

Q1. Are in-person training events limited to a maximum of 5 hours of instruction per day? If not, what are the minimum and maximum number or hours of instruction per day allowed?

A1. The in-person training is at a minimum of 3 days, with a minimum total of 15 hours. On average, that would be 5 hours per session; but could be any configuration of 15 hours over three consecutive days.

Q2. When planning logistics for participants, does lodging include the night BEFORE the day of instruction, or the night OF the day of instruction? For example, if onsite training occurs Monday-Wednesday, should we plan for participants to check into the hotel on Sunday night or Monday night.

A2. The plan for logistics should be sufficiently flexible to accommodate the various needs of participants. Bidders should take into consideration training location, participant travel time, training hours, etc.

Q3. Is there an accepted process or protocol (forms, etc) for participants to submit their travel claims, or is the vendor responsible to create this process?

A3. Vendor is responsible for the creation and management of participant travel claims in a way that aligns with GSA travel policies.

Q4. What is the expected frequency for invoicing?

A4. Please refer to section **6.1 Method of Payment**. The Successful Bidder must submit invoices, no more often than monthly, to OASAS with required documentation for services performed.

Q5. Should the vendor submit separate invoices for instruction and logistics?

A5. The vendor can combine instruction and logistics within a single invoice with appropriate documentation for each.

Q6. How soon after contract is awarded do you plan to initiate this program?

A6. Please refer to section **2.2 Required Deliverables**. Upon the start date of the contract, the Successful Bidder has six (6) months to plan and design the training curriculum, 12-months to implement all trainings, six (6) months for post training exercises including the ongoing and post training opportunities for networking.

Q7. What current methods of course marketing is currently being used by OASAS for professional development courses, and may the vendor integrate this program into existing methods?

A7. OASAS, OMH and DOH have databases of eligible providers and may be willing to assist with either providing email addresses or emailing the providers directly. OASAS also advertises such opportunities on our website and other social media platforms. Marketing costs are an eligible budget item.

Q8. Is there a need to make this training accessible during off-shifts (after 4pm, before 8am)?

A8. No, however if the contractor has interest and need from a cohort for this option, they can provide it.

Q9. Can some instruction be conducted asynchronously? If so, what is the limit?

A9. Instruction can be conducted asynchronously but must also include synchronous online work of 5-35 hours, and in-person learning at a minimum of 3 days (15 hours total).

Q10. Could you please provide examples of acceptable post-training opportunities?

A10. Post-training opportunities include methods/events/programs for networking, mentorship and learning collaboratives that are either virtual or in-person.

Q11. Must a participant graduate with the same cohort they started with, or could they 'slide' to a later cohort?

A11. OASAS wants this opportunity to build and provide community, thus cohorts starting and ending together is optimal, but the vendor will have flexibility with people for extenuating circumstances in order to maximize completion and minimize attrition. Also see Questions and Answers for 26 and 29.

Q12. Eligibility: If a partnership among agencies with an identified lead applicant is applying, would OASAS consider the collective experience of the organizations in meeting the eligibility requirements (e.g., one organization has provided a training in 3 of the last 5 years and another organization has provided a training in 2 of the last 5 years? Or using the combined numbers trained?)

A12. Only one vendor can apply and be the prime vendor. The prime vendor must meet all eligibility requirements listed in section 1.4 **Eligible Bidders** and follow the instructions for submitting **Attachment 13- Eligibility Certification**. In addition, please refer to section 8.19 **Subcontracting** for more information.

Q13. Eligibility: The eligibility criteria states that the curriculum must be at least 20 hours per delivery. If the training is delivered over 18 hours and this is followed with coaching hours, do the coaching hours count toward meeting the 20 hours?

A13. No. The curriculum must be at least 20 hours per delivery. Also see Questions and Answers for 14 and 15.

Q14. Eligibility: Does the 20 hours training need to be curriculum based training or can they be more of a learning collaborative training?

A14. Yes, at least 20 hours of training per delivery needs to be curriculum-based. Also see Questions and Answers to 13 and 15.

Q15. Eligibility: Does the 20 hours need to be per delivery or can it be various trainings throughout the year that add up to 20 hours?

A15. The curriculum must be at least 20 hours per delivery. Also see Questions and Answers to 13 and 14.

Q16. Eligibility: Determining eligible trainees / middle management is defined for the purposes of individuals who may participate in this training. For determining the number of SUD/Behavioral Health Managers trained over the past 5 years, are there suggested position titles that can be used to identify those who would be considered managers (i.e., Clinical Supervisor, Team Leader, Assistant Director, etc.)?

A16. All the titles listed are appropriate. A SUD/Behavioral Health Manager includes individuals with managerial roles and responsibilities within the field of SUD/behavioral health.

Q17. Trainee Eligibility: Are peer staff eligible if the provider attests that they are middle management or on track to become managers?

A17. Yes.

Q18. Budget/Fiscal Reporting: Will this project be CFR reportable?

A18. No, this project will not be reported on the CFR.

Q19. Are there any specific requirements that a participant must satisfy in order to be accepted for this training? (If we are screening applicants, we need to know what to screen for).

A19. See section **1.8 Definitions for this RFP** an “Eligible Trainee” or “Participant” is an individual who works in New York State in an OASAS authorized program or eligible OMH/DOH-certified/licensed/authorized provider that deliver substance use disorder (SUD) services at a middle management level or on track to begin managing at their workplace. For purposes of this RFP, determining middle management eligibility will be done by requesting an attestation from the Trainee’s organization stating that the employee is middle management or on track to begin managing and can benefit from this program.

Q20. What specific items would DISQUALIFY a person to participate in this training? (If we are screening applicants, we need to know what to screen against).

A20. See response to Question 19.

Q21. Are participants salaried or hourly employees?

A21. Either, as this is not within the definition of an “eligible trainee” or “participant” of this RFP.

Q22. What is the maximum number of hours training allowable for one day in person?

A22. There is no maximum. However, in-person learning must be a minimum of 3 days, at a minimum of 15 hours total.

Q23. What is the maximum number of hours training allowable for one day virtually?

A23. There is no maximum.

Q24. What is the range of acceptable hours for training to occur (i.e occurs between 7:00am-6:00pm)

A24. The Successful Bidder should take into consideration the needs of the participants when determining the acceptable hours for training to occur.

Q25. Is there/can there be a minimum number of participants required to conduct a cohort?

A25. Each cohort should consist of no more than forty (40) participants. There is no minimum. Also see response to Question 53. Cost efficiency is part of the evaluation of applications.

Q26. Can participants 'transfer' from one cohort to another, if they miss training sessions with their original cohort?

A26. See response to Questions 11 and 29.

Q27. Is there a maximum distance we can define for a participant to attend an in-person session (i.e maximum distance of 200 miles, etc)

A27. No.

Q28. Is the time from the graduation event included in the 75% attendance requirement?

A28. No.

Q29. May an individual 'make up' a missed training session with a different cohort?

A29. See response to Question 11.

Q30. May we provide multiple sessions of the same virtual training session?

A30. Yes.

Q31. May an individual 'make up' a missed session via an asynchronous session?

A31. No.

Q32. What critical Key Performance Indicators (KPIs) is OASAS looking for with respect to reporting on training progress?

A32. Key Performance Indicators for the institute would be as follows but not limited to: trainee attendance and engagement with the content, instructors and cohort; completion/graduation rate; retention in SUD service delivery role.

Q33. Will any other agencies have KPI or reporting requirements?

A33. Reporting will only be for OASAS.

Q34. Will reports be distributed to any agencies outside of OASAS? Can you provide a list of these agencies?

A34. Data will be provided to any eligible agency that has participants in the Leadership Institute, and the public where appropriate as this effort is funded by Opioid Settlement Funds, and transparency is important. OASAS has robust data sharing policies in place so that sharing of metrics does not lead to identifying individual participants.

Q35. It is stated that OASAS, OMH, and DOH have databases of eligible participants. WILL they share this information with the vendor? (This is an important point!)

A35. See response to Question 7.

Q36. Will marketing be allowed to be conducted within OASAS communication channels (emails, Director messages, etc.)?

A36. See response to Question 7.

Q37. What NYS communication channels (emails, Director messages, etc.) will be available for the vendor to work with NYS (and corresponding agency) in order to advertise?

A37. See response to Question 7.

Q38. What communication channels are available for advertising this training? Can we offer or recommend additional channels?

A38. Bidders may propose their communication channels for advertising this training.

Q39. Have you conducted similar training in the past, where an application was involved for screening. Could you share this application?

A39. No.

Q40. Can you please provide the different agencies that we should target our advertising?

A40. See response to Question 7.

Q41. Can you please provide a breakdown of numbers/geographic areas of your workforce structure that would be eligible for this training (Prevention, Treatment, Harm Reduction, Recovery Staff, other)?

A41. The OASAS/OMH/DOH system of care for behavioral health encompasses providers operating in every county of New York State.

Q42. Do you have an approved application template that you can share?

A42. See section **3.2 Technical Proposal** for the format of the application. Applications should be typed, double-spaced, single sided on 8 ½ x 11-inch paper. Pages should be numbered, and font should be 12-point Times New Roman, and all margins should be one (1) inch wide.

Q43. Will you approve our application form before we publish?

A43. OASAS will approve the participant application/registration form.

Q44. What happens IF the threshold of 500 approved participants is not attained?

A44. Failure to obtain the threshold of 500 approved participants could result in a contract non-compliance finding and termination of the contract. Additionally, a significant portion of the contract payments will be based on the number of successful participants and therefore providers will receive limited reimbursement.

Q45. What happens IF the threshold of 1000 acceptable applicants is surpassed?

A45. OASAS will work with the Successful Bidder to monitor the need for additional capacity.

Q46. Does the vendor invoice monthly (regardless of activity, i.e. time-based) or does the vendor invoice at certain milestones (i.e. after certain number of sessions completed, graduation, etc.)?

A46. The vendor would invoice monthly based upon Milestone reimbursements. The milestones are outlined in the Attachment 2 budget.

Q47. Does the vendor invoice per event or per person (i.e. three training sessions completed or 30 individuals have completed 75%)?

A47. The Successful Bidder must submit invoices, not more than monthly, independent of number of events or participants.

Q48. Please verify that you require timesheets from vendor employees (Section 6.3)?

A48. No, we do not require timesheets from vendor employees as the contract budget resulting from this procurement will be deliverable based.

Q49. Should/can travel/per diem be submitted on a separate invoice?

A49. No. One invoice, at most, should be submitted no more than monthly.

Q50. Will the vendor be reimbursed for travel expenses for unsuccessful trainees?

A50. See section **3 of Attachment 2 – Budget**. The vendor shall be responsible for reimbursing all non-New York State employee trainees, including unsuccessful trainees, for any essential travel expenses, such as hotel rooms, meals, mileage costs, etc., up to the GSA rate. In turn, the state will reimburse the vendor based on the lesser of actual costs or the GSA rates, plus their Travel Administrative Fee per trainee that require a per diem reimbursement.

Q51. Can multiple organizations partner to meet the eligibility requirements as well as the deliverables?

A51. See response to Question 12.

Q52. Can different aspects of the project be subcontracted?

A52. Yes, but the Successful Bidder agrees not to subcontract any of its services specified in the scope of this RFP, unless as indicated in its proposal, without the prior written approval of OASAS. For more information, please refer to section **8.19 Subcontracting** of the RFP.

Q53. Is there a max number of participants for the in-person portion of the training?

A53. See response to Question 25.

Q54. Is there a max number of participants allowed for the graduation ceremony?

A54. No.

Q55. Funding: what funding is awarded upfront versus reimbursed?

A55. Funding under this procurement is reimbursement/deliverable based.

Q56. Does OASAS have a cohort of people they already have in mind for the training or is this a from the ground up marketing effort to recruit attendees on the training organization's end?

A56. No, OASAS does not have a cohort of people in mind for the training. See response to Question 7 for marketing efforts.

Q57. The RFP documents (e.g., Appendix A and Attachment III) indicate that the contractor must document "good faith efforts" to include small businesses. In the event a contractor's subcontractor pool is eligible to become a NY state small business, but not currently registered, is describing the intention to become a NY registered small business considered a "good faith effort" and sufficient for the purpose of the application? Therefore, it wouldn't be necessary to obtain NY small business registration prior to the submission of the proposal. We would like to confirm if that is an accurate understanding.

A57. OASAS does not require documentation solely for small business enterprises. However, M/WBE documentation requirements are required during contract development by completing Attachment III. At the time of Attachment III submittal, it would not be considered good faith efforts to include a vendor on the Utilization Plan that is not currently a NYS-Certified M/WBE. As there is never any guarantee that the applicant will obtain certification, it is not allowable to include businesses with intent to apply or pending certification status on the Utilization Plans. Examples of good faith efforts would be conducting a thorough search of the M/WBE directory and outreach to currently certified M/WBE vendors, etc.

Q58. Is there a page limitation for the technical proposal?

A58. No.

Q59. Are there any evaluation criteria associated with the points assigned?

A59. Please refer to the outlined requested information in section **3.2 Technical Proposal** and section **5.3 Evaluation Process** for information on evaluation criteria and assignment of points.

Q60. Is there a cap on trainer per hour/per trainee fee?

A60. There is no cap however budgets are evaluated based upon costs and a higher cost will result in a lower fiscal evaluation score.

Q61. Is there a benchmark on employee drop off rate from previous training efforts which can be shared?

A61. No.

Q62. Has OASAS identified hotels in NYC area which conform to the GSA reimbursement rate and meet trainee standards for accommodation?

A62. No.