



December 15, 2011

**Central New York DDSO**

**REQUEST FOR PROPOSALS (RFP) NOTIFICATION  
For  
NATIONAL CORE INDICATORS (NCI) REGIONAL COORDINATOR**

Contract Number: T461764

John L. Gleason, Director

□ Syracuse Office  
P.O. Box 1035, 800 S. Wilbur Ave.  
Syracuse, NY 13201-1035

TEL: 315-473-2900  
FAX: 315-473-3132  
TTY: 866-933-4899

The Central New York Developmental Disabilities Services Office (CNYDDSO) in conjunction with the NYS Office of People With Developmental Disabilities (OPWDD) is soliciting proposals for an independent contractor to coordinate the National Core Indicators (NCI) project for the Central New York region of the state. NCI is a set of performance indicators used to measure outcomes for state developmental disabilities systems. The Central New York Regional Coordinator will be responsible for managing the data collection for 400-500 face-to-face interviews with individuals with developmental disabilities and/or their families. This project is proposed to last from January 2012 through June 2012. The RFP details are enclosed.

All proposals must be received no later than **January 9, 2012 at 12:00 PM** in the:

Central New York DDSO, Business Office, Unit 3A3  
Contract Management Unit  
800 South Wilbur Avenue, Syracuse, NY 13204

**All bids must be contained in a sealed envelope that indicates the contract number and specifying the bid opening date and time and the words, "Bid Enclosed". Faxed bids will not be accepted.** The bid opening and basis for award information are contained in RFP details in this proposal.

All questions must be submitted in writing by USPS mail to the above address or emailed to [joy.vandusen@opwdd.ny.gov](mailto:joy.vandusen@opwdd.ny.gov) to be received no later than **December 30, 2011 at 12:00 PM**. Answers to questions will be published on the OPWDD website at: <http://www.opwdd.ny.gov/IFBs/index.jsp>.

To request a paper copy of this RFP mailed to you, please contact the Contract Management Unit at 315-473-2970 or email us at [joy.vandusen@opwdd.ny.gov](mailto:joy.vandusen@opwdd.ny.gov).

If you have any questions, please feel free to call me at (315) 473-2900.

Sincerely,

Joy M. VanDusen  
Contract Management Specialist 1

Enclosures

## **Background**

The New York State Office for People With Developmental Disabilities (OPWDD) is responsible for overseeing a statewide system of services and supports for individuals with developmental disabilities and their families. OPWDD and its network of not-for-profit agencies provide residential, day and clinical services to over 125,000 individuals in NYS. OPWDD's mission is to help people with developmental disabilities live richer lives, which includes providing opportunities for meaningful relationships, personal health and growth, full participation in their communities and a home of their choice.

The agency has participated in the National Core Indicators (NCI) project for the past four years to better assess OPWDD's progress in accomplishing its mission. NCI is a set of indicators used to measure the performance of state developmental disability systems. States can use the data they collect to benchmark their performance year to year and also compare their system with other participating states.

The most integral part of the project is the Consumer Survey, a valid and reliable instrument used to measure quality of life and consumer satisfaction. OPWDD collect over 2,000 Consumer Survey interviews annually to better understand individual outcomes for people who receive services and supports. Data from the NCI project helps OPWDD plan for future services, measure quality, and share results with the public.

OPWDD is seeking six regional coordinators to manage the NCI project and collect a statewide total of 2,450 surveys (approximately 400 surveys per region). An allocation of \$150,000 is being set aside for the six regional coordinators at \$25,000 per coordinator for the contract period of January 1, 2012-June 30, 2012. Regional Coordinators will also receive reimbursement for their travel.

## **Description of Work**

OPWDD requires each Regional Coordinator to:

- Manage the NCI Project within 2-3 DDSO regions.
- Provide direction, training and oversight to interviewers who will collect 400-500 complete Consumer Surveys through a web-based survey.
- Track data collection progress and response rates.
- Review completed surveys for quality purposes.
- Participate in conference calls and in-person meetings related to the NCI Project, including one day of training in Albany, NY.
- Collaborate with OPWDD, DDSO and Central Office staff affiliated with the NCI Project.

## **Scope of Services**

The NCI Regional Coordinators will be responsible for overseeing the collection of approximately 400-500 face-to-face interviews with individuals with developmental disabilities and/or their family members.

Work collaboratively with DDSO staff, provider agencies, interviewers and Central Office staff to complete the targeted number of interviews for their region. Each coordinator will have access to office space at the DDSO.

Assign surveys to interviewers and provide direction and training related to the proper administration of the Consumer Survey and use of the web-based application for data collection.

Travel throughout their assigned region to conduct their own interviews plus observe interviewers to establish inter-rater reliability and adherence to survey protocols.

Obtain demographic background information from each Medicaid Service Coordination (MSC) agency.

Review each survey for accuracy and completeness, and follow-up with interviewers and service coordinators to ensure the integrity of the data.

### **Performance Measures**

OPWDD oversees and delivers high quality services and supports for individuals with developmental disabilities and their families. Staff and contractors are expected to uphold the mission, vision, values, and guiding principles of the agency in their interactions with the public. To ensure contractor compliance with the scope of services to be obtained and delivered by this request for proposal, contractor performance will be measured by the following criteria:

- A demonstrated ability to successfully manage a data collection project.
- A demonstrated ability to deliver the targeted 400-500 surveys in a period of six months.
- A demonstrated ability to cooperate with OPWDD, its network of providers, and individuals with developmental disabilities and their families.
- A demonstrated ability to work independently and communicate effectively.
- A demonstrated ability to travel using public transportation or a personal vehicle. (Travel via privately owned vehicle must be pre-approved and will be compensated at the prevailing standard New York State mileage reimbursement rate which, effective July 1, 2011, is 55.5 cents per mile). This reimbursement rate is subject to change without notice.

### **Minimum Job Qualifications**

- An associate's degree and experience managing data collection in: social science research, program evaluation, or information management projects.
- Possess excellent verbal and written communication skills.
- Ability to work independently and collaboratively as part of a larger statewide team and to maintain complete confidentiality regarding data collected through the survey process.
- Good computer skills and familiarity with Microsoft Office software.
- The preferred qualifications are a bachelor's or master's degree with two or more years of professional experience coordinating data collection in a health or human service setting.
- Experience working with individuals with developmental disabilities and their families is preferred.

Bidders must provide copies of their college graduation certificates (photocopies are acceptable).

## **Proposal Evaluation Process:**

### **(1) Initial Pass/Fail {P/F} Review:**

DDSO staff will review all of the submitted proposals to ensure that they are responsive to the conditions set forth in the RFP. DDSOs must reject any application as “non-responsive” that fails to meet both of the following two {pass/fail} criteria:

1. Bidders who do not meet the minimum education requirements of an associate’s degree.
2. Bidders who do not have verifiable experience interviewing people as part of an evaluation, research or quality management initiative.

### **(2) Evaluation of proposals to the RFP:**

Proposals which successfully pass the initial P/F review will proceed to stage 2, the paper review of proposals. The “paper review” will involve OPWDD individual evaluators reviewing proposals to the RFP and scoring the proposals on the four (4) evaluation criteria set forth in the (attached) NCI Evaluation Form (maximum points = 100 points). Scores from each of the OPWDD evaluators will be averaged together to arrive at a composite score. **All evaluation scores of 80% or above will proceed to stage 3, the interview stage.**

### **(3) Interview stage:**

Proposals which receive a total paper score of 80 % (80 points) or greater in part 2 above will be invited to interview with OPWDD management. The interview process will be worth a maximum of 20 points. Interviews will be conducted via a set of scripted questions so that each candidate interviewed will be judged upon the same conditions to ensure fairness and equity of process. Upon completion of the interviews, the evaluation team will add the score from stage 2 (paper review) to the interview score to arrive at a total score. Then OPWDD will make awards in order of highest overall score.

# "NCI" Evaluation Form

Reviewer name: \_\_\_\_\_ Date reviewed: \_\_\_\_\_

DDSO Name: \_\_\_\_\_ Individual (bidder) reviewed: \_\_\_\_\_

	Points				
	Excellent 32-40	Very Good 24-31	Good 16-23	Fair 8-15	Poor 0-7
<b>Evaluation Criterion 1:</b>  1. Experience managing a data collection project.  (Maximum Allowable Points Available = 40)					
<b>Evaluation Criterion 2:</b>  2. Experience using Microsoft Office products and the internet.  (Maximum Allowable Points Available = 30)					
<b>Evaluation Criterion 3:</b>  3. Experience working independently and as part of a team.  (Maximum Allowable Points Available = 20)					
<b>Evaluation Criterion 4:</b>  4. Experience working with individuals with developmental disabilities and their family members.  (Maximum Allowable Points Available = 10)					

**Total score =====>**  
**{ Total of 1-4 criteria above}**

**(Total possible score is 100 points)**