

Division of Family Health

Delivery of Statewide Early Intervention Web-based Training

Request for Proposals

RFP No. 16824

Questions and Answers

October 20, 2016

Existing Contract:

1. Question: What was the cost last year?

Answer: This is a new initiative; therefore, there is no cost for last year. Prior to this, in-person classroom trainings were provided.

2. Question: Who was the contractor?

Answer: This is a new initiative; therefore, there is no incumbent. Cam-Held Enterprises, dba Just Kids Early Childhood Learning Center was the vendor for the classroom trainings.

3. Question: Where can I get a copy of the contract?

Answer: Information regarding the current classroom training contract may be requested under the Freedom of Information Law (FOIL). To submit a FOIL request, please write to the Department's Records Officer at FOIL@health.ny.gov.

Additional information regarding the FOIL process is available online at <http://www.health.ny.gov/regulations/foil/>.

4. Question: What was the bid tabulation for last year?

Answer: This is a new initiative, no bid tabulation exists for last year.

5. Question: How many participants have completed the program each year over the last three years? (no section applicable)

Answer: The total number of participants who have completed one or more in person trainings are as follows:

July 2013-June 2014: 5,406

July 2014-June 2015: 5,246

July 2015-June 2016: 3,805

Division of Family Health

Delivery of Statewide Early Intervention Web-based Training

Request for Proposals

RFP No. 16824

Questions and Answers

October 20, 2016

These numbers represent participants not the number of trainings completed. For example, one participant may have attended eight different trainings, or one participant may have attended only one training.

Content/Curricula:

1. Question: What is the frequency or volume of training we need to deliver?

Answer: As referenced in section 3.2.1 of the RFP, each training will be delivered as an interactive Web-based training once, and then posted to a website resource where it can be accessed by participants for the remainder of the contract period. In the event that a revision needs to be made to a training, the contractor will be required to redeliver as an interactive webinar once, record and then post the revised version for future access.

2. Question: What frequency will be required for in-person trainings and what number of people per training?

Answer: There will not be any in-person trainings. The RFP requires the contractor to convert classroom trainings into a webinar format, deliver the trainings live, record the training and then post them to a website where they will be accessible to the target audience.

3. Question: The announcement gives the impression that in-person and other mediums for delivery of training will be allowed. What mediums will be permitted for delivering these trainings?

Answer: There will not be any in-person trainings. The RFP requires the contractor to convert classroom trainings into a webinar format, deliver the trainings live, record the training and then post them to a website where they will be accessible to the target audience. Please refer to the RFP, Delivery of Statewide Early Intervention Web-based Training section 3.1 and section 3.2 for complete description.

4. Question: Will a translator/translation services be provided by DOH or should those costs be included in the proposal?

Answer: The RFP does not require the trainings to be translated.

Division of Family Health

Delivery of Statewide Early Intervention Web-based Training

Request for Proposals

RFP No. 16824

Questions and Answers

October 20, 2016

5. How many total live sessions are required for each course that is converted?

Answer: See Section 3.2.1 of the RFP, The RFP requires the contractor to convert classroom trainings into a webinar format, deliver the trainings live, record the training and then post them to a website where they will be accessible to the target audience for the remainder of the contract period. In the event that a revision needs to be made to a training, the contractor will be required to redeliver as an interactive webinar once, record and then post the revised version for future access.

6. Question: Has a maximum webinar length been established?

Answer: No, but it is recommended that no single module exceed two hours.

7. Question: Have any similar courses been converted? If yes, what the average ratio of classroom training time to e-learning module completion time.

Answer: This is a new initiative, none of the courses have been converted.

8. Question: Does the current scope include delivery of the program? The scope contains identifying the trainers, platform, designing content however there is no verbiage for delivery.

Answer: Yes. The contractor is required to deliver the training. See sections 3.1 Performance Standards and 3.2.1 Curricula in the RFP.

9. Question: What has the schedule been for the current Instructor-led program for each year over the last three years? What is the frequency of delivery of the current instructor-led program throughout the regions? Is the expectation to continue the same frequency and cadence of the instructor-led schedule? (no section applicable)

Answer: This information is not relevant to this RFP. The RFP requires the contractor to convert classroom trainings into a webinar format, deliver the trainings live, record the training and then post them to a website where they will be accessible to the target audience. The contractor will be expected to track and report attendance for these archived trainings for the entire contract period.

Division of Family Health

Delivery of Statewide Early Intervention Web-based Training

Request for Proposals

RFP No. 16824

Questions and Answers

October 20, 2016

10. Question: What is the resolution process for content conflicts that may arise between instructors and content provided by the Department? (no section applicable)

Answer: The Department is the approving authority on content to be used in the trainings.

11. Question Sub-section D: Is there a need for document and record storage?

Answer: Yes, all records of attendance, outreach, needs assessment and conversion of curricula must be stored and accessible upon request of the Department for the life of the contract.

12. Question: Should that be transferrable at the end of the contract to NYS DOH?

Answer: Yes, all materials related to this contract are property of the Department and must be transferred to the Department at the end of the contract.

13. Question: Regarding Section 3.2.1 Curricula, for the new training to be identified and delivered in the 4th and 5th years, will the Vendor work with Subject Matter Experts, SMEs, provided by the Department or will the Vendor need to identify and provide the SMEs for said courses?

Answer: The contractor will need to identify and provide the SMEs for the course.

Outreach:

1. Question: Should proposals include outreach materials to strengthen parent and family education, such as handouts and booklets?

Answer: It is not required to include outreach materials in proposals submitted, however, proposals should describe an outreach plan. Please refer to section 6. Proposal Content, in the RFP

2. Question: What is the purpose of the outreach plan? Is it to drive attendance into the training sessions? Is it to bring awareness to Early Intervention Educators? (Section 3.2.2.C)

Division of Family Health

Delivery of Statewide Early Intervention Web-based Training

Request for Proposals

RFP No. 16824

Questions and Answers

October 20, 2016

Answer: The purpose of the outreach plan is to make the target audience aware of the trainings that are available and to gather information; via a needs assessment; that can be used to identify other trainings that would be useful to the target audience.

3. Question: Outreach Plan – mentions identification of training needs for all regions of the state – how many regions are there? What type of customization of material/training plans are expected between regions? (Section 3.2.2.C)

Answer: There are five regions in New York State - the Capital Region, Mid-Hudson, NYC/Long Island, Central NY, and Western NY. All trainings must be standardized based on the Early Intervention regulations, laws and policies and procedures and available state-wide, therefore there should not be differences in training materials based on regions.

CEUs:

1. This section calls for the contractor to offer Continuing Education Units (CEUs).
- ✓ What authorization or affiliation is required of the contractor in offering CEUs?
 - ✓ Is a higher education affiliation required?

Answer: The contractor will need to become a Continuing Professional Education Accredited Provider with the International Association of Continuing Education and Training.

2. Question: What will constitute completion of recorded sessions for earning of CEUs?

Answer: In section 3.2.2.A of the RFP, it states that the contractor must create a mechanism to ensure that the trainee is full engaged throughout the entire training session. If a training is divided into separate modules, the trainee must complete all modules to earn CEUs for the training. Participants will also be required to complete a post-session evaluation.

3. Question: Regarding Section 3.2.3 D Continuing Education Units (CEUs), if CEUs need to be accredited by a specific association, please identify who will provide approval.

Answer: International Association of Continuing Education and Training.

Division of Family Health

Delivery of Statewide Early Intervention Web-based Training

Request for Proposals

RFP No. 16824

Questions and Answers

October 20, 2016

4. Question: Is the current Instructor-led program approved for CEU credit and by which organizations? (Section 3.2.3.C)

Answer: Yes, the current program is authorized to issue CEUs through the International Association of Continuing Education and Training.

Technology:

1. Question: What format will be required for training delivery?

Answer: Interactive (synchronous) web-based technology

2. Question: Does DOH require /prefer a particular webinar platform?

Answer: DOH does not require a particular webinar platform, but the platform is required to be readily accessible and supported by a variety of browsers and comply with all technology requirements.

3. Question: Will "Go to Webinar" be acceptable for use?

Answer: See Section 3.2.3 and 3.5 for requirements. In Section 6.2.4 bidders should describe what technology they propose and how it meets the requirements of the RFP.

4. Question: What skillset is necessary to assume maintenance of current website? Is this a Word Press site, HTML? (Section 3.2.3 B)

Answer: The bidder is expected to follow the guidelines in Section 3.2.3 B. The program chosen by the bidder must meet the requirements necessary to achieve the noted deliverables. The platform for the current website is Ubuntu 12-04 Linux distribution.

5. Question: Sub-section B:

This section states that a contractor must assume maintenance of an existing training website.

Division of Family Health

Delivery of Statewide Early Intervention Web-based Training

Request for Proposals

RFP No. 16824

Questions and Answers

October 20, 2016

- ✓ Does the State own the existing EILN training site located at <https://www.elearningnetwork.com/index.php>?
- ✓ If not, does the State have the authority under its current contract with the Just Kids Early Learning Childhood Center to allow a new contractor to assume control of that website?
- ✓ If a new contractor is allowed to assume control of the existing site, who is the current host of that site?
- ✓ Can a bidder offer an alternative training website resource that offers the same functionality based on Section 3.2.3-B of the RFP?

Answer: Yes, the Department owns the EILN training site. The website is now hosted by the current contractor, Cam-Held Enterprises, Inc. dba Just Kids Early Childhood Learning Center. It is expected that the new contractor will assume control of the current website or offer an alternative website that meets all of the requirements of the Department.

Proposal Content:

1. Question: Is there a local vendor preference?

Answer: No

2. Question: Is there any bonding required?

Answer: Bonding is not a requirement.

3. Question: Will only one vendor be selected or will different vendors be selected for different components (online training, in-person, outreach materials, etc.) and/or areas of NYS? If so, may a firm submit to complete one component or must all required elements be addressed?

Answer: Only one prime contractor will be selected to complete all components of the RFP. Bidders can propose to subcontract part of the deliverables, if applicable.

4. Question: Can a firm submit to address specific areas or counties of the state?

Answer: No. One contractor will be selected to provide all deliverables, statewide.

Division of Family Health

Delivery of Statewide Early Intervention Web-based Training

Request for Proposals

RFP No. 16824

Questions and Answers

October 20, 2016

5. Question: Is being a MWBE a requirement to be considered? - 'good faith effort' using MWBE subcontractors to achieve the 30% threshold would be made but unclear the impact if deemed impossible given availability, location or competency set. (Section 5.5)

Answer: The Department has established goal of 30% MWBE for this procurement. After attempting to secure MWBE subcontractors, if the bidder believes they cannot achieve the 30% MWBE requirement, they must request a waiver from some or all of the goals. This request must be completed and submitted with their application. The waiver must explain the reason(s) the 30% is not achievable and what percentage they feel they can reach. The bidder will not be penalized as long as they can document "good faith effort."

6. Question: Is the contract a sole-source or will portions be divided among respondents?

Answer: One contractor will be selected to provide all deliverables, statewide.

7. Question: There is no mention of 508 compliance in the RFP, should we assume the system must be 508 compliant?

Answer: Yes, the system must be 508 compliant. Although 508 compliance is not specifically mentioned in this RFP, Section 508 of the Rehabilitation Act of 1973 requires all electronic and information technology (EIT) be accessible to all people with disabilities and applies to all vendors or contractors doing business with a government agency.

8. Question: In relationship to budget under 8.4 you state, "Not to exceed maximum price" where in the document was the maximum price described?

Answer: The "maximum price" referred to is the maximum "bid" price. There is no maximum a bidder can bid.

9. Question: Please clarify the deliverable schedule. Request states "The Contractor will be required to have the first module converted within six (6) months of contract approval...with the remaining modules converted and delivered as a webinar by the end of the first year of the contract. However, Table A: contains a Conversion timeframe that extends to third year of the contract. (Section 3.2.1 paragraph three)

Answer: The modules referred to are for the course, Introduction to Service Coordination. This is currently a 7 hour course and will need to be broken into separate Webinar

Division of Family Health

Delivery of Statewide Early Intervention Web-based Training

Request for Proposals

RFP No. 16824

Questions and Answers

October 20, 2016

modules. The remaining course conversions are spread out over the first 3 years of the contract.

10. Question: Regarding the Calendar of Events, will the short listed Vendors be given an opportunity to provide a solution demonstration?

Answer: A contractor will be chosen and a contract awarded based on a submitted proposal.

Funding/Payment:

1. Question: Will this project be funded with State funds only, or will part of the funding be from federal sources?

Answer: This project will be 100% funded by Federal US Department of Education, Office of Special Education Programs Part C funds.

2. Question: Section 5.4 Payment As payments will be made upon completion of deliverables, and upon approval by the Department, is there a standard timeframe for the Department's period of review (i.e., 30 days)?

Answer: The Department intends to review completed deliverables within 10 business days.

3. Question: Will the selected Contractor have the opportunity to submit an advance payment request?

Answer: The Department does not provide advance payments.

4. Question: What is the dollar threshold for an item to be considered an equipment purchase?

Answer: This has no bearing on the proposal. However, if you want further information on purchasing equipment with federal dollars you can refer to the OMB Super Circular.

Division of Family Health

Delivery of Statewide Early Intervention Web-based Training

Request for Proposals

RFP No. 16824

Questions and Answers

October 20, 2016

5. Question: Is the EIP a fee based program or is it sponsored by the state and offered at no charge to participants? (no section applicable)

Answer: The Early Intervention Trainings are sponsored by New York State Department of Health and are offered at no charge to participants.

6. Question: If the EIP is a fee based program what are the requirements for fee procurement from participants for the course?

Answer: The Early Intervention training is not a fee-based program.