

New York State Office for People With Developmental Disabilities

Official Responses to Questions

received by 2:00 p.m. (EST) February 5th, 2021 in response to the **Ensuring Access RFP**

Question 1. I am a New York City Certified Minority/Woman Owned Business Enterprise. I have submitted my application for certification with New York State, am I eligible to submit a proposal?

OPWDD: Per section 1.1 of the RFP, the OPWDD intends to contract with a New York State Certified Minority or Woman Owned Business Enterprise (MWBE) or a Service-Disabled Veteran-Owned Business (SDVOB). OPWDD can follow up on your application to see if it may be certified by the Proposal Due Date of February 17th, 2021.

Question 2. Do Offerers have to be proficient in Chinese and Spanish?

OPWDD: As stated in section 1.7.2.1 of the RFP, “Proficiency in Spanish, Mandarin, or Cantonese” is a preferred qualification, Offerers do not have to be proficient in Spanish, Mandarin or Cantonese.

A New York State Service-Disabled Veteran-Owned Business (SDVOB) who is proficient in both Mandarin (with basic Cantonese) and Spanish, has offered to discuss the possibility of subcontracting with interested Offerers. Please email Connie.x.Blais@opwdd.ny.gov for contact information.

Per section 1.7 of the RFP, an Offerer may also explore the New York State Office of General Services’ Administrative Services (Statewide) Contract, Lot 6, “Translation and Interpretation Services” for assistance with written translation. This contract is located at: <https://online.ogs.ny.gov/purchase/snt/awardnotes/7300323057can.HTM>

Question 3. In review of the RFP and the Project Work Plan Details, if we are the Project Manager and subcontracting, how is the best way to submit the proposal?

OPWDD: Per section 1.7 of the RFP, the Offerer may assign tasks to subcontractors with OPWDD approval as stated in section 3.2.5.2 and 6.16 of this RFP. It is expected by OPWDD that Offerers can, and should, confirm availability of subcontractor(s) prior to proposal submission, if the subcontractor(s) will be providing services included in the proposal. Upon award of this RFP, all sub-contractual entities must be approved by OPWDD before actual work proceeds.

Offerers should submit a proposal highlighting abilities and experience in managing similar projects as outlined in the Scope of Work, section 2 of the RFP, and Table One: Project Work Plan Details; containing the Proposal elements required in section 3 of the RFP; packaged and

delivered in accordance with section 4 of the RFP; and considering the evaluation factors provided in section 5 of the RFP.

Per section 2.1 of the RFP, **upon selection**, the Offerer will enter into subcontracts with 2 Community-Based Organizations (CBOs) and/or multicultural agencies; one that supports individuals with I/DD and their families who are Spanish-speaking and one that supports individuals with I/DD and their families from the Chinese-American community.

Question 4. Will the work be done remotely?

OPWDD: Due to COVID-19, OPWDD is offering the option to work remotely. Per section 3.2.5.2.2 of the RFP, the Offerer should include an organizational chart that delineates the titles of the staff, their lines of communication, and their location(s) where they will be working.

Per sections 1.7.1.2 of the RFP, the Offerer must have the ability to travel within NYS to meet with and coordinate with Chinese-American and Spanish-speaking community members when online contact is not possible; and section 1.7.1.3, the Offerer must have the ability to travel to Albany 2 to 4 times a year, as necessary.

Question 5. What if we have questions after 2 p.m. on Friday, February 5th, 2021?

OPWDD: Per RFP section 1.2.2, questions submitted after the deadline may not be answered. However, if the OPWDD determines a question and answer to be substantial, enough to warrant publication, it will be shared with all bidders from the original email distribution list and posted on OPWDD's Procurement Opportunities website at:

<https://opwdd.ny.gov/procurement-opportunities>

and the New York State Contract Reporter website:

<https://www.nyscr.ny.gov/contracts.cfm>

Question 6. OPWDD suggested expenditures table in section 3.3.4 provides a total of \$200,000 for first year expenditures. Regarding TABLE TWO: OPWDD SUGGESTED EXPENDITURES, do I understand that the Budget is \$200,000 a year, with a total 2-year amount of \$400,000? What is meant by "Fringe"?

OPWDD: Yes, per section 6.3.1 of the RFP, the Contractor will be granted \$200,000 of funding per year for up to a period of 24 months, for a total project budget of \$400,000 that will be used to accomplish the objectives outlined in RFP Section 2 and TABLE ONE: Work Plan Details; and per section 6.3.2, in no event shall the aggregate sum of the payments made (under the contract) by the OPWDD for such services exceed the sum of \$400,000.

Examples of Fringe Benefits include the costs to the employer, for Retirement plans, Social Security, Health Insurance, Dental Insurance, Worker's Compensation, Survivor's Benefits, Unemployment Insurance and any other such type of employee benefits.

Question 7. Do we have to use the amounts and expenses in Table Two: OPWDD Suggested Expenditures? Or is that table a guideline and the total budget is flexible?

OPWDD: With the exception of Community Based Organizations (CBOs) or Multicultural Agencies; no, the Offerer does not have to use the amounts and expenses in Table Two, as the expenditure lines and amounts are suggested. Line items and amounts are interchangeable; however, allowance must be made for CBOs or Multicultural Agencies in the Offerer's proposed budget.

Question 8. What does success look like? Is it bringing in X amount of organizations and communities? What's the objective: What's a great outcome (as a broadly or specifically as possible)?

OPWDD: As outlined in the Table One: Project Work Plan Details, success would look like we have an evidence-based approach (qualitative or quantitative) to engage with people from multi-cultural populations, first and foremost, Chinese-American and Spanish-speaking, communities who are interested or need disability services. The initial outcomes are data, revised or new materials and strategies, and a framework for ongoing culturally and linguistically competent services. Those would lead to a more equitable service delivery system within OPWDD, and augment the resources and strategies currently used to engage other English as Second Language (ESL) populations.

Through the contract resulting from this RFP we will enhance our outreach and our ability to serve Spanish-speaking and Chinese-American individuals with Intellectual and Developmental Disabilities (I/DD) and their families.

People who speak Spanish and Chinese (Mandarin and Cantonese) languages represent the two most populated communities in NYS, and these communities have indicated that they struggle accessing and understanding our service delivery system. This RFP is designed to help OPWDD find ways to more effectively communicate with Chinese-American and Spanish-speaking communities in order to improve their access to the Front Door. OPWDD's Front Door is the portal through which individuals request eligibility determinations and access services. The Offerer selected will work with community-based organizations to review existing informational materials and propose modifications or develop new materials and resources that are culturally and linguistically competent. The goal is to increase understanding of the Front Door process, and to access information about eligibility, services, and how to contact OPWDD if an individual's service needs change. Ultimately strategies learned through this RFP will be applied to ensuring access for other under-served English as Second Language (ESL) populations seeking OPWDD supports and services.

Question 9. Are there outreach efforts already in place?

Question 10. Is this the first time that OPWDD is releasing the RFP? If not, who is the incumbent?

Question 11. Is this grant the first of its kind or is there a current incumbent or project management team that previously handled this?

OPWDD Response to Questions 9, 10 and 11: OPWDD has informational material, per section 2.1.2 of the RFP. However, this is the first time an RFP has been released for these services, there is no incumbent. This is the first grant of this type.

Question 12. What is the target territory?

Question 13. Where is the “contract work location/region” as referenced in the SDVOB plan? (p.84)

OPWDD Response to Questions 12 and 13: The resultant contract from this RFP will ensure access to OPWDD services for individuals with intellectual and developmental disabilities (I/DD) and their families who are from Spanish-speaking and Chinese-American communities across all regions and territories of New York State.

Question 14. Are original signatures required for subcontractor workforce forms as well?

OPWDD: No, original signatures from subcontractors will not be required for proposal submissions, but subcontractor’s original signatures may be required in the event of an award.

Question 15. Is there a pre-qualified pool of Community-Based Organizations that OPWDD would like selected contractor to recruit from? If not what is the criteria for selection? Are there priority locations, capacity, staffing/client number, suburban/urban/rural, services offered? Within the RFP it requests we provide a plan for recruitment, however, will OPWDD inform this approach? (p13)

OPWDD: Yes, OPWDD will provide a list of Community-Based and/or Multicultural Organizations, and will work with the selected Offerer in determining if there are other organizations and which organizations are most feasible to subcontract with. Offerers should present general strategies for coordinating with subcontractors in meeting the objectives as presented in Table One: Project Work Plan Details of the RFP.

Question 16. Would you clarify the role of the CBOs? What types & number of programs/activities will contractor be evaluating within CBOs?

OPWDD: In meeting the deliverables, as outlined in the Scope of Work, section 2 of the RFP, the role of the CBO is to facilitate the exchange of information between the selected Offerer and the target populations. The types and number of programs/activities will be determined by and based on the information gathered by the CBOs in their efforts to understand the needs of these communities.

Question 17. Please confirm that CBOs are responsible for submitting quarterly reports and narratives to contractor for compilation.

OPWDD: The contractor is responsible for submitting quarterly reports and narratives to OPWDD. The contractor may use their discretion in determining the types and frequency of reports the CBOs will be responsible for, if so desired, in order to assist with meeting OPWDD's quarterly reporting requirements.