



**Human Resources
Administration**

Department of
Social Services

Office of Contracts

Robert Doar
Commissioner

Roy A. Esnard
General Counsel

Vincent Pullo
Agency Chief
Contracting Officer

180 Water Street
New York, NY 10038

212 331 3434

June 7, 2013

**RE: ADDENDUM # 2 to the Request for
Proposals for Customized Assistance
Services Program Monitoring
PIN: 06913H081800 EPIN: 09612P0008**

Dear Prospective Proposer:

The Human Resources Administration (“HRA”) appreciates your interest in the Request for Proposals (“RFP”) for Customized Assistance Services Program Monitoring issued on May 3, 2013.

Please find attached Addendum #2 for the above-referenced RFP. Addendum #2 contains:

- **Revisions to the RFP:** Attached to this Addendum as Attachment A is revisions to the requirements of the RFP.
- **Answers to Questions, Submitted to HRA in Writing:** Attached to this Addendum as Attachment B are answers to questions submitted by interested potential proposers.
- **Sign-in Sheet of Pre-Proposal Conference Attendees:** The sign-in sheet for the Pre-proposal Conference is included in this Addendum as Attachment C.

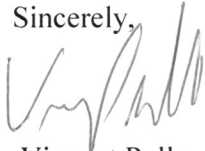
Please acknowledge your receipt of Addendum #2 by listing it on the Acknowledgment of Addenda (Attachment C of the RFP package) and include it in your proposal submission.

The deadline for submission of proposals is June 27, 2013.

Proposers are reminded that they must hand delivers their proposals by **June 27, 2013 at 2:00 p.m.** to:

NYC Human Resources Administration
Office of Contracts
Request for Proposal (RFP) Unit
180 Water Street, 14th Floor
New York, New York 10038

Proposals received at this location after the proposal due date and time are late and shall not be accepted by the Agency, except as provided under the New York City Procurement Policy Board Rules.

Sincerely,

Vincent Pullo

Customized Assistance Services Program Monitoring
PIN: 06913H081800 EPIN: 09612P0008
ADDENDUM #2
Attachment A

Please be advised that the subject Request for Proposals is revised as described below. All new language is bolded and underlined. Language that is crossed out is being deleted from the Request for Proposal.

Page 8

Section II: Scope of Services

B. Agency Assumption Regarding Contractor Approach

Other Assumptions

- The proposer's project director and staff would be available for regular review meetings.
- The proposer would be capable of providing independent objective reviews for the entire continuum of services provided by the WeCARE, SACAP and CSM programs. **The proposer may not be a vendor that currently performs a service being monitored, reviewed or evaluated under this RFP with the listed contractors (WeCARE, SACAP, and CSM).**

**New York City Human Resources Administration
Customized Assistance Services Program Monitoring
PIN: 06913H081800 EPIN: 09612P0008
ADDENDUM #2
Attachment B**

Questions and Answers

Question 1. What are the specific duties of the MD and RN reviewers in the successful completion of the documentation/ assessments?

Answer: As per the RFP Section III: Scope of Services- Experience section, proposers are expected to employ a project director, physician, nurses, certified rehabilitation counselors, and master level social workers as each would provide expertise in reviewing medical and mental health assessments, wellness services, substance abuse assessments, federal disability services, vocational services, and case management. The proposal should describe in detail how they intend to utilize various types of staff.

Question 2. Does the staff (i.e. MD, RN, MSW, Certified Rehabilitation Counselor (CRC), PA) have to remain full time for the entire length (3 years) of the project?

Answer: Relevant staff should be employed for the entire length of the contract. Proposals should describe the types, numbers, and hours of staff to be utilized.

Question 3. Are the four types of reviews (Activity Reviews, Administrative Reviews, Customer Satisfaction Reviews, and Facilities Reviews) to be documented and completed on specific forms to successfully evaluate the (3) programs?

Answer: Proposers are expected to develop, in conjunction with and with CAS approval, evaluation tools, forms, and reports.

Question 4. When and how often are the review and report documents required to be completed? Will the documents be required to be completed on a fiscal or calendar year?

Answer: Proposers should describe the types and frequency of reviews and reports suggested to meet the agency's goals during each year of the contract.

Question 5. Does the credentialed staff have to be residents of NY?

Answer: NY residency is not necessary; refer to the RFP for licensing requirements.

Question 6. Will completion of the documents (Activity Reviews, Administrative Reviews, and Facilities Reviews) require visitation to the various programs? If so, how many times per year will be required? Which staff members will be required to attend the visits?

Answer: Some reviews, including facility reviews, require site visits. Other reviews, depending on the proposer's approach, may or may not involve site visits. The proposed approach should suggest the frequency of visits and which staff members will be involved to best achieve the agency's goals.

Question 7. Will acquiring documentation, from the various programs, entail cooperation from the programs or will their documentation be available offline / online / or independent of the program personnel?

Answer: Both

Question 8. Page 5, section E, what are the options the City has to distribute payment?

Answer: If proposers propose an innovative payment structure, it may use the Attachments, but it is not limited to such attachments. The innovative payment structure must be included in a separate envelope. Proposers intending to propose innovative payment structure must also submit a price proposal consistent with the requirements of the RFP, including the completion of Attachment B1-B2.

Question 9. Section 3.02 Subcontracting - Please give specific details about the limitations of subcontracting any portion of the monitoring, reviewing, and evaluation of services to the successful completion of the agreement (e.g., is the \$5K limited to per individual, per month, per subcontractor per year, per quarter, per entity, per performance of obligation(s), for what length of time?).

Answer: Subcontracting is subject to HRA approval for the duration of the contract. Proposed subcontractors may not be a vendor that currently performs a service being monitored, reviewed or evaluated under this RFP with the listed contractors (WeCARE, SACAP, and CSM) as stated in this Addendum #2 – Attachment A Revision of Other Assumptions section under Section III: Scope of Services-Agency Assumptions Regarding Contractor Approach.

Question 10. Page 7 - What constitutes "relevant successful experience in the independent objective evaluation"?

Answer: This is defined as experience in evaluating large scale programs that serve up to 50,000 individuals per year and provide medical and mental health assessments, wellness services, substance abuse assessments, federal disability services, vocational services, and case management.

Question 11. Is HRA currently contracted with a vendor to provide program monitoring/ evaluation services for the CAS program, if yes, who is the contracted vendor?

Answer : Yes, New York County Health Services Review Organization (NYCHSRO) is currently providing provide program monitoring/ evaluation services for a portion of the CAS program.

Question 12. Can HRA please indicate the funding source for this contract?

Answer: This contract may receive funds from federal, state and city sources.

Question 13. Because this is not a cost-reimbursement contract (this contract is procuring CAS program monitoring/evaluation efforts not ‘direct-services’), does item B. in Section 3.04 Cost allocating and duplication of Article III – Scope of Work and Budget apply to this contract?

Answer : Yes. The provision applies to the extent the final contract contains any cost-reimbursement line items.

Question 14. Does Section 6.02 Compensation of key employees and Board of Directors of Article VI – Personnel Practices apply to this contract given the annual contract value of less than \$1,000,000?

Answer: Yes.

Question 15. Please indicate or confirm the vendors that are currently providing the services required for the three Customized Assistance Services (CAS) client population including:

- a) **Wellness, Comprehensive Assessment, Rehabilitation and Employment (WeCARE)**
 - a. **Fedcap**
 - b. **FEGS Health and Human Services System**
- b) **Substance Abuse Centralized Assessment Program (SACAP) and Substance Abuse**
 - a. **NADAP**
- c) **Comprehensive Services Model (CSM)**
 - a. **NADAP**
 - b. **VNSNY**
 - c. **University Behavioral Associates**

Answer: Yes.

Question 16. Please indicate within which of the 29 Job Centers throughout NYC each of the three CAS services are offered.

Answer: The only services provided at Job Centers are substance abuse assessments provided at 13 discrete HIV/AIDS Services Administration (HASA) sites. All other services are provided at vendor locations or defined HRA location at 16th St for SACAP.

Question 17. Please indicate whether individuals can receive services from each of the three types of service providers simultaneously? For example, are all individuals who are assessed by the SACAP vendor also receiving services from either WeCARE or CSM, or, does each of the three programs maintain its own caseload that does not overlap with another program’s caseload?

Answer: It is possible that an individual could have received a substance abuse assessment from SACAP as well as receives ongoing services from both a WeCARE and CSM vendor. However, SACAP services are limited to an initial assessment and if indicated re-assessment while WeCARE and CSM services are ongoing and caseloads may overlap

Question 18. How many months is the average spell an individual receives services from WeCARE, from SACAP and from CSM?

Answer: WeCARE services are individualized to client needs and specific service pathways. Duration may range from one medical assessment to several years while pending Federal disability benefits.

SACAP services are limited to an initial assessment and, if indicated, reassessments are completed every 3 months or as needed. Duration depends on duration of client in substance use treatment.

Individuals remain in CSM programs until stable in recovery from substance use and/or self-sufficiency through employment or obtaining Federal disability benefits. Average duration is approximately 8-12 months.

Question 19. Do CAS vendors use their own case management systems in addition to NYC/state case management systems? What NYC/state systems are in use by CAS service providers in addition to WMS?

Answer: All vendors maintain their own electronic case management systems for the provision, documentation and tracking of service delivery. All vendors also use HRA's NYCWAY system to track service delivery and other actions taken on clients. Vendors do not use WMS.

Question 20. How does the MIS system(s) in place track service provision? For example, can the MIS system(s) tabulate the circumstances after one year for a case moved into CAS in 2011?

Answer: HRA's NYCWAY system to track service delivery and other actions taken on clients and extracts can be used to track client movement in any given period of time. All vendors maintain their own electronic case management systems for the provision, documentation and tracking of service delivery which can also produce reports.

Question 21. In what format can data be extracted from the MIS system(s) (example: excel, text, PDF)?

Answer: Data from HRA's NYCWAY system can be imported to excel but successful proposer would also need to use and become proficient in NYCWAY for reviews. Vendor systems produce PDF or similar type documents.

Question 22. Please describe the existing performance metrics used to evaluate each of the three types of CAS service providers.

Answer: WeCARE performance metrics relate to the quality, comprehensiveness and internal consistency of the following: review of a completed biopsychosocial assessment and specialty assessments if appropriate; completion of re-assessments of functioning via the Clinical Review Team; Vocational Rehabilitation Services including a Diagnostic Vocational Evaluations, Individualized Plans for Employment, job readiness and work strengthening services, job development, placement and retention services; wellness planning; the preparation and submission of Federal disability benefits applications; and the case management activities provided to support the above activities.

SACAP performance metrics relate to the quality, comprehensiveness and internal consistency of substance use assessments and reassessments and when appropriate, referrals for substance use treatment.

CSM performance metrics relate to the quality, comprehensiveness and internal consistency of substance use assessments and case management activities to support treatment retention, Vocational Rehabilitation Services including job readiness and work strengthening services, job development, and placement and retention services. When appropriate, coordination with WeCARE vendors for wellness planning and the preparation and submission of Federal disability benefits applications.

Question 23. What is the anticipated award date?

Answer: The anticipated award date is March 27, 2014.

Question 24. Do you know the total number of facilities that will be subject to facilities reviews? Will this include SACAP and CSM?

Answer: There are approximately 15 facilities subject to facilities reviews and it will include SACAP and CSM.

**New York City Human Resources Administration
Customized Assistance Services Program Monitoring
PIN: 06913H081800 EPIN: 09612P0008
ADDENDUM #2
Attachment C – Pre-Proposal Conference Sign-In Sheets**

HUMAN RESOURCES ADMINISTRATION
 PRE-PROPOSAL CONFERENCE FOR
 CUSTOMIZED ASSISTANCE SERVICES RFP
 PIN: 06913H081800 / EPIN: 09612P0008
 MAY 22, 2013

	PRINT COMPANY NAME	PRINT ADDRESS	TELEPHONE & FAX	PRINT CONTACT PERSON & E-MAIL ADDRESS	RFP PICK-UP	
					ON LINE	IN PERSON
1.	LOG MAINT. + TRAINING LOGINT.COM	P.O. Box 1309 FORT BELVIER, VA 22060	571 408 3896	CJ LEWIS CJLEWIS2@OPTONLINE.NET		✓
2.	NYCHSRO	199 walt street, NY, NY 10038	212 897 6108	lega@medeviten.us	✓	
3.	Log Maint + Training	P.O. Box 352 Newbs 10954	718 378 3540	Dr. Bell DRBELL6@gmail.com		✓
4.	Jennifer Cunningham Public Consulting Group	148 Stagg St. Boston, MA 02109	208-646-3905	Jennifer Cunningham jcunningham@pcgms.com		✓
5.	United of Interest	227 E 58 th St NY NY 10022	212 935 6488	ZFARQUHARSON@UBI.PS.COM ZFARQUHARSON@UBI.PS.COM		✓
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HUMAN RESOURCES ADMINISTRATION
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 PIN: 06913H081800 / EPIN: 09612P0008
 MAY 22, 2013

	PRINT COMPANY NAME	PRINT ADDRESS	TELEPHONE & FAX	PRINT CONTACT PERSON & E-MAIL ADDRESS	RFP PICK-UP	
					ON LINE	IN PERSON
1.	KEN BOLARINWA	991 BROADWAY SUITE 203 ALBANY NY 12204	(518) 512-4740 Fax 512-4741	Ken Bolarinwa kbolarin@integritydata systems.com		✓
2.	New York County Health Services Review Org	199 Water St. 27th Floor NY, NY 10038	212 847-6000 6075	Harriet Starr harriet-starr@ medreview.us		✓
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1.	NYC H&A / Medscape	199 Water St. 40 Worth St. #5	212-897-6095 646.619.6759	Sharon McPherson Sharon-McPherson@medscape.com	/	
2.	Public Health Solutions			Clouser healthsolutions.org	/	
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