

Responses to Questions for RFP # 1055
Crisis Intervention, De-escalation, and Restraint Training for Residential Child Care Providers

Q1	<p>Could you please include the following in the questions and answers to this RFP?</p> <p>If any lead contractor of this project need animation video and/or eLearning course development sub-contractor, to create engaging training course especially for Deliverable #2,3,4: Waterview Consulting Group, Inc. is an NYS MWBE company develops eLearning courses and graphic animation videos. We have 6+ years of experiences developing eLearning and video contents for government and corporations, such as compliance, awareness, leadership and management, various skill training and safety training. We are currently developing an eLearning course for an New York City agency.</p> <p>Contact information of Waterview Consulting Group Inc: Eriko Imaizumi at eriko@waterviewcoaching.com</p>
A1	<p>Yes, we have included your statement in our Q&A document. Applicants may, at their discretion, reach out to your organization to discuss potential subcontracting opportunities and MWBE utilization.</p>
Q2	<p>Would the New York State Office of Children and Family Services allow or be open to a submission that taught a physical alternative to restraint to keep individuals safe, but did not teach restraint methods?</p>
A2	<p>No. Bidders should present a proposal for a trauma-informed program that incorporates methods for crisis prevention and intervention with a focus on preventing crises, de-escalation techniques, and <u>restraint methods</u> that strive to prevent or reduce injury to children and staff. Please see Section 4.0 Scope of Work for details regarding what should be included in the trainings. If proposals do not provide all requested training subject matter, it is possible your proposal may lose points during the review process and/or may potentially be found non-responsive to the requirements of this procurement.</p>
Q3	<p>Section 2.3 Terms of Contract, paragraph one: What is the funding floor for this award? What is the funding ceiling for this award?</p>
A3	<p>OCFS is not providing a cost floor or ceiling in this solicitation. This is a competitive procurement based on the “best value” concept where the price proposed by vendors to provide the requested services receives a numerical score. Please refer to RFP Section 5.5 Part III - Cost Proposal and RFP Section 6.4 Cost Evaluation for additional information.</p>
Q4	<p>Section 3.1 Minimum Qualifications, paragraph three: The Mandt System curriculum and training materials are proprietary and copyrighted. We would use those materials to provide the training requested by the RFP. The Mandt System cannot provide copies of our training materials without assurances that they will be held in strict confidence. As such, we require a representative to sign and return to us the enclosed “The Mandt System Confidential Information Agreement.” We are happy to provide a copy of our training materials upon receipt of the attached confidentiality agreement. Will you sign and return the enclosed agreement? If not, where does this put us in terms of eligibility for this bid?</p>

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A4	OCFS will abide by the terms and conditions of the RFP and the supporting documentation. This includes but is not limited to: Section 1.5 OCFS Reserved Rights, Section 5.1.3 Security, Nondisclosure, and Confidentiality Agreement, Section 7.2 Standard Contract Language, and all attachments to the RFP. To that extent, OCFS will not provide additional assurances to a potential vendor or sign any supplementary documentation provided by a potential vendor. It is imperative that every potential vendor be treated equally and provide the required documentation necessary for eligibility. Failure to provide the documentation required by RFP Section 3.1 Minimum Qualifications will eliminate a potential vendor from eligibility.
Q5	Section 3.1 Minimum Qualifications, paragraph three: What will OCFS do with the training curriculum that is submitted by vendors who are not awarded the contract? Please explain the OCFS's process to protect this proprietary and copyrighted information.
A5	OCFS maintains all materials associated with the procurement for 6 years in a secure location. Section 5.1.3 Security, Nondisclosure, and Confidentiality Agreement provides further information.
Q6	Section 3.1 Minimum Qualifications, paragraph four: The Mandt System has proprietary, copyrighted training materials that have been developed and improved over many years. We would use those materials to provide the training requested in this RFP. The OCFS BTD Copyright Policy (Attachment 3) and Section 8 (Publications and Copyrights) of the sample contract linked in Section 7.2 of the RFP have provisions that either assign our copyright in our work to New York State or grant New York State a perpetual license to use our copyrighted material for free where the copyright is not assigned. We cannot risk any situation where we lose our rights in our training materials or our training materials can be reproduced, distributed and used for free. Please explain how our rights in our training materials are protected under the RFP's mandatory contract terms.
A6	OCFS will abide by the terms and conditions of the RFP and the supporting documentation which includes the Attachment 2 – OCFS BTD Copyright Policy. Any questions that require a legal analysis of the terms and conditions of the RFP and/or its supporting documentation must be directed to the potential vendor's legal counsel. OCFS cannot provide legal analysis to potential vendors with regard to the terms and conditions of the RFP and/or its supporting documentation.
Q7	Section 4.0 Scope of Work, Deliverable #2, Description, first paragraph: What is the total number of participants (trainees) for this deliverable? If that number is not yet determined, please provide a minimum and a maximum number of participants (trainees) for this deliverable.
A7	There are approximately 500-800 active trainers who will need to be certified as they transition to this program. Once the initial group is trained, there will be approximately 60-100 participants annually.
Q8	Section 4.0 Scope of Work, Deliverable #2, Please Note, second paragraph... also located in Attachment 2 - Cost Proposal - OCFS - 3104 (VIII): Does OCFS intend for the applicant (i.e. The Mandt System) to include budget numbers for OCFS staff travel? As an external vendor we view that this is not applicable nor appropriate information that we have the ability or access to provide. Where does this put us in terms of eligibility for this bid?

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A8	No. OCFS staff are not part of the target population. As described in Section 4.0 Scope of Work Deliverable #2, this training is for staff from residential childcare providers.
Q9	Section 4.0 Scope of Work, Deliverable #3, Purpose: Please clarify who the intended recipient of this deliverable is. Is the purpose of this deliverable the recertification of OCFS trainers?
A9	No. As described in Section 4.0 Scope of Work, the intended audience of Deliverable #3 is residential child care provider trainers, not OCFS staff.
Q10	Section 4.0 Scope of Work, Deliverable #3, Description, first paragraph The RFP states “the vendor will provide a minimum of twenty (20) deliveries...” However, in Section 4.0 Scope of Work, Deliverable #2, Description, first paragraph the RFP states “the vendor will provide a minimum of ten (10) deliveries...” Please explain why the number of deliveries in Deliverable #3 are not the same as in Deliverable #2. Why are there to be more deliveries for a recertification event than the initial certification event?
A10	Deliverable #2 is the “Train the Trainer” and is used to develop trainers. Deliverable #3 is to provide the trainer’s certification updates each year. The pool of trainers will increase each year through the annual offerings of the “Train the Trainer” in Deliverable #2 thus requiring more offerings of Deliverable #3 than Deliverable #2.
Q11	Section 4.0 Scope of Work, Deliverable #3, Description, first paragraph What is the total number of participants (trainees) for this deliverable? If that number is not yet determined, please provide a minimum and a maximum number of participants (trainees) for this deliverable.
A11	There are approximately 500-800 active trainers who will need to be certified annually for this deliverable.
Q12	Section 4.0 Scope of Work, Deliverable #3, Description, first paragraph The Mandt System’s trainer certification is valid for two years. Recertification occurs every two years and not annually, as stated as a requirement in the RFP. Where does this put us in terms of eligibility for this bid?
A12	As described in Section 4.0 Scope of Work, OCFS is requiring an annual certification. Please provide an explanation of how your organization will meet this requirement in your proposal.
Q13	Section 4.0 Scope of Work, Deliverable #5, Description, first paragraph Please clarify the purpose of this deliverable and who the intended recipient is. Is the purpose to work with the specific agencies for their own implementation of the curriculum as required in Deliverable #1? Is your intention for this deliverable to be conducted during the implementation phase of the project?
A13	The intention of this deliverable is to provide assistance to the agencies during and after implementation, as needed, throughout the term of the contract.

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Q14	<p>Section 5.5 Part III - Cost Proposal, B. Non-Personal Services (NPS) None of this will be applicable to us because we will be using The Mandt System employees to fulfil the deliverables as requested in this RFP. The expenses relative to the space and justification to itemized goods located in this space have no relationship to The Mandt System providing the requested services as we will not be using facilities owned by The Mandt System at any point in the delivery of this project. As an external vendor we view that this is not applicable nor appropriate information that we have the ability or access to provide. Where does this put us in terms of eligibility for this bid?</p>
A14	<p>It is the responsibility of the selected vendor to handle all of the logistics of scheduling training. This includes, but is not limited to: identifying training dates, obtaining locations for the training, and using OCFS' learning management system (HSLC) for registration and tracking of the trainings identified in the Scope of Work. To be eligible for this procurement, prospective vendors must meet the eligibility criteria, comply with all mandatory requirements, and provide the services requested in the RFP.</p>
Q15	<p>RFP Section 5.2 – paragraph 5 – page 17 Instructions indicate both PDF and Word versions on the thumb drive – the Cost Proposal forms are in Excel – is that how we submit?</p>
A15	<p>Yes, the Excel cost proposal form should be submitted in PDF and Excel format. Any documents used in the proposal(s) should be provided in their editable native format (Word, Excel, etc.) and in PDF format on the applicable thumb drive(s).</p>
Q16	<p>RFP Section 5 – Part III – Cost Proposal – paragraph 4 – page 25 Attachment 2 – OCFS 3104 forms - indicates that there are Budget Narrative fields in Attachment 2 – there aren't any fields – should we include a separate Budget Narrative after Attachment 2?</p>
A16	<p>Yes, please provide any additional or applicable budget narrative as a separate document after the Attachment 2.</p>
Q17	<p>RFP Section 5.4.2 – paragraph 5 (last) – page 21 Can we use Regional office staff or OCFS staff as references?</p>
A17	<p>Yes, they can be used as references. However, please know that state staff who are involved in the evaluation process of this procurement might not be permitted to provide a reference due to potential conflicts of interest. It is recommended that proposers provide backup references when naming OCFS or regional office staff as references for if a conflict of interest occurs.</p>
Q18	<p>RFP Section 5.4.2 – Proposal Section 3-#1 – page 23 – second bullet at top of page (2nd paragraph) Can we list OCFS training center in Albany as one of our training sites for delivery?</p>
A18	<p>Yes. The Human Services Training Center is available as a training site. However, its use is not guaranteed and is based on availability.</p>
Q19	<p>RFP Section 5.4.2 – Proposal Section 3-#1 – page 22 – First bullet (6th paragraph on page) What is the definition of “key staff”?</p>
A19	<p>Key staff are those that will be directly working on this project.</p>
Q20	<p>RFP Section 5.5 – Part III – Cost Proposal B. Non-Personal Services– Page 27-1st paragraph in B: Are there specific forms for the 6% use of SDVOB (Service-Disabled Veteran-Owned Business) like there are for the MWBEs?</p>

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A20	Yes, the forms for SDVOB goals are available at https://ogs.ny.gov/veterans/division-service-disabled-veterans-business-development-compliance-and-reporting#contractor-reporting-forms and will be requested during the contract development process if awarded. At that time if primes need any assistance they may reach out to the Contract Compliance Unit.
Q21	RFP Section 5.3 – Part I – Administrative Proposal – E. Page numbering Since this proposal is comprised of all forms – do we still need page numbers?
A21	If possible, it is recommended that all pages in the proposals are numbered.
Q22	RFP Sections 5.3 – Part I – Administrative Proposal and 5.4 – Part II – Technical Proposal: They all list the Font and font size but do not indicate line spacing – is there a specific requirement? Also, should the pages be single-sided or double-sided?
A22	No, there is no specific requirement for line spacing. Pages may be either single-sided or double-sided. Please use good judgement when preparing your proposal.
Q23	RFP Section 2.1 – page 9 – 1st paragraph: Do we need to submit with the cost proposal, OCFS 3104A – Administrative Sub-budget and DAB1666 reporting?
A23	The OCFS 3104A – Administrative Sub-budget and DAB 1666 will need to be completed by the awardee in the development of the contract, not in the proposals.
Q24	RFP Section 3.1 – 3rd paragraph – page 10 / RFP Section 5.4.2: Do we need to submit 1 copy of the curriculum or one copy of the curriculum in each of the 5 copies of the Technical Proposal? It is requested in both 5.4.2 Proposal Content-Section 2 (1st paragraph-page 22) and again in 5.4.2 Proposal Content-Section 3-#6 Page 24.
A24	As described in Section 5.4.2 Proposal Content, the submission of the curriculum is part of the Technical Proposal and should be included in each of the 5 copies.
Q25	RFP Section 5.4.2 – Proposal Content – Proposal Section 2 – 2nd & 3rd paragraphs – page 22: Attachment 1-Section B asks for “proposer’s primary contact with OCFS regarding this proposal” – who would that be?
A25	Attachment 1 Section B requests contact information for the proposer’s primary contact with OCFS regarding this proposal. That would be an authorized individual from your organization who can answers questions related to your proposal and who should receive updates regarding the status of the proposal submitted by your organization.
Q26	Page 12, 4.0 Scope of Work = Deliverable #2: 10 Instructors or 10 programs?
A26	This is 10 deliveries of the program/curriculum. Each delivery is expected to include participants from multiple programs.
Q27	Page 13, 4.0 Scope of Work = Deliverable #3: 20 Instructor renewals or 20 programs?
A27	This is 20 deliveries of the program/curriculum. Each delivery is expected to include participants from multiple programs.
Q28	Page 13, 4.0 Scope of Work = Deliverable #5: would this be 10 days of targeted consultation per site?
A28	No, this is 10 days of targeted consultation total for all sites, not per site.
Q29	What is the total number of staff to receive training across all locations?
A29	There are approximately 500-800 active trainers who will need to be certified annually.
Q30	Page 15, 4.0 Scope of Work = Deliverable #6: would the vendor conduct 12 site visits per year or over the entire term?
A30	The vendor is expected to conduct 12 site visits per year.

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Q31	Can we conduct a discovery session with each site to identify which training program is best suited for the learners based off the learner's role and responsibility during a time of crisis?
A31	No, this is not a deliverable to be performed as part of this procurement.
Q32	With the focus on verbal de-escalation training, and the introduction of restrictive interventions, will learners need to be introduced to take-down methods like that of PMCS?
A32	OCFS is requesting a proposal for a trauma-informed program that incorporates methods for crisis prevention and intervention with a focus on preventing crises, de-escalation techniques, and restraint methods that strive to prevent or reduce injury to children and staff. Section 4.0 Scope of Work Deliverable #1 provides information regarding the topics that must be included in the curriculum.