

**Responses to Written Questions  
and Questions Received at Bidders' Conference  
Regarding the Request for Proposals for  
Training Services for the Bureau of Supplemental Food Programs  
RFP No. 0710300335**

**PROPOSAL COMPONENT**

**1. Question:**

**We would like to clarify that the component score weight is 75% for the Technical Proposal and 25% for the Cost Proposal as is stated on page 25 of the RFP. The table on page 26 indicates the opposite percentages of each.**

*Response:*

*Addendum #1 was posted on the NYS DOH website at <http://www.nyhealth.gov/funding/> on February 21, 2008, correcting the transposed numbers in the table on page 26 of the RFP.*

**FISCAL**

**1. Question:**

**Does the Bureau intend to make only one award?**

*Response:*

*Yes. The Bureau of Supplemental Food Programs (BSFP) intends to make only one award.*

**2. Question:**

**Will the Department be willing to discuss a cash advance?**

*Response:*

*No. This is a Miscellaneous Services contract, which does not allow cash advances.*

**3. Question:**

**Do the component costs, e.g., space, phone, utilities, maintenance, insurance, personnel, consultant fees, fringe benefit rate, overhead rate, equipment, supplies, etc., also need to be described – as in a line item budget?**

*Response:*

*No. This is a deliverable-based contract with reimbursement specific to trainings delivered.*

**4. Question:**

**How do we reflect the fixed costs of the total operation? Such fixed costs include rent at both permanent locations, utilities, salaries of management directly responsible for the administration of the project, indirect costs such as audit, insurance.**

*Response:*

*This is a deliverable-based contract with reimbursement specific to trainings delivered.*

*When proposing rates for this RFP, you should consider these operating expenses as part of your response.*

- 5. Question:**  
**Should the contractor include costs for telephone system wiring in the cost per pupil day?**

*Response:*

*Yes. The proposer must consider costs for the telephone system wiring in the cost per pupil day.*

- 6. Question:**  
**How do we reflect the one time costs of this project, such as furnishing the training locations, etc.?**

*Response:*

*This is a deliverable-based contract with reimbursement specific to trainings delivered. The proposer must consider these operating expenses as part of your response.*

- 7. Question:**  
**What are the costs associated with WICSIS that the State indicates it will fund?**

*Response:*

*The State will fund costs associated with WICSIS (e.g., WICSIS computers, printers, telecom, hardware, software and servers).*

- 8. Question:**  
**Will NYSDOH cover the costs of internal cabling for WIC-SIS and server network set up?**

*Response:*

*The cost of internal cabling for WICSIS, as with all costs associated with infrastructure readiness, must be factored into the response to the RFP. Server network set-up is the responsibility of the BSFP.*

- 9. Question:**  
**Can NYSDOH provide counts of equipment it plans on providing to the training center so we can plan for space needs; e.g. how many check printers, network switches and regular printers etc.**

*Response:*

*The BSFP will provide adequate equipment based on the response to this RFP.*

- 10. Question:**  
**Will the State also directly fund technology costs, such as computers?**

*Response:*

*The State will fund costs associated with WICSIS (e.g., WICSIS computers, printers, telecom, hardware, software and servers) only. Any other technology costs need to be considered in your response to this RFP.*

**11. Question:**

**Will the State directly fund teleconferencing equipment costs?**

*Response:*

*No. Teleconferencing equipment costs must be considered in your response to this RFP.*

**12. Question:**

**Are these costs to be factored into the first two years' unit costs?**

*Response:*

*These costs will not be negotiated separately and should be factored into your response to the RFP. The BSFP intends to enter into a two-year contract, from October 1, 2008 – September 30, 2010. The contract may be extended for three additional one-year terms, at the sole discretion of the DOH, for a maximum contract period of five years.*

**13. Question:**

**Does the Bureau have in mind a total cost or ceiling for the various training modalities and tasks listed in the Cost Proposal Part 2? Are the numbers in Estimated Annual Quantity column on page 59 of the RFP listed as examples (see reference page 58) or are these the actual quantity for which we must submit a bid?**

*Response:*

*The total amount must not exceed the estimated quantities listed on page 59. Rates should be developed with the class size ranges in mind. It is anticipated that all services may not be delivered in the first year. Refer to page 12 for the minimum and maximum class sizes and pages 13-16 for the estimated length of trainings.*

**14. Question:**

**Will the cost for curriculum revisions or updates be separately negotiated or is the applicant expected to somehow factor such costs into the training costs?**

*Response:*

*No. The costs will not be separately negotiated. The costs must be considered in your response to this RFP.*

**15. Question:**

**For some items, there will be significant upfront development costs while the subsequent cost per pupil will be significantly lower. The development costs will likely be incurred in the first year. The detailed proposal combines the “per pupil per day” costs for years 1 and 2. How should we distinguish between the two? Does the cost proposal need to have detailed expenses to support the unit costs?**

*Response:*

*No. This is a deliverable-based contract with reimbursement specific to trainings delivered. When responding to this RFP, proposers must consider the rate for reimbursement of training and set rates per pupil per day accordingly. Cost is 25% of the overall evaluation score. Proposers should consider this when determining rates.*

**16. Question:**

**Are there any unallowable costs?**

*Response:*

*No.*

**17. Question:**

**Page 30 of the RFP indicates that payment will be made based on the performance of specific tasks, such as number of trainings offered. How does the per pupil per day calculation figure into this? How should we factor in cancellations that are beyond our control, such as a trainee cancelling at the last minute or an entire training being cancelled due to the facility being taken over for the Emergency Operations Center?**

*Response:*

*Payment is based on training activities and the number of trainees. As stated in the RFP, the Capital Region training location will act as the Emergency Operations Center (EOC) for the Bureau of Information Technology Services (BITS) of the DON in the event of a disaster. We have not yet had to use this location as the EOC. If such an event occurs, all scheduled trainings or trainings that are in progress at the time will be immediately cancelled; the EOC will take priority. The cancelled training can be rescheduled for a future date. The Contractor will be reimbursed for the training if it is already in progress in the event of a disaster.*

**CONTRACT**

**1. Question:**

**What criteria will be used to determine whether the contract for the Training Center will be extended for the maximum five-year contract period?**

*Response:*

*We will be evaluating the training services contract to be sure that all contract deliverables are met in a manner satisfactory to the BSFP. The BSFP intends to enter into a two-year contract, from October 1, 2008 – September 30, 2010. The contract may be extended for three additional one-year terms, at the sole discretion of the DOH, for a maximum contract period of five years.*

**2. Question:**

**Can all training activities for a particular region be subcontracted by the agency submitting the proposal? If so, are there specific requirements/restrictions for subcontracts?**

*Response:*

*Yes. All training activities for a particular region may be subcontracted by the Contractor provided all of the following criteria are met:*

- *Any subcontract or assignment must receive the prior written approval of the New York State Department of Health (NYS DOH).*
- *The planned use of any and all subcontractors must be clearly explained in the proposal.*

- *The Contractor must ensure that all subcontractors abide by all terms and conditions of the contract.*
- *Prior approval is also required for any cost or term amendment to approved subcontractors.*
- *Subcontractor must be a responsive and responsible vendor.*

*The Contractor is ultimately responsible for the contract and must ensure that all deliverables are met.*

## **STAFFING**

### **1. Question:**

**Staffing – Are there minimum or maximum limits on the number of RD’s, IBCLC’s, CPA Trainers and Clerk Trainers the contractor can hire?**

*Response:*

*No. There are no minimum or maximum numbers of RD’s, IBCLC’s, CPA trainers or clerk trainers the Contractor can hire. The proposer must provide a staffing plan to meet the needs of their proposal and the minimum requirements of the RFP.*

### **2. Question:**

**The New York City staffing requirements specify that we employ a full-time site manager and an RD. Are there other specific staffing requirements for the City?**

*Response:*

*There are no other specific staffing requirements other than those outlined in the RFP. One staff member at the training location in the Metropolitan Region, as defined in the RFP, must be a Registered Dietitian. This requirement will be satisfied if one of the other staff members listed on pages 10-11 of the RFP is certified as a Registered Dietitian.*

### **3. Question:**

**The staffing requirements indicate that a full-time Information Technology Consultant must be hired. What academic preparation must this individual possess? What is the purpose of this position? What do you envision the job duties to be?**

*Response:*

*The Information Technology Consultant is not required to have a college degree but must demonstrate experience and expertise in the field. The purpose of this position is to provide assistance in any and all aspects of information technology throughout the state. The BSFP envisions this position will be responsible for working with BITS staff to troubleshoot and problem solve issues and problems encountered in the training locations and at mobile/satellite sites. Since travel is required, it is also anticipated that flexibility at the permanent work location is negotiable.*

- 4. Question:**  
**What is the rationale for a full-time program manager based in Albany when 70 percent of WIC providers are located downstate?**

*Response:*

*The Project Manager must be able to meet with State staff on short notice to make decisions in a timely manner. In addition, it is our expectation that the Project Manager will provide direct supervision with State staff in the event of an emergency or disaster. The Project Manager position is required to be located in the Capital Region and travel is an expectation of this position.*

- 5. Question:**  
**When looking at some of the experience around WIC, some experience says “administrative experience,” “other experiences, field experience.” Is there a preferred field experience or a preferred administrative experience with it?**

*Response:*

*The Project Manager and Site Manager positions are administrative positions. Preference will be given as stated in the RFP on pages 9 and 10. The BSFP reserves the right to negotiate qualifications and experience in order to assist the Contractor with identifying appropriate and qualified staff for these positions. Ideal candidates possess both administrative and field experience.*

- 6. Question:**  
**On page 9 of application, paragraph 2 “...experience in training and with the WIC Program should be included...” Can you define your criteria to meet this?**

*Response:*

*The BSFP is seeking documented evidence of training experience and expertise. The details regarding specific experience for individual positions is outlined in the Skills/Details on pages 9 – 11 of the RFP.*

## **TECHNOLOGY**

- 1. Question:**  
**Can the website be linked to the contractor’s existing website, with the Training Center website costs separately identified and charged?**

*Response:*

*Yes. The website can be linked to the contractor’s existing website with the Training Center website costs separately identified and charged. There is also a provision in this RFP that whoever is awarded the contract will be responsible for taking over the [www.breastfeedingpartners.org](http://www.breastfeedingpartners.org) website, which is a website developed through our existing training services contract and New York State, and it’s a critical website for our breastfeeding peer counselor program. The Training Center website will be the property of the NYS DOH and will remain the property of the BSFP.*

**2. Question:**

**Could the WIC Training Center share a server with already established WIC and/or WIC Vendor Management programs?**

*Response:*

*The BSFP will provide the server for both permanent training sites.*

**TRAINING**

**1. Question:**

**Could you explain what WICSIS is?**

*Response:*

*WIC local agencies throughout New York State collect and data enter applicant certification information into WICSIS. Eligible participants receive computer-generated checks printed on-site at the local agency via the WIC Statewide Information System (WICSIS), the network of software programs, computers and telecommunications devices used to automate the distribution of WIC Program benefits. WICSIS is a closed system that uses a private network. The State provides local agencies with all of the equipment used to generate checks, including file and print servers, computers, signature capture devices, check printers and laptop servers.*

**2. Question:**

**Please confirm that the training audience will only consist of WIC Program staff and not the staff of other BSFP programs listed on pages 6-7 of the RFP.**

*Response:*

*The training audience consists of 1,700 local agency and 80 State staff and may include Vendor Management Agency, Commodity Supplemental Foods Program and Farmers' Market Nutrition Program staff trainings.*

**3. Question:**

**On the "Historical Training Information" attachment under table title "Total Number of Trainings," why is there such a big increase from 2006 to 2007?**

*Response:*

*The increase is due to two main factors, mandatory trainings that must be completed within a certain timeframe and an increase in local agency staff turnover.*

**4. Question:**

**On page 12 of application "Mobile Computer-based Training": what does this consist of?**

*Response:*

*This is a future modality. We are seeking to provide training to local agency staff at their work site. We envision using laptop computers and a laptop server, which we would provide, for the training. The training environment would replicate the WICSIS training environment—similar to that at the permanent training location sites.*

**5. Question:**

**In order to help us better calculate costs and describe how we might provide some services, could you please elaborate further on what are the “Mobile Computer-based Trainings”? Where do you envision these taking place? How many days in length do you envision them to be?**

*Response:*

*This is a future modality. We envision using laptop computers and a laptop server, which we would provide, for the training. The training environment would replicate the WICSIS training environment—similar to that at the permanent training location sites.*

*To determine the length of training, refer to pages 13-16 of the RFP.*

**6. Question:**

**Could you describe what global computer-based trainings consist of?**

*Response:*

*We believe this refers to “Mobile Computer-Based.” We are seeking to provide training to local agency staff at their work site. We envision using laptop computers and a laptop server, which we would provide, for the training. The training environment would replicate the WICSIS training environment—similar to that at the permanent training location sites.*

**7. Question:**

**Would the mobile computer-based training be specifically used to train on the WICSIS program?**

*Response:*

*We envision that this will be used primarily for the WICSIS application. The BSFP reserves the right to increase the utilization of this modality as technology evolves over the course of this contract.*

**8. Question:**

**If you had a number of staff coming from western New York, would you be asked to identify a training space in western New York that they could travel to? Or, is it always the assumption that anyone Upstate for any kind of face-to-face training would come to Albany?**

*Response:*

*No. We do not envision a need for identified space in regions where there are no permanent training locations.*

*No. Face-to-face trainings are required to be conducted at the two permanent training locations. Refer to page 18 of the RFP outline requirements for details regarding locations for satellite conferencing and teleconferencing. Trainees may travel to either permanent training site as their local agency budget permits.*

**9. Question:**

**Does NYSDOH require both training locations be dedicated solely for the purpose of BSFP training?**

*Response:*

*The permanent location in the Capital Region must be dedicated solely for the purpose of BSFP training as well as act as the Emergency Operations Center (EOC) for the Bureau of Information Technology Services (BITS) of the DON in the event of a disaster. BSFP training must receive precedence at Metropolitan Region location; however, the Metropolitan Region location may be used for another purpose if no training is scheduled.*

**10. Question:**

**Must all trainings occur within contiguous space or could different types of trainings be held in separate locations?**

*Response:*

*It is the intention of the BSFP to have two permanent locations that offer a full complement of training services in both locations. Trainings held at separate locations from the two permanent training locations must be consistent with the Administration of Training Programs as outlined on pages 18-20 of the RFP.*

**11. Question:**

**Is it mandatory that all trainings be offered in both New York City and Albany?**

*Response:*

*Yes. We are seeking a full complement of training in both locations.*

**12. Question:**

**Since there is no experience with full-time WIC training services being provided in two locations, what flexibility will exist for adjusting a training schedule if the registration trends indicate that it is necessary?**

*Response:*

*The BSFP will work with the Contractor in identifying training needs and are prepared to be flexible in terms of adjustments to the training schedule.*

**13. Question:**

**Are trainees allowed to choose their training location? May trainees from Upstate choose to participate in New York City and vise-a-versa?**

*Response:*

*Yes. Trainees may choose which permanent training location they wish to attend as their local agency budget permits.*

**14. Question:**

**Will reimbursing for trainee travel expenses be a responsibility of the WIC Training Center contractor?**

*Response:*

*No. There will be no travel responsibilities as a result of this RFP.*

**15. Question:**

**Will the Training Center contractor be responsible for making the hotel arrangements for people who are attending training? If so, how should these costs be included in the total bid?**

*Response:*

*No. There will be no travel responsibilities as a result of this RFP.*

**16. Question:**

**You mentioned that you'd like training materials translated into other languages. Do you have a short list of languages?**

*Response:*

*Yes. The short list is Spanish, Mandarin Chinese, French and Russian.*

**17. Question:**

**Can NYSDOH provide technical details on its current and expected satellite and teleconferencing capacity? What systems and protocols?**

*Response:*

*The BSFP, in conjunction with the training contractor, determines the approximate number of and topics for teleconferencing each contract year. The proposer must determine systems and protocols for this modality.*

**18. Question:**

**Since on-line training can include different modalities - e.g. LMS, Webcasts, PDF Files - with different prices and/or monthly fees, can NYSDOH define specifically what it expects online training to consist of?**

*Response:*

*The BSFP intends to utilize a variety of training modalities to maximize training opportunities for all staff as outlined in the RFP. The proposer must consider the costs of each modality in the RFP.*

**19. Question:**

**Can NYSDOH provide details on the expected frequency and type of updates of the breastfeedingpartners.org website?**

*Response:*

*The website contractor provides quarterly updates as requested by BSFP staff. There is a daily update component which is maintained by the International Board of Certified Lactation Consultants (IBCLC) staff member.*

**20. Question:**

**NYSDOH refers to podcasts, DVDs, Webcasts and Webinars as ways to deliver trainings. As each modality has a different price, can NYSDOH define the number and frequency of trainings using each modality it expects the contractor to provide (pg 17 section d section 3).**

*Response:*

*Refer to page 12 of the RFP for the minimum and maximum class sizes and pages 13-16 of the RFP for the estimated length of trainings.*