

Hospital Compliance Reviews - Working Hours and Conditions of  
Post-Graduate Trainees  
**RFP #0909111048**

**Questions and Answers**

**1. The General Specifications mix both pre- and post-award requirements and expectations. With regard to Item R, Experience Requirements, are two references required for the proposal or after the contract is awarded?**

A: Bidders must state the required experience in their proposal prior to the award of a contract.

**2. Will the bidders' M/WBE Utilization Plan be considered in the scoring of the proposal?**

A: No.

**3. If a residency program is identified in another facility, what is the responsibility of the contractor?**

A: The Department has projected the number of teaching hospitals in the state to be approximately 120. This projection accounts for the potential for teaching sites to be added or subtracted during the term of the contract.

**4. Are you requiring contractor staff to be housed in the Department as previously?**

A: No.

**5. Please provide sample reports that DOH expects for triennial onsite visit, a written compliance assessment, an onsite complaint investigation and a re-visit?**

A: One of the expectations of the RFP is to submit as part of the proposal, documents and reports that fulfill the requirements for a triennial compliance review process as set forth in the RFP. Any historical information requested specific to previously implemented survey reports or protocols for the annual onsite hospital compliance reviews may be requested through the Freedom of Information (FOIL) process. For information about making a FOIL request, please access the Department's website at the following link: <http://www.health.state.ny.us/nysdoh/phforum/foil/howto.htm>.

**6. Can DOH provide the bidders an estimated number of hours the current contractor needed to complete a triennial onsite visit, a written compliance assessment, an onsite complaint investigation, and a re-visit?**

A: Survey hours would vary depending on the survey format and protocols proposed. For historical survey data, information may be requested through the Freedom of Information (FOIL) process. For information about making a FOIL request, please access the Department's website at the following link:

<http://www.health.state.ny.us/nysdoh/phforum/foil/howto.htm>.

**7. What were the fees paid to the existing contractor for the 2008 fiscal year?**

A: The current contractor was paid a total of \$ \$2,554,142 for the 2008 -2009 contract year.

**8: Is the scope of work outlined in the RFP different than was the current contractor is delivering as part of the surveillance program?**

A: Yes. The current RFP calls for a triennial onsite survey process which is more focused than what was previously required. In addition, the quality assessment of physician supervision is a new element of work added in the current RFP.

**9. It is our understanding that DOH used only one vendor (IPRO) to deliver the compliance services since 2001. It is also our understanding that IPRO has a number of existing contracts with DOH and based on previous procurements IPRO is always the successful vendor. Is there something that the bidders should consider to increase their competitive advantage?**

A: All contracts are awarded based upon a competitive bid process. In preparing any competitive proposal, the Department recommends a careful review of the RFP to identify all required elements and then the development of a thoughtful and comprehensive response to each element.

**10. Can you please provide a listing of the facilities that will be reviewed?**

A: Yes. The listing of facilities surveyed in the October 1, 2008 to September 30, 2009 contract year is attached to this document.

**11. Have there been many compliance issues identified in the past, if so, how severe were the non-compliant issues?**

A: To obtain this information, please refer to the annual reports published on the Department's website at the following link:

<http://www.health.state.ny.us/nysdoh/hospital/index.htm>.

**12. Have there been any lawsuits raised due to these reviews?**

A: No.

**13. If compliance protocols and standardized assessment documents, including tools have been in place for the last 9 years, will the Contractor be leveraging the existing protocols for the triennial onsite visit, a written compliance assessment, an onsite complaint investigation, and a re-visit or developing new ones? Can DOH provide the bidders example protocols? If new protocols are being requested, why?**

A With the movement to triennial reviews instead of annual reviews, with more focused sampling of post-graduate trainees, and with the intent to assess the quality of post-graduate supervision, the Department would anticipate modifications to any existing survey protocol.

**14. Is the Bidders Proposed M/WBE Utilization Plan required if we do not plan to subcontract with a M/WBE?**

A: Yes.