

**CPR/FA/AED TRAINING AND CERTIFICATION RFP
C0SCO0033**

BIDDER ACKNOWLEDGEMENT OF ADDENDUM

Amendment Number: One
Date Issued: September 9, 2019
Summary: Amended RFP Sections 1.7(3), 1.7(5), 1.7(7), 2.1(1), 2.1(2), 3.5, 5.4
Amended Attachment 2
Amended Attachment 3
Questions and Answers

The RFP is hereby amended as follows:

Section 1.7(3) replace with: "Employee Participant certification training provided by OPWDD Employee Instructors shall not exceed 6 hours."

Section 1.7(5) replace with: "Employee Participant recertification training provided by OPWDD Employee Instructors shall not exceed 3.5 hours."

Section 1.7(7) addition of: "E-cards will be accepted and shall be issued by the Contractor. Wallet cards may be printed and sent to District Offices via US mail or e-cards sent to Employee Participant via email. A monthly report of certifications for wallet cards issued is to be provided to OPWDD District Offices, in addition to online access to verify certifications. The Bidder/Contractor must implement one (1) process (either printed cards or e-cards) statewide.

Section 2.1(1) replace with: "Must have ten (10) years demonstrated experience in providing CPR and AED training."

Section 2.1(2) replace with: "Must have previously provided CPR/AED training to a New York State agency, at least regionally, or to a New York City agency.

Section 3.5, Appeals Section replace second sentence with: "The appeal must be filed with the Bureau Director and emailed to bidprotests@osc.state.ny.us or sent via US Mail to Bureau of Contracts, New York State Office of the State Comptroller, 110 State St., 11th Floor, Albany, NY 12236."

Section 5.4 replace first sentence with: "The Technical Evaluators will review each Technical Proposal independently and the final scoring will be by consensus of the Technical Evaluation Committee using weighted scores to calculate for each responsive Bidder."

Attachment 2 replace with Amended Attachment 2: addition of banded volumes in Pricing Proposal.

Attachment 3 replace with Amended Attachment 3 page 1 to Administrative Response addition of: Acknowledgement of Addendum to Checklist.

By signing below, the Bidder attests to receiving and responding to the amendment number indicated above.

BIDDER: _____

REPRESENTATIVE SIGNATURE: _____

NAME: _____ **TITLE:** _____

Section 1.7 – Scope of Work

Q1. The opening paragraph states “Instructors will attend classes being held by the Contractor. Trainings should be regularly offered and held at least quarterly.” Is this in reference to integrate current OPWDD trainers into the model offered by the Contractor?

A1. Employee Instructors/Trainers that require “New Instructor” training and certification will attend classes offered by the Bidder/Vendor/Contractor. As stated in the RFP Scope of Work, “the majority of the Employee Instructors hold current certifications and shall be grandfathered into the Contractor’s program.” Additionally, Section 1.7(6) states that the Bidder/Vendor/Contractor will “allow the Employee Instructors/Trainers with current certification in any nationally recognized curriculum to remain in good standing to maintain status without re-training until certification expires.” To clarify, current Employee Instructors/Trainers will utilize the Bidder/Vendor/Contractor model/curricula without attending Instructor training offered by the Bidder/Vendor/Contractor. Current Employee Instructors/Trainers will attend recertification training when their current certification expires.

Q2. Is Vendor training instructors only or are they training providers as well?

A2. The Bidder/Vendor/Contractor will train only Employee Instructors/Trainers. The Employee Instructors/Trainers will train the OPWDD Employee Participants/Providers. The Bidder/Vendor/Contractor is also responsible for providing course materials required to train OPWDD Employee Participants/Providers as well as wallet cards (“certification cards”).

Q3. Ref 1.7 – Referring to “The majority of the Employee Instructors hold current certifications and shall be grandfathered into the Contractor’s program in order to train and certify approximately 15,000 OPWDD employees.” Would the Bidder be providing the 15,000 credentials for these employees by way of the trainings held by the Employee Instructors?

A3. Yes, the Employee Instructors/Trainers will hold the trainings and the Bidder/Vendor/Contractor will provide the certifications (wallet card) for the OPWDD Employee Participants/Providers.

Q4. “Instructors will attend classes being held by the Contract[or]. Training’s should be regularly offered and held at least quarterly.”

a. Will OPWDD have a facility to conduct training, or do we need to provide a venue for the training?

b. Will OPWDD allow us to have minimum # of students required to hold a class?

c. Can an OPWDD instructor class be combined with other organization's instructors?

d. Does the quarterly instructor training offering requirement need to be held in every region / facility?

A4. a. The intent is for Employee Instructors/Trainers to attend courses being held and hosted by the Bidder/Vendor/Contractor. Training at an OPWDD facility is an option; however, the course would only be available to OPWDD staff being trained and could not place a minimum attendance requirement. Additionally, using an OPWDD facility would be dependent on availability due to the volume of use that OPWDD training facilities receive.

b. This requirement allows OPWDD employees to attend regularly scheduled trainings offered by the Bidder/Vendor/Contractor; thus, eliminating the need for a minimum number of OPWDD employees to attend.

c. Yes. The intent is for Employee Instructors/Trainers to attend courses being held and hosted by the Bidder/Vendor/Contractor. The courses may include Instructors from other organizations.

d. Yes. The quarterly Instructor training must be made available within close proximity to each District Office (RFP Section 1.7(10)) listed in Exhibit 1.

Q5. Can you provide us with a list of locations where the training sessions will be held?

A5. The Bidder/Vendor/Contractor will hold Instructor training sessions which must be made available within close proximity of each District Office (RFP Section 1.7(10)). See Exhibit 1 for a list of District Offices. OPWDD Employee Instructors/Trainers will train OPWDD Employee Participants/Providers at OPWDD facilities.

Q6. Page 6 #3. Initial Instructor certification training should not exceed 6 hours. Do you anticipate this requirement as per day training or total of 6 hrs of training to be considered an instructor?

- A6. There is no time requirement for Instructor trainings. Numbers 3 and 5 are amended as follows:
3. Employee Participant certification training provided by OPWDD Employee Instructors shall not exceed 6 hours.
 5. Employee Participant recertification training provided by OPWDD Employee Instructors shall not exceed 3.5 hours.

Q7. Point 4: CPR/FA/AED – are you referring to the pre-requisite provider course for Instructors or the type of Instructor Program. What pre-requisites will new Instructor candidates have if vendor is not teaching pre-requisites.

- A7. Point 4 states that the Contractor will provide “CPR/FA/AED certification of a minimum of two (2) years before recertification is needed.” Certifications for Employee Instructors/Trainers and OPWDD Employee Participants/Providers must be valid for at least two (2) years before recertification is needed.

Current Employee Instructors/Trainers will train all new OPWDD Employee Participants/Providers. New OPWDD Employees seeking Instructor certification will then attend the Bidder/Vendor/Contractor course to become certified as an Instructor.

Q8. Ref 1.7, 4 – Does this 2 year credential refer to the above 15,000 providers, or does the RFP require that a provider level CPR/AED & First Aid credential be provided to the roughly 300 Employee Instructors IN ADDITION TO the superseding CPR/AED & First Aid Instructor credential?

- A8. Point 4 states that the Contractor will provide “CPR/FA/AED certification of a minimum of two (2) years before recertification is needed.” The 2-year credential applies to both OPWDD Employee Participants/Providers and Instructors/Trainers. As stated in the RFP, current Employee Instructors/Trainers will be grandfathered into the Contractor’s program. It could potentially be up to 2 years before these Employee Instructors/Trainers are recertified. OPWDD currently has 160 certified Employee Instructors/Trainers. Only new OPWDD employees hired to be Instructors/Trainers will require the new Instructor training. To clarify, OPWDD plans to maintain approximately 215 Employee Instructors/Trainers. Please note that the 300 manuals are for OPWDD Employee Participants/Providers.

Q9. Ref 1.7, 6 – To assist us in selecting the curriculum that will permit the smoothest transition, how many of the current Instructors are:

- American Heart Association (AHA)
- American Red Cross (ARC)
- National Safety Council (NSC)
- American Safety & Health Institute (ASHI)
- Other

- A9. The number of OPWDD Employee Instructors are certified as follows:

- American Heart Association (AHA): 35
- American Red Cross (ARC): 55
- National Safety Council (NSC): 70
- To be hired and certified: 55

Q10. What Instructor certifications do Agency Instructors currently hold?

- A10. Employee Instructors/Trainers are certified in a range of courses from each provider including:
- First Aid, CPR, AED
 - Basic Life Support for Health Care & Professional Rescuers
 - CPR for Healthcare Providers
 - Pediatric First Aid, CPR, AED

Q11. Listed in the curricula, support and materials to include section, #7 states a wallet card printed; is this for the Instructor Employee of OPWDD or each attendee employee (student)? To rephrase; is this a printed Instructor Card?

A11. The Contractor shall provide certification cards to both Employee Instructors/Trainers and OPWDD Employee Participants/Providers.

Q12. Point 7: Wallet cards – Does this refer to certification cards for the providers who have been certified by Agency’s instructors? Most certifying agencies send cards via email. Will that be acceptable as opposed to printed cards sent to each provider?

A12. Yes. “Wallet card” refers to certification cards for the OPWDD Employee Participants/Providers who have been certified by Employee Instructors/Trainers.

E-cards will be accepted. Wallet cards may be printed and sent to District Offices via US mail or e-cards sent to Employee Participant via email. A monthly report of certifications for wallet cards issued is to be provided to OPWDD District Offices, in addition to online access to verify certifications. The Bidder/Vendor/Contractor must implement one process (either printed cards or e-cards) statewide.

Q13. Ref 1.7, 7 – Several nationally recognized curriculums (AHA, ARC, etc.) now utilize eCards exclusively, these are conveyed directly to student, via their personal email address. Once “claimed”, the eCard can be search/verified, will that meet the RFP requirement?

A13. See A12 above.

Q14. In order to give out cards to students, the instructors would have to be aligned with the training center who trained them to be instructors. Can you help us understand how that is set up currently? Would the expectation be that the instructors are aligned with us?

A14. Currently, there is no process for this. Bidders/Vendors/Contractors must utilize a standard process statewide. The process may include Instructors/Trainers aligned with a training center. OPWDD intends to award one (1) contract for statewide services.

Q15. Ref 1.7, 8 – Please define “online materials” to which Employee Instructors will have “Unlimited Access”, i.e. Course paperwork, curriculum, etc.?

A15. Online materials shall include all curriculum such as Instructor Manuals, Participant/Provider Manuals, handouts, etc.

Q16. Same section #9 states “provide a set of materials for Employee Instructors” does this [include] manikins and AED trainers? Or is this just instructional didactic materials and student materials (manuals)?

A16. No. OPWDD has manikins and AED trainers for Employee Instructors/Trainers to utilize in training OPWDD Employee Participants/Providers.

Number 8 states that the Contractor will provide “unlimited access to online materials for Employee Instructors.” Online materials for Employee Instructors/Trainers include instructional didactic materials.

Number 9 states that the Contractor will “provide a set of materials for classroom training.” Materials required include student materials, e.g., books/manuals.

Q17. Point 9: Manual – Are the 300 manuals Instructor Manuals or Provider manuals?

A17. The 300 manuals are Participant/Provider manuals. Point 9 states that the Contractor will “provide a set of materials for classroom training for each District Office location (see Exhibit 1) to be used as needed. The OPWDD will require approximately 300 manuals for participants of the initial certification course and 300 manuals for the recertification course. The Bidder/Vendor/Contractor shall provide any updates to these manuals throughout the Contract term.” This refers to OPWDD Employee Participant/Provider manuals.

Q18. Ref 1.7, 9 – The RFP indicates that the OPWDD will require approximately 300 manuals for [OPWDD Employee] participants of the initial certification course and 300 manuals for the recertification course. The Contractor shall provide any updates to these manuals throughout the Contract term. Again, is this for the providers being trained, or Employee Instructors?

A18. This refers to OPWDD Employee Participants/Providers being trained by Employee Instructors/Trainers.

Q19. Issuance of Instructor Training Manuals – How will the existing instructors 300 manuals be distributed; single location, multiple locations (regional), or to the individual's residence?

A19. Instructor training manuals shall be issued at the initial Instructor course. Instructor training manuals for grandfathered Instructors shall be delivered to the Instructor's District Office. Updated manuals shall also be delivered to the Instructor's District Office. Please note that Instructor Training Manuals and updates are included in the cost of the Instructor training course.

To clarify, the RFP requires 300 certification manuals and 300 recertification manuals to be utilized in OPWDD Employee Participant/Provider training facilitated by Employee Instructors/Trainers. The Provider manuals shall be delivered to District Offices. The number of OPWDD Employee Participant/Provider manuals required per District Office will be provided to the Contractor after Contract award and before OPWDD Employee Participant/Provider trainings begin.

Q20. Point 10: May agency host Instructor courses at agency offices or is vendor responsible for hosting the Instructor courses throughout the state?

A20. See A4.a. above. The intent is for Employee Instructors/Trainers to attend courses being held and hosted by the Bidder/Vendor/Contractor. Training at an OPWDD facility may be an option; however, the course would only be available to OPWDD staff being trained and could not place a minimum attendance requirement. Additionally, using an OPWDD facility would be dependent on availability due to the volume of use that OPWDD training facilities receive.

Q21. Ref 1.7, 10 – If the winning Bidder is to make available the training facilities, no more than 35 miles from the 13 identified OPWDD offices; and on no less than a quarterly basis, must the Bidder maintain those locations when training is not being held? Simply put, can the locations be temporary (rented space, etc.) or must they be fully “maned”, full time, by the Bidder?

A21. No. The training facilities may be temporary, e.g., rented space.

Q22. Equipment – who would provide manikins for Instructor courses?

A22. The Bidder/Vendor/Contractor shall provide necessary equipment, including manikins, for Instructor courses. The OPWDD has the necessary equipment for OPWDD Employee Participant/Provider courses facilitated by Employee Instructors/Trainers.

Q23. How many employees are you going to want to take a class?

A23. OPWDD anticipates up to 50 new Employee Instructors/Trainers per year over the course of the five-year Contract term. OPWDD plans to maintain approximately 215 Employee Instructors/Trainers who will require recertification every 2 years. Employee Instructor/Trainer recertifications will occur at various times based on expiration of individual certification dates. Please see A8 for additional information.

Q24. Approximately how many students will be at each location?

A24. Exhibit 1 provides approximate numbers of Instructors/Trainers to be trained by the Contractor and Employee Participants/Providers to be trained by OPWDD Employee Instructors/Trainers at OPWDD District Offices.

Q25. What are the expectations if a student is not able to attend training on the day the training is in their area?

A25. If an Employee Instructor/Trainer is unable to attend a scheduled training, they will attend the next scheduled training or travel to a training in another district.

Section 2.1 – Minimum Bidder Qualifications

Q26. If vendor has provided CPR/AED but not FA training to a state agency, will that meet requirements?

A26. The requirement has been amended to require Bidders to have provided CPR/AED training to a New York State agency.

Q27. If we trained people through New York City agencies but not New York State agencies, does that meet the minimum requirements?

A27. The requirement has been amended to require Bidders to have provided CPR/AED training to a New York State agency, at least regionally, or to a New York City agency.

Pricing Proposal

Q28. Breakdown of number of certifications for New Instructor Training and Certifications is that based upon class size or the number of people to be trained over a year period or duration of contract?

A28. These number breakdowns include projected number of people to be trained over the duration of the Contract. OPWDD anticipates up to 50 new Employee Instructors/Trainers per year.

Q29. Wallet cards – Do you mean official certification cards from the certifying agency?

A29. Yes. “Wallet card” refers to certification cards for the OPWDD Employee Participants/Providers who have been trained and certified by Employee Instructors/Trainers, as well as for Employee Instructor/Trainers certified and/or recertified as an Instructor/Trainer.

Q30. Most certifying agencies require a book for each participant. How are the 300 books being utilized? Is there a place to quote the cost of the book or should that be included in cost of wallet card?

A30. The 300 certification manuals and 300 recertification manuals will be utilized in training approximately 15,000 OPWDD Employee Participants/Providers. The cost of the books and cost of the wallet cards are separate. On the Pricing Proposal form, the total cost of wallet cards and books (“manuals”) should be entered in the applicable row in the Materials section. Bidders are encouraged to provide volume discounted pricing on the Amended Attachment 2.

Q31. 15,000 students are referenced in the RFP ... on the pricing sheet it states 37,980.

- a. Could you please provide clarification?
- b. Will the cards be mailed to; single location, multiple locations regional, or to the individual's residence?
- c. Will the vendor provide all printing services or can templates and blank cards be provided to the designated instructors for production?
- d. Will e-cards be acceptable?
- e. Can the instructor issue e-cards?
- f. Can a single card be issued (FA / CPR / AED)?

- A31.
- a. Up to 40,000 wallet certification cards are projected to be needed throughout the Contract term. This number includes the approximate amount of Employee Instructors/Trainers and OPWDD Employee Participants/Providers that will require certification and/or recertification over the term of the five-year Contract.
 - b. Cards shall be sent to the associated District Offices. See Exhibit 1 for the list of District Offices.
 - c. The Bidder/Vendor/Contractor shall provide all printing services.
 - d. Yes. E-cards will be accepted.
 - e. Yes. The Instructor/Trainer may issue e-cards. However, there must be one standard process statewide (see A12 above).
 - f. Yes. A single card may be issued for CPR/FA/AED.

Q32. 215 instructors in RFP however pricing grid shows 430.

- a. **Can you please provide clarification?**
- b. **Can we issue e-cards?**

A32. a. The Amended Attachment 2 lists 600 anticipated recertification training, which allows for the current 160 Instructors/Trainers plus 55 new hires. This number includes up to three (3) certifications and/or recertifications for the planned number of 215 Instructors/Trainers.

- b. Yes, the Bidder/Vendor/Contractor may issue e-cards; however, there must be one standard process statewide (see A12 above).

Contract

Q33. Under Sections 1.25(b) and (c) of the Contract

- a. **Can we be provided further insight into OPWDD expectations?**
- b. **Can we be provided assurances that OPWDD will not take ownership, title or be granted a license to any of the training materials provided?**

A33. a. The Contract terms under Section 1.25 (b) and (c) are not relevant to this RFP.

- b. Bidders are not providing custom products so there is no ownership of intellectual property or materials by OPWDD.

Q34. RFP Appendix states 0% requirement for minority owned business for this RFQ however RFP requires quarterly reports. Could you please provide clarification?

A34. RFP Appendix A – Supplement shall be modified to state 30% MWBE goals as specified on Appendix J and Appendix J-1.