Attachments Part 1 Attach E - Home Care Services Additional Data for Unit 18 | The additional data information in Attachment E for Unit 18 (Home Care and Hospice Complaint Investigation) has two items, one for off-site and one for on-site. Form CP-1-1 (Annual Price Schedule) has only one line for Home Care and Hospice Complaint Investigation. Is pricing for Unit 18 to be combined into a single price for this Unit or split between the two categories, similar to the split for Unit 16? |
| A. 97 | | | On-site and off-site investigations are to be combined in a single Unit. |
| Q. 98 | 155 | Attachment E Data Chart | The Data Chart provides annual quantities for each unit and average time per unit for each unit. These two pieces of data can be used to calculate the total annual FTEs for each unit. Are these calculated FTEs for each unit comparable to the current level of effort (annual FTEs) for each comparable unit under the current contracts? (It is understood that some units in the RFP represent new work and some units are conducted entirely by DOH staff. The question relates to comparable units that are currently contracted out.) |
| A. 98 Original Answer | | | We used the best available historical data about average time for each Unit activity and annual quantities of each Unit. While FTE information may be useful to the bidder in developing its proposal, we do not consider the number of FTEs per Unit to be a material concern. While the Department wants to know how many staff the bidder will provide for each line, and the Department requires the selected Contractor to complete the Units that are included in the annual deliverables, FTEs are not part of the measure of the proposal nor of any deliverables. |

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| Clarification to question 98 above | 155 | Attachment E Data Chart | Clarification of Question above: It appears that this question was not entirely clear, given the response at the bidder's conference. This question is saying that, for some units of work, the existing contractor has substantially more staff (FTEs) assigned to the unit than the data chart indicates is needed. Does this difference mean that DOH/OLTC is anticipating the need for substantially less effort for the specific unit under the new contract, or is it an error in the DOH/OLTC data chart? |
| A. 98 Supplemental Answer | | | This RFP seeks Unit price bidding for the services identified in the 51 Units. The historical data available to the Department is the foundation for the information provided in the Unit descriptions and Attachment E. The bidder should structure its bid based on the information provided, and should include the costs of administration into each Unit bid. The fact a particular number of staff of current contractor staff is assigned to a function, is not material. If the bidder believes that the current function and the Unit bid are identical, the bidder is free to bid based on its experience rather than the information provided by the Department, but there will be no adjustment in the scoring process to level proposals that bid on a Unit other than as described in the RFP and Attachment E. |
| Q. 99 | 155 | Attachment E | Should the "Total Annual Surveys" for Unit 13 be "43" instead of "13", in conformity with page 47, which indicates "13 ACF regular closures in 2007; 30 Q-Op Closures in 2007"? |
| A. 99 | | | Yes. An amended Attachment E will be posted with these Questions & Answers. |
| Q. 100 | 156 | Attachments Part 1 Attachment E – Unit 25 | The survey type for Unit 25 on Attachment E is titled "ICF/MRs OMR/DD Reviews Off-site Survey Reviews." On Form CP-1-1 and on the Unit descriptions it is titled "ICF/DD Certification Review." Which is the correct title to use in the RFP response? |
| A. 100 | | | The correct title is "ICF/DD Certification Review" |

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| Q. 101 | 155 | Attachments Part 1 Attachment E – Unit 51 | The additional data on Attachment E has a single listing for Unit 51 (Targeted Surveillance Team), with a quantity of 100. Form CP-1-1 (Annual Price Schedule) has two listings for Unit 51 with a quantity of 100 for each listing (D&TCs and Hospitals). Form TP-1-1 has one listing (Direct Staffing Summary). Should Unit 51 be priced in two separate places each with a quantity of 100 (for a total of 200) or should it be priced only once with a total quantity of 100? If only once, where should it be priced on Form CP-1-1? Should Unit 51 be listed in the Direct Staffing Summary only for Hospital Quality Activities or also for D&TC Quality Activities? |
| A. 101 | | | Unit 51 appears only on Form CP-1-2. The rest of this question is addressed in the response to Question # 25, and the updated CP-1-2 that will be posted. |
| Q. 102 | 157 | Attachments Part 1 Attachment E – Unit 42 | The additional data on Attachment E has two listings for Unit 42 (Informal Dispute Resolution – Regional Offices and Informal Dispute Resolution – Central Office), with a quantity of 75 and 100 respectively. Form CP-1-1 (Annual Price Schedule) has one listing for Unit 42 with a quantity of 175. Should Unit 42 be priced in two separate places with quantities of 75 for Regional Office and 100 for Central Office or should it be priced only once with a total quantity of 175? |
| A. 102 | | | There should be a single price bid for both parts of Unit 42. |
| Q. 103 | 159 and 164 | Form TP-1-1 and Form TP-4 | TP-1-1 does not include rows for Units 1-Ea through 1-Ee. These units, however, can be expected to have specific staff assigned in a bidder's proposal and the equivalent FTEs. Should rows be added to this form to enter information about the five Information and Referral units? Similarly, should a Form TP-4 be included for Units 1-Ea through 1-Ee? |
| A. 103 | | | We will post an amended Form TP-1-1 to include the staffing summaries for Special Pricing Units 1-Ea through 1-Ee. Form TP-4 for Units 1-Ea through 1-Ee is not required. |

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| Q. 104 | 172 | Attachments Part 1, Cost Proposal Form CP-1-1 <i>Annual Pricing Schedule</i> | The listing of units within Component 1 for Nursing Home Quality Activities is broken into two pieces (30-33 and 34-44). Is there any reason for this break? Does this break, titled “Nursing Home Quality Activities (con’t.)” have to be maintained in the cost proposal response or can it be deleted as long as all units (30-44) are included? |
| A. 104 | | | On a prior version of the RFP, there was a page break there. The “con’t” line may be deleted. |
| Q. 105 | 410 | Attachments- Part 2 | Are there rules, regulations, policies and procedures beyond the ASPEN ACO Training Guide for the conduct of the D&TC Survey activity specified under the Diagnostic and Treatment Center Quality Activities? |
| A. 105 | | | While there are regulations regulating hospital and D&TC quality (see Units #46-51), they do not address how to conduct surveillance. |