



Office of Mental Health

Project TEACH

RFP#MH253031

Questions & Answers

1. Is this one award or multiple statewide awards?

ANSWER – One award

2. What/who are allied health professionals? Is the expectation that psychiatrists and psychologists (or other licensed professionals) will conduct consultations with any professional who contacts the warmline? A caseworker, nurse, social worker, or any of my staff can call to ask for a consultation with a psychiatrist or psychologist? It doesn't have to be the doctor/prescriber calling?

ANSWER - Yes, calls are no longer limited to only prescribing clinicians. Allied health professionals are defined as non-prescribing person-facing or frontline professionals in health or related human services professions.

This includes but is not limited to therapists, psychologists, counselors, social workers, nurses, community health workers, lactation consultants, doulas, or case managers/caseworkers/service coordinators. This also includes staff at any family service program such as Department of Social Services/Office of Children and Family Services case workers, Office of the Aging case managers, or similar professionals. Additionally, the professional setting does not matter. Outpatient, inpatient and community settings are all inclusive. Consultations will occur with the applicably licensed clinician (psychiatrist, psychologist or other mental health specialist) depending on the clinical reason for the call. After an intake is conducted, a clinician will respond to the call within the area of competence of the clinical concern and will provide recommendations within the scope of practice of the calling provider.

3. Can OMH clarify whether a behavioral health organization that provides statewide behavioral health management, care coordination, provider consultation, and other behavioral health services, and that employs or contracts with NYS-licensed

psychiatrists, would qualify as a “human services agency”, for purpose of meeting the eligibility requirements in Section 2.4?

ANSWER – New York State defines a “human service agency” as an organization- public or private, non-profit or for-profit-that addresses the needs of individuals, families, and communities through direct service programs. Its primary goal is providing assistance to meet basic needs and improve overall quality of life. Therefore, if the “behavioral health organization” is an entity that employs (or contracts for) the staffing from the organizational structure (section 5.2.A) that can perform all program components required within this RFP, with statewide capacity, it would meet the eligibility requirements.

4. Assuming the system in reference/scope to the Project TEACH website and its underlying platform, will the Information Technology specialist have full access to the OMH owned system in order to adequately administer these required responsibilities?

ANSWER –The clinical data system is not owned or managed by OMH. The vendor will be responsible for maintaining their own electronic data collection/management system. The IT specialist should have all access rights to the data management system. With websites and other commodity IT services, vendors frequently reuse products developed as part of their core business or for other customers. While any content of the current website belongs to OMH, the computer code to run the site, regardless of its content, does not. A new awardee for this contract would require a transfer of administrative rights. The LMS portion of the website and website itself currently run on platforms that can be reassigned upon contract approval. All access rights to the current website will be assigned upon execution or as of the contract start date.

5. Please clarify if the Project TEACH website source code will be handed over for the vendor to manage, maintain, and/or enhance, within the vendor’s own environment/infrastructure, and from where the Project TEACH website is expected to operation from, OR, is the expectation here that maintenance and upkeep of the website will need to be performed by the vendor in an environment owned and operated by NY OMH.

ANSWER – OMH holds exclusive ownership of all original work created, written, developed or produced as a contract deliverable. Website administrative rights will

be assigned to the contract awardee. The website and LMS will continue to be hosted and operated within the vendor's own environment, though content will be required to conform to NYS and OMH design standards and is subject to approval of OMH's Public Information Office (PIO). NYS ITS will continue to have access to monitor website security. The website host, server and source coding platforms can be transferred between vendors upon any change in contract awardee or a new vendor can choose their own platforms. Details of website roles and responsibilities will be finalized in the contract.

6. Please clarify any expectation regarding Carelon internal ingestion of the data stored or captured via the Project TEACH website (screening tools, etc).

ANSWER – There is no current expectation or requirement for any data to be shared with or documented via Carelon under this agreement.

7. Please confirm bidders will be paid monthly based on the annual proposed budget for the five-year contract term.

ANSWER – No, NYS OMH makes quarterly payments – January, April, July and October.

8. Due to the challenges of hiring partial FTEs, are bidders permitted to include alternative staffing levels in their proposed bids and deviate slightly from the FTEs suggested?

ANSWER – Yes. These are suggested estimates as a framework to meet the program components and deliverables. The vendor is to submit their estimates in the budget section of their proposal.

9. The RFP identifies annual funding of \$5,000,000 for each year of the five-year contract. Is this annual funding amount fixed for the duration of the contract, or does OMH anticipate any annual adjustments (e.g. inflationary or cost of living increases) during contract years 2-5?

ANSWER – No, typically there are no allowances for inflationary or cost of living increases on these types of contracts. It is \$5,000,000 per year for five years.

10. Please clarify how bidders should account for one-time implementation and transition costs required to establish operations at contract start. Should these costs be included within the annual \$5,000,000 operating budget, or does OMH anticipate providing separate reimbursement (e.g. start-up funding or another reimbursement mechanism) for implementation activities?

ANSWER – This is a continuation of an existing program. Any start-up or transition costs for a new vendor should be included within the first-year costs of the annual \$5,000,000 budget.

11. The RFP anticipates growth in required service volumes and deliverables over the five-year contract term, including increases in consultations, evaluations, training, and other program activities. If future program requirements or OMH-directed scope materially exceed the baseline requirements established at contract award, what process, if any, will be available to review and adjust funding to align with the expanded scope of work?

ANSWER – It is anticipated that project deliverables can be met within the overall budget. Deliverables and goals achievement will be reported as required (section 5.2.D.2) and reviewed with OMH at monthly, quarterly and annual meetings.