

RFP OPD-2023-09 Ombudsman Program - Questions & Answers

Q #	QUESTION REFERENCE	RFP SECTION or ATTACHMENT	SUBSECTION	PAGE #	DATE	QUESTION	RESPONSE
1	Solicitation	4. Technical Proposal	1.7. Minimum Requirements	7	2/6	I own a interpreting agency that provides interpreters in spoken languages and American Sign Language am I able to bid for this?	The bidder is not precluded from participating because it owns an interpreting agency. Bidders must make sure to review the minimum requirements in section 1.7 to determine if they are eligible to bid.
2	Attachments	Attachment 18: Technical Proposal Response Form		N/A	2/15	I am writing to inquire about the IDD Ombudsman Contract. We want to know if there is a word or character count for filling out the narrative. It indicates that box won't limit the response, but I am unsure if that's a function of the fillable page or if there is no actual word limit.	There is no word or character count for filling out the narrative. The document will expand with a scroll bar on the right side of the fillable boxes.
3	General	N/A	Subcontracting	N/A	2/23	My company does not meet the criteria for bid, but we are interested in subcontracting opportunities with the winning vendor. How do we get our contact information to the winner?	The entity awarded the contract will be publicly disclosed on the New York State Contract Reporter and on OPWDD's website (https://opwdd.ny.gov/procurement-opportunities). The questioner may directly contact that entity at that time.
4	Solicitation	4. Technical Proposal	1.7. Minimum Requirements	7	2/23	I own a staffing company that provides interpreters and administrative assistance to companies in need. Can I bid on this?	Bidders must make sure to review the minimum requirements in section 1.7 to determine if they are eligible to bid.
5	Attachments	Other Attachments and Appendices	Attachment 7	N/A	2/21	I am writing to inquire about the IDD Ombudsman Contract. Are we required to submit the VRQ's for our subcontractors or just for our own agency? Historically, we have submitted subcontractor VRQs after receiving an award, but I was unclear about this requirement in the language of the RFP.	A list of proposed subcontractors is required to be provided on Attachment 4A as part of the Administrative Proposal submitted with the bid response. VRQ will be required when the contract is awarded for any contractor or subcontractor being paid more than \$100,000.

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6	Attachments	Attachment 17: Work Plan Response Form		N/A	2/23	Is there a word or character limit for filling out the narrative (Attachments 17 and 18). The instructions indicate that the box won't limit the response, but we are unsure if that's a function of the fillable page or if there is no actual word limit.	There is no word or character count for filling out the narrative. The document will expand with a scroll bar on the right side of the fillable boxes.
7	Solicitation	8. Proposal Submission Requirements	8.1 Required Submission Documents	25	2/23	We intend to use regional outreach subcontractors. We administer a rapid procurement upon grant award. Would it be appropriate to submit to include letters of intent to bid from potential bidders.	Please see response to #5.
8	Solicitation	8. Proposal Submission Requirements		24	2/23	We intend to use a specialist agency for technical assistance. What documents do we need to include, for example, would OPWDD require a VRQ from that pre-selected specialist partner with our response to the RFP.	Please see response to #5.
9	Solicitation	8. Proposal Submission Requirements		24	2/23	The RFP does not mention Letters of Support or MOUs. Would it be possible to include a Letter of Support or MOU in our application?	Please see section 8.1 for required submission documents. Any additional documents submitted will not be included as part of consideration.

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10	Solicitation	1. Introduction	1.7 Minimum Qualifications	6	2/23	The RFP lists OPWDD service providers as a prohibited conflict of interest. However, it also states that a bidder may still apply despite having potential conflicts, and describe how they would eliminate or prevent them. If a Bidder has a subcontractor that provides a small amount of OPWDD-certified services (e.g., Individual or Family Support Services), would a conflict mitigation plan (if sufficiently robust) potentially keep the Bidder from being disqualified? Or is provision of OPWDD services by a subcontractor an automatic disqualification?	As stated in Sections 1.7 and 6.10, bidders must describe how actual or potential conflicts of interest are "eliminated or prevented," which would apply to any subcontracts as well.
11	Attachments	5. Cost Proposal	N/A		2/23	Cost proposal, Attachment 2: The RFP says on page 14 that it is a budget for year 1, but the attachment asks about all 5 years.	See Amendment 1 for updated RFP language.
12	Attachments	5. Cost Proposal	N/A		2/23	Cost proposal: Can you provide instructions about how to complete the cost proposal? For example, one staff member might spend time on outreach, case management, and data management. How do you want their time allocated?	As per the instructions on Attachment 2, proposed fees must include the total all-inclusive, turnkey costs associated with the services to be provided as part of this RFP and any subsequent contract.
13	Attachments	5. Cost Proposal	N/A		2/23	Cost proposal, Attachment 2: We do not see any space to provide details about staff lines, subcontractors, or any narrative. How do we provide details on the budget?	Please see response to #12.

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14	Attachments	5. Cost Proposal	N/A		2/23	Attachment B says there is no reimbursement for travel, but the cost proposal requirements section on page 14 of the RFP lists travel as one of the expenses that should be included. Is travel reimbursable?	See Amendment 1 for updated Attachment 2: Bid Quote Sheet language.
15	Solicitation	2. Scope	2.1 Work Plan and Required Components	9	2/23	The RFP states that Component 2 of the work will include "referral to legal services as appropriate." The legislative history of MHL § 33.28 indicates that the scope of the ombudsprogram was expected to include representing individuals in appeals and hearings concerning adverse benefits determinations. Does OPWDD expect that the ombudsman will be able to represent consumers in administrative hearings and appeals? Or is the expectation that all such appeals will be referred out?	The language in the enacted MHL 33.28 does not include the representation of individuals in appeals and hearings within the scope of the Ombudsman. Therefore, the Ombudsman must refer the individual to appropriate legal representation, or the individual may pursue appeals on their own or with assistance from family members and guardians.
16	Solicitation	4. Technical Proposal	4.1.3.2	13	2/23	In the Technical Proposal section under 4.1.3.2, Bidders are instructed to follow the law related to NYS Mandated Reporting. Is it OPWDD's understanding that all ombuds personnel would be mandated reporters under the law? Or only those whose professional licensure brings them within its scope (e.g., social workers)? Would the OPWDD ombuds be considered "under the Justice Center's jurisdiction?"	The Ombudsman would be considered a mandated reporter because it meets the definition of a custodian under Social Services Law § 488(2).

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17	General	N/A			2/23	Would OPWDD service providers and CCO-HH's have any obligation to cooperate or share information with ombudsprogram staff that provide the relevant/appropriate consumer releases?	This question is not directly related to the RFP and can be addressed later.
18	Attachments	6. Administrative Proposal	N/A	N/A	2/23	For attachment 4A, are nonprofit organizations considered businesses? What is the definition of supplier?	Organizations organized under the New York Not-For-Profit Corporation Law are considered businesses for the purposes of attachment 4A. A supplier for the purposes of attachment 4A is any entity that supplies a good or a service related to the performance the contract.
19	Solicitation	1. Introduction	1.3 Calendar of Events	5	2/23	In the Calendar of Events (1.3) there is a deadline for an Intent to Bid—however there are no instructions as to how to submit the intent to bid. Is there a required a Letter of Intent to Bid? And if so, what is the process for submission?	A notice of intent to bid is not a mandatory requirement.

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20	Solicitation	5. Cost Proposal	5.1 Proposal Requirements	14	2/23	The Cost Proposal section (Section 5) indicates that applicants should provide detailed examples of costs for each of the four identified sections (i.e., software, personnel in Admin, and Overhead). However, Attachment 2 for the budget instructs to only fill out the blue boxes with the overall costs for each of the sections. How much detail should be included in the budget? Should we include itemized costs within the four sections or not? What is the breakdown of points for evaluating the Cost Proposal section?	Please see response to #12.
21	Solicitation	2. Scope	2.1 Work Plan and Required Components	10	2/23	Is it possible to provide a template or sample for the Resource Plan and GANTT chart mentioned in Section 2: Scope (p 10)?	<p>The Vendor is responsible for the information provided. For general advice on the materials requested please see:</p> <p>For an explanation of a sample Resouce Plan please see : https://www.projectmanager.com/templates/resource-plan-template</p> <p>For an explanation and sample Gantt chart please see: https://www.atlassian.com/agile/project-management/gantt-chart#:~:text=Summary%3A%20A%20Gantt%20chart%20is,tasks%2C%20assignees%2C%20and%20more.</p>

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22	Solicitation	1. Introduction	1.3 Calendar of Events	5	2/23	Is there any way to receive answers to questions earlier than March 4 th ? We intend to submit our proposal a week early to ensure there is enough time for mail transit to meet the 3/11 deadline, and would like to have sufficient time adjust our proposal based on the answers.	Answers will be posted by March 4th as per section 1.3.