

New York State Department of Health
 Training Services for the Medicaid, Family Health Plus and Child Health Plus Programs RFP #1112090305
 Questions and Answers

Question Number	RFP Section Reference	Question	Answer
1.	General	Can health care providers apply, whether as lead agencies or as subcontractors (if an applicant is proposing to have subcontractors)?	<p>The <u>Training Services for the Medicaid, Family Health Plus, and Child Health Plus Programs Request for Proposals</u> is to secure a contract with an established training entity. Health care providers are eligible to submit a proposal as a lead agency provided they are also an established training entity. A successful Bidder must demonstrate the knowledge and experience required to provide statewide education and training services for the Department of Health’s public health insurance programs.</p> <p>Health care providers are also able to subcontract with other lead agencies. However, a Bidder must identify on the Proposal Transmittal Form (Attachment # 5) if services of a subcontractor(s) are proposed and include, in an attachment to the Transmittal Form, a summary for each subcontractor.</p>
2.	General	Our agency is interested in potentially subcontracting to provide these training and technical assistance services around a specific set of health insurance programs. Can agencies interested in subcontracting find out who applied for and received this funding, or do subcontractors already need to be included in the proposal from the beginning?	A Bidder must identify on the Proposal Transmittal Form (Attachment # 5) if services of a subcontractor(s) are proposed and include, in an attachment to the Transmittal Form, a summary for each subcontractor, including the work to be performed by the subcontractor. Therefore, the Bidder would have to know prior to proposal submission about an agency willing to provide subcontractor services.
3.	General	It seems that the only trainings that will be given to providers and facilitated enrollers will be the online trainings that are already posted on the e-learning portal NYS DOH set up. Can we clarify whether the NYS DOH will require the contractor to do face-to-face trainings for these two groups?	The only current trainings for providers under this RFP are online trainings which are described in Section C.5.1.4. Online Training for Providers (pages 10 - 12). In addition to the online training for Facilitated Enrollers, as described in Section C.5.2.3. Online Training for FEs (page 14), there are face-to-face Facilitated Enrollment trainings, including Introduction to Facilitated Enrollment, Continuing Education and Special Topics. These in-person classroom trainings are described in Sections C.5.2.1 and 5.2.2. (pages 13 and 14).
4.	General	The RFP states that the contractor should be accessible to the New York State Department of Health (NYS DOH) staff based in Albany (on page 4). Is there a requirement that the contractor also be based in Albany?	The success of the Contractor, in part, relies on the accessibility of the Contractor’s key project staff to the Division of Health Reform and Health Insurance Exchange Integration’s (Division’s) Albany policy staff in order to

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			work closely with the Division on new policy initiatives. However, there is no requirement for the Contractor to be based in Albany. Nor is there a requirement that the subcontractor(s) be based in Albany.
5.	Background	Will contractor have access to Subject Matter Experts (SME) about the program, the effects of the Health Care Reform Act, Immigration issues, etc.?	Yes.
6.	Section 6.2	Can the state please confirm that training materials will be provided to contractor within a reasonable timeframe to allow adherence to the expectation of training to commence within ninety (90) days of contract approval?	Yes, training materials will be provided to the Contractor within a reasonable timeframe to allow adherence to the commencement of training for the deliveries specified in the RFP within 90 days of contract approval by the Office of the State Comptroller (OSC).
7.	General	When updating training materials and curricula, if contractor develops a more effective approach that may lengthen/shorten the duration of training, would the state consider this option? Additionally, would the state be open to converting instructor led training to an alternative method/delivery – for example, a combination of in person/on-line?	Subsequent to contract approval by the OSC, the Division will consider the Contractor’s suggestions to develop a more effective training approach that may lengthen/shorten the duration of training. The Division is open to converting some instructor led trainings to an alternative method/delivery.
8.	Section 5.1.3	Technical Assistance Training (TA) – Medicaid Consortia – RFP states Consortium members will determine the training topics. Will contractor have access to SME when developing specified training topics?	Currently, there are approximately forty Technical Assistance (TA) training topics. Annually, the Division’s approved list of available topics is sent to the local departments of social services (LDSS). From that list, the Medicaid Consortia and LDSS determine their TA training needs. The Contractor will have access to SMEs for updating and developing new curriculum.
9.	Section 3.5	Are there expectations for resumes to be submitted for Sr. Training Staff, Training Staff, and Technical Staff as well as the Project Director? What does the New York State Dept. of Health prefer and/or require?	Yes, Section D.3.5. Staffing Requirements and Qualifications (page 29) states that resumes of all known staff, and job description and qualifications for each staff position should be submitted with the proposal.
10.	General	Will contractor have access to online training modules (computer based training modules) to be able to update those as well? Are they currently property of the state of New York?	The Contractor will have access to the current online training modules (computer based training modules) to be able to update the source files and published content which was authored in Articulate (Presenter 09). The online training

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			modules are the property of NYS.
11.	General	Will contractor have access to current supporting training materials to update and utilize? Are these currently property of the state of New York?	The Contractor will have access to the most recent supporting training materials to be able to update and utilize. These materials are the property of NYS.
12.	Section 5.1.1	Historically speaking, how many times per year (on average) do training sessions not meet the minimum or go over the maximum amount of participants registered?	This information is not available because the minimum/maximum class size parameters have been changed from previous years; therefore, the data would not be relevant to the proposals being developed. As outlined in the RFP, in the event that registration for a session does not meet the recommended minimum or exceeds the maximum training class size, the Contractor will notify the Division for further guidance.
13.	Background	For clarifying purposes, how many Facilitated Enrollment organizations are there? Would it be 57 total (including the 41 community based organizations and 16 health plans currently contracted)?	We expect that there will be a total of 57 Facilitated Enrollment organizations, comprised of 41 community-based organizations and 16 participating health plans.
14.	Section 6.1.1	Are there technology standards or platforms the bidder needs to work within for the website and web-based LMS solution?	The currently used LMS, State Automated Registration System (STARS), is browser-based. Internet Explorer (IE) with Adobe Reader add-on is required. IE 8 or higher is preferred, but IE 7 and lower versions are supported. If a Bidder is proposing to use another established web based LMS, the system must meet the minimum requirements noted above. Compliance with NYS Enterprise IT Policy NYS-PO-005 is also required (Section F. 14, page 42 – Accessibility of State Agency web based Internet Intranet Information and Applications).
15.	Section 6.1.1	Are there any preferred LMS solution vendors?	STARS is a preferred web based LMS solution. An alternate web based LMS will be considered if the Bidder has an LMS in place that meets the requirements of the RFP.

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			<p>STARS is the LMS currently used by the local departments of social services (LDSS), Facilitated Enrollment organizations and providers registering for the training services outlined in the RFP.</p> <p>The STARS training registration and tracking system announces training opportunities, provides for electronic course registration and tracking for LDSS and provides a means for course management and reporting for training contractors. It also handles associated administrative tasks referenced in this RFP. Examples include distribution of training announcements, the recruitment and registration of trainees, preparation of class lists, customized pre/post-tests and summary of participant trainee evaluations.</p> <p>If the successful Bidder has elected to use STARS, the Office of Children and Family Services (OCFS) Bureau of Training will serve as the liaison to the Contractor. There is generally no cost to a Contractor for this service.</p> <p>OCFS and the Center for Development of Human Services (CDHS), Research Foundation of SUNY Buffalo State College, jointly manage STARS.</p>
16.	Section 6.1.1	What other systems will the website and LMS solution interface with, if any?	<p>If STARS is to be used, the Contractor's dedicated website, as described in Section C.6.1.1. (page 15), would link to STARS through a web based portal.</p> <p>A Contractor with a web based LMS in place that meets registration and management guidelines as required in the RFP would not have to link with NYS systems.</p>
17.	Section 6.1.1	Approximately how many users will access the website and LMS?	<p>In 2011, there were approximately 5,000 users who accessed the website to register for training. We do not have information on the total number of users who accessed the website.</p>

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18.	Section 6.1.1	Will all of the users require a log in and password?	The users will require a log in and password.
19.	Section 6.1.1	Are there any e-commerce requirements?	There are no e-commerce requirements.
20.	Section 6.1.1	Are there requirements for online mentoring and learning communities?	The RFP did not require online mentoring or learning communities. The Division will consider alternative modalities or additional levels of service described by the prospective Bidder.
21.	Section 6.1.1	Are there known minimum technology requirements for the user community to access the website and LMS (i.e. specific browsers and versions, operating systems, etc.)?	Internet Explorer with Adobe Reader add-on is currently required. The current user community meets these minimum requirements.
22.	Section 8.12	If current training curriculum is already developed, what is the expectation regarding updating and re-designing? How much updating does DOH expect for curricula?	<p>Section C.6.3. Curricula and Training Content Development /Revision (pages 15 - 17) states that there is currently approved curricula for each training component. The Division will work with the Contractor by providing access to SMEs and policy documents to update curricula when needed.</p> <p>For example, there are annual updates to income/resource eligibility levels, Medicaid regional rates for calculating transfer penalty periods, Family Health Plus Premium Assistance Program premium rates, etc., which may require a page replacement or minor edits to some training materials.</p> <p>In addition, some training materials need to be updated because of changes in federal and State laws, regulations and guidance or training evaluation data. For example, federal health care reform makes a number of changes to how Medicaid eligibility is determined for most individuals under 65. These changes, which are effective January 2014, will require curricula revisions to the LDSS New Workers, Introduction to Facilitated Enrollment, online trainings and some Medicaid TA and FE Continuing Education/Special Topics.</p>
23.	Section 8.11	How will the contractor invoice for curriculum development activities?	Reasonable timeframes will be established for new curricula development with Division staff. The fees, as detailed on the

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			Bid Form (Attachment # 8), will be based on the length of time of the training component. The Contractor will invoice at the completion of project deliverables per the payment schedule outlined in Section C.8.11. (page 23).
24.	Section 6.5	If the contractor is to provide mileage and hotel for participants who travel more than 50 miles, how can we estimate the numbers of participants who will need this provision? How will food (per diem) be handled?	The number of participants registered who require travel reimbursement and/or hotel varies by scheduled LDSS New Workers and LDSS Chronic Care Workers training session locations. Trainings have historically been held in Albany, Long Island, Central and Western NY to minimize the cost of trainee travel and hotel expenses. Up to \$150,000 annually was allocated on the Bid Form (Attachment # 8) for eligible LDSS New Workers and LDSS Chronic Care Workers trainee travel and hotel. This reimbursement is a “pass through” to the Contractor for approved trainee travel and lodging. Per diem reimbursement is not allowed.
25.	General	Can a potential contractor see copies of the current curriculum?	Per the amendment to the RFP posted on 2/10/12, potential Bidders were given the opportunity to come to DOH to review existing curricula on 2/15/12 and 2/17/12. No other review of curricula is planned prior to bid submission. Once an award has been made, the successful Bidder will be provided the curricula.
26.	Section 8.10	Can we have more clarification on the webinar – length and anticipated number of participants?	Currently, there are no webinars. The length and number of participants will depend on the topic and for whom the webinar is developed; 58 LDSS or the 41 Facilitated Enrollment organizations. Webinars are included in the RFP as a future alternative modality for some trainings. Generally, webinars are used for topics that can be delivered in two hours or less. New curricula development for webinars will be based on the curricula development rates submitted on the Bid Form (Attachment # 8).
27.	Section 8.11	Are pilots expected to be done in person or via webinars or other technology?	The Division will consider utilizing alternate modalities (webinar or other technology) depending on the scope of the new curricula.

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28.	Section 6.5	Regarding travel, the RFA provides guidance on hotel arrangements and mileage reimbursement. What about other forms of transportation, such as trains, bus, etc.?	Trainees are free to choose the mode of transportation; however, they should use the most economical method of travel unless there are circumstances that would make this unreasonable. Trainees who choose to travel by a more expensive method of transportation when a more economical method is available should be reimbursed at the trainee travel mileage rate. Depending on the location of the training activity and the distance the trainee must travel, bus or train transportation may be the most economical. Car pooling should be used when available.
29.	Section 6.5	In the past, what has been the average number of participants that have required travel support?	See answer to #23.
30.	General	Who are the current grantees providing these training and TA services?	The Center for Development of Human Services (CDHS), Research Foundation of SUNY Buffalo State College, currently provides these services.
31.	Section 5.1.3	Can you provide more information on what a Technical Assistance Training is composed of? Is this a technical assistance visit, workshop, etc.?	Section C.5.1.3. (page 9) addresses Technical Assistance (TA) training which is currently delivered in half or full day sessions at LDSS locations or Regional Medicaid Consortia meetings. Historically, TA training has been delivered in a classroom setting and generally covers more in-depth information than is included in the LDSS New Workers or LDSS Chronic Care Workers trainings, as well as other related Medicaid eligibility policies and guidelines. The Division will consider alternative training modalities for some topics.
32.	Section 6.6	This section states that the Contractor can be reimbursed for hotel cancellation fees. How would that work on the invoice form?	A template for the quarterly expenditure reports will be provided to the Contractor by the Department (Section C.8., page 21). The contract will include specific invoicing and reimbursement directions.
33.	General	What on-line learning programs currently exist and what program was used to develop them? What kind of on-line and new training programs does NYSDOH expect the	Section C.5.2.3. (page 14) Online Training for FEs and Section C.5.1.4. (pages 10 - 12) Online Training for Providers describes the four online computer based trainings

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		contractor to develop?	(CBT) currently provided. NYS DOH expects the Contractor to have the capability to develop new CBT training programs when required. The Contractor will have access to the current online training modules (computer based training modules) to be able to update the source files and published content which was authored in Articulate (Presenter 09).
34.	Section 6.1.1	What program is used for the Learning Management System?	The currently used LMS, STARS, is browser-based. Internet Explorer (IE) with Adobe Reader add-on is required. IE 8 or higher is preferred, but IE 7 and lower versions are supported.