



Office of Mental Health

Request for Proposal
24-305
Public Service Loan Forgiveness Support Services

**PROPOSAL DUE DATE:
March 19, 2026 at 3:00 p.m. EST**

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1. Introduction

The New York State Office of Mental Health (OMH) is soliciting proposals from responsive and responsible firms to provide technical support to OMH employees including those working in OMH licensed or registered provider agencies related to the Public Service Loan Forgiveness (PSLF) program. The PSLF is a federal program that rewards and incentivizes public service work by canceling a portion of a borrowers’ federal student loans. The program requires borrowers to be full-time employees of an eligible public service employer and make 120 qualified payments toward their student loans, after which the remainder of their federal student loans debt can be forgiven if proper documentation is submitted to the federal government. Since its inception, the PSLF has been difficult to navigate and has changed multiple times. Public service employees often lack the time and energy to research PSLF changes. The goal of this initiative is to support New York professionals working in the public mental health system in taking full advantage of student loan debt relief offered through the PSLF. The scope of services are described further down in this RFP.

1.1. Key Dates and Events

Event	Date
Issuance of Request for Proposal	February 12, 2026
Deadline for Submission of Vendor Questions	February 19, 2026 at 3:00 p.m. EST
Issuance of Responses to Submitted Questions	February 26, 2026 at 3:00 p.m. EST
Proposal Due Date	March 19, 2026 at 3:00 p.m. EST
Award Protest Deadline	No later than 7 business days after date on Award Notice or Non-select letter

1.2. Issuing Agency/Permissible Contacts

The issuing agency of this Request for Proposals (RFP) is the New York State Office of Mental Health (OMH). Pursuant to State Finance Law 139-j and 139-k, this RFP includes and imposes certain restrictions on communications between OMH and Vendors during the procurement process. All inquiries concerning this procurement must be addressed to:

Attention:	Patrick Sheehan	Attention:	Jeff Petersen
Title:	Contract Management Specialist 1	Title:	Contract Management Specialist 2
Agency:	NYS Office of Mental Health	Agency:	NYS Office of Mental Health
Address:	75 New Scotland Ave, Albany, NY	Address:	75 New Scotland Ave, Albany, NY
Phone:	518-474-6817	Phone:	518-549-1525
E-Mail:	Patrick.Sheehan@omh.ny.gov	E-Mail:	Jeffry.Petersen@omh.ny.gov

During the “restricted period”, as defined below, no Vendor-initiated contact with any OMH official shall be permitted regarding this procurement except as provided herein. This prohibition applies to any oral, written, or electronic communication under circumstances where a reasonable person would infer that the communication was intended to influence this procurement. Violation of any of the requirements described in this Section entitled “Issuing Agency/Permissible Contacts” may be grounds for a determination that the Vendor is non- responsible and therefore ineligible for this contract award. Two violations within four years of the rules against impermissible Contacts during the “restricted” period may result in the violator being debarred from participating in an OMH procurement for a period of four years.

1.3. Terms

The terms “shall”, “must”, and “will” designate requirements which the Vendor must comply with.

The terms “bidder”, “vendor”, “contractor”, and “offeror” are used interchangeably herein and shall have the same

meaning.

The term “OMH workforce” refers to individuals working in OMH state operated and OMH community licensed, funded or designated provider agencies.

1.4. Questions and Answers

There will be an opportunity available for submission of written questions and requests for clarification regarding this RFP. All questions and requests for clarification of this RFP should cite the particular RFP Section and paragraph number where applicable and must be submitted via email to bids@omh.ny.gov AND Patrick.Sheehan@omh.ny.gov by February 19, 2026 by 3PM EST.

The comprehensive list of questions and responses will be posted to the NYS Contract Reporter Ad for this solicitation and notice of such posting will be distributed by email to all Vendors known to OMH who attended the mandatory Pre-bid Conference.

1.5. Overview and Background

The Mission of the New York State Office of Mental Health (OMH) is to promote the mental health of all New Yorkers, with a focus on providing hope and recovery for adults with serious mental illness and children with serious emotional disturbances. OMH oversees New York State’s large, multi-faceted public mental health system. It directly operates twenty-four (24) inpatient Psychiatric Centers (“Hospitals” or “Facilities”), and regulates, certifies, and oversees more than 6,000 programs, which are operated by local governments and nonprofit agencies.

The 24 OMH-operated inpatient Psychiatric Centers employ about 15,000 medical, clinical, administrative, and support staff. The inpatient care delivery system consists of over 230 individual units and comprises of over 2,500 civil beds and 1,200 forensics beds, for total of more than 3,700 beds system wide. It should also be noted that Forensic units also include specialized treatment models such as the Secure Treatment and Rehabilitation Centers (STARC), which employ an inpatient / residential model, as well as Corrections-Based Operations (CBO) Programs that are mental health treatment units based throughout NYS Correctional Facilities.

Consistent with national trends, most New York counties are designated as mental health shortage or partial shortage areas. The workforce crisis coincides with the societal aftermath of Covid-19 leading to access issues when seeking services across the state. Further compounding the crisis, members of the behavioral health workforce report a steep increase in client severity and caseload sizes leading to increased staff stress and burnout. This initiative is one part of the larger mental health workforce plan to increase recruitment, retention, training, and support of the thousands of OMH licensed provider agencies who serve some of the state’s most vulnerable citizens.

2. Scope of Work

2.1. Purpose

OMH is seeking to contract with a qualified vendor to provide information, training, and support to the OMH workforce related to the PSLF program. The purpose of this service is to support the OMH workforce in engaging in the PSLF program while understanding that public service employees often do not have the time to navigate federal loan forgiveness programs. Anticipated outcomes will result in the following.

- Increasing retention of the OMH workforce by supporting employees seeking public service loan forgiveness.
- Reducing the burden on the OMH workforce in navigating the PSLF program including frequent changes

to the program.

- Providing technical support through the application process and changes to the PSLF program.
- Creating a library of resources for the OMH workforce including recorded trainings, documents, and other relevant materials.

2.2. Virtual Training Development Materials

In coordination with OMH, the Contractor shall develop a series of virtual training programs designed to explain the PSLF program to the OMH workforce including questions and answers at the end of each training. The trainings will also include guidance surrounding regulatory changes to the PSLF and implications for participants in the program. The Contractor shall develop electronic resources to support the workforce in navigating the PSLF program, including but not limited to, step-by-step instructions, cheat sheets, and frequently asked questions.

The Offeror's narrative response should describe how materials will be developed and provide examples of materials.

2.3. OMH Workforce Training

The Contractor shall conduct ongoing virtual trainings with OMH employees and employees of OMH licensed or designated facilities. Trainings will be offered a minimum of three times a month on different days and times to ensure accessibility for employees with flexible work schedules. The contractor shall also record trainings and make available electronically with other workforce resources.

The Offeror's narrative response should describe how trainings will be conducted, propose a tentative schedule, and provide sample training materials.

2.4. Technical Support

The Contractor will provide technical support to OMH employees and employees of OMH licensed or designated facilities through email, telephone, and live chat. Telephone support must include evening hours at least three nights a week to ensure accessibility for employees with flexible work schedules.

The Offeror's narrative response should describe in detail how technical support will be provided.

2.5. Assessments and Reporting

The Contractor will track the number of OMH public service providers supported through PSLF trainings and consultations. Additionally, the Contractor will collect qualitative data that includes the types of questions employees are asking and the level of understanding of loan forgiveness options and steps to participate in the PSLF program.

Periodic reports detailing the quantitative and qualitative data shall be submitted to OMH that will be used for future planning purposes. The Contractor will also provide analysis on the benefits and challenges of providing PSLF technical support to the workforce.

The Offeror's narrative response should describe how these assessments and reports will be provided including sample reports.

3. Vendor and Staff Qualifications

3.1. Vendor Qualifications

The Vendors selected under this series will be responsible for coordinating with OMH to develop a series of virtual

training programs to support the needs of the Agency. Vendors must have a demonstrated track record of providing online virtual trainings and should have a thorough understanding of the PSLF program. Vendors should also have knowledge on regulatory changes to the PSLF and be aware of any implications these changes might have for participants. Additionally, Vendors must be able to demonstrate the ability to provide technical support through email, telephone and live chat to training participants. The Vendor should have a strong technical team that can provide proper feedback during and after training sessions, along with the ability to gather quantitative and qualitative data to create periodic reports.

3.1.1 Vendor Minimum Qualifications

Vendor proposals must include documentation which satisfies all minimum and/or mandatory requirements. To ensure you are not unnecessarily disqualified from bid evaluation, thoroughly read all proposal requirements and provide complete responses. Vague, contradictory, or incomplete responses may result in a reduced technical score or disqualification from further consideration.

The documentation should, at minimum demonstrate the Vendor has:

- A minimum of five (5) years of experience in conducting ongoing virtual trainings.
- Must have a track record of providing high-quality support and feedback in an online setting
- Must have a thorough understanding of the PSLF program, including guidance surrounding regulatory changes to the PSLF and implications for participants in the program

3.2. Staff Qualifications

The vendor must use skilled and knowledgeable staff to perform all services describe in this RFP. Minimally, the vendor must identify the following roles and responsibilities for staff that will be assigned to this project.

3.2.1 Engagement Manager

- The Engagement Manager will have overall responsibility for the implementation of these services. They will play a crucial role in communication with OMH regarding all aspects of this contract. The Engagement Manager should have a minimum of 5 years of operation management experience and led at least 3 technical assistant projects similar to the scope of work described in Section 2.

3.2.2 Account Manager

- The Account Manager will be responsible for the day-to-day operations of this contract, ensuring that vendor resources are appropriately deployed to meet the needs of this project. The Account Manager should have a minimum of 3 years of project management experience and served as support to leadership on at least 2 technical assistant projects similar to the scope of work described in Section 2.

3.2.3. Training Manager

- The Training Manager will be responsible for the development and finalization of all training materials as well as the ongoing delivery of training. The Training Manager should have a minimum of 3 years of training management experience and hosted at least 5 technical assistant webinars similar to the scope of work described in Section 2. Additionally, the Training Manager should have expertise in the PSLF program and be able to explain the details of the program to a lay audience.

3.3 Staff Disqualification

OMH shall have the right to require the Vendor to remove any individual assigned to this project, at any time during the term of this contract, at OMH's sole and absolute discretion. The Vendor shall replace the individual with an individual with equivalent or higher skills and experience at OMH's discretion.

4. Proposal Preparation, Submission, and Evaluation

4.1. Proposal Format

The rules established for proposal content and format will be enforced. Variations from the rules prescribed herein may subject the Vendor to outright disqualification.

All proposals must be in the possession of the OMH designated contact(s) by March 19, 2026 by 3PM EST. It is the sole responsibility of the Vendor to ensure the proposal is received by the due date and time. No late submissions shall be accepted.

It shall be the responsibility of each Vendor to see that its material is appropriately contained in some physical form that best guards against the loss of property in transit or in handling by OMH once received.

The following sections describe the required format and information to be provided by each Vendor. Vendors responding to this RFP must satisfy all requirements stated in this RFP. All Vendors are required to submit complete Administrative, Technical and Financial proposals. A proposal that is incomplete in any material respect may be rejected.

To expedite review of the proposals, Vendors are instructed to submit Administrative, Technical, and Financial proposals in separate packages, formatted with tabs delineating responses to each section of each proposal. This separation of information will facilitate the review of the material requested. No information beyond that specifically requested is required, and Vendors are requested to keep their submissions to the shortest length, still ensuring a complete presentation of qualifications. Additional information, if submitted, should be in a separate package. Proposals must contain sufficient information to assure OMH of their accuracy.

Evaluation of the Administrative, Technical, and Financial Proposals received in response to this RFP will be conducted separately. Vendors are therefore cautioned not to include any Financial Proposal information in the Technical Proposal Documents, or such Proposals may be rejected.

4.2. Administrative Proposal

All Administrative forms and requirements listed below and as presented in the *Proposal Submission Checklist* should be included in the Vendor's Administrative Proposal. A proposal that is incomplete in any material respect may be eliminated from consideration. The information requested should be provided in the prescribed format. Responses that do not follow the prescribed format may be eliminated from consideration. All responses to the RFP will be subject to verification for accuracy. Please provide the forms in the same order in which they are requested. Referenced attachments may be located in the Library of Attachments published in conjunction with this RFP.

4.2.1. MWBE/SDVOB/EEO Requirements

Vendors are required to comply with Minority and Woman-owned Business Enterprises (MWBE) participation requirements as stated in this RFP. As part of your proposal, submit the following documents, as appropriate.

- Attachment I-1 – MWBE/EEO Policy Statement
- Attachment I-2 – EEO Employment Opportunity Staffing Plan
- Attachment G – MWBE Utilization Plan
- Attachment G-1 – MWBE Application for Waiver: If MWBE participation goals have been established for this RFP and the Vendor is unable to meet them, this form must be completed and submitted with

proposal.

- Attachment H – SDVOB Utilization Plan
- Attachment H-1 – SDVOB Application for Waiver: If SDVOB participation goals have been established for this RFP and the Vendor is unable to meet them, this form must be completed and submitted with proposal.

4.2.2. Procurement Lobbying Requirements

Vendors are required to comply with the Procurement Lobbying Guidelines as outlined in Attachment J. of this RFP. As part of your proposal, submit the following documents:

- Attachment D-1 – Vendor’s Affirmation of Understanding of OMH Procurement Lobbying Guidelines
- Attachment D-2 – Disclosure of Prior Non-Responsibility Determinations Non-Collusive Bidding Certification

Vendors must complete and certify that the submission of a proposal complies with section 163-D of the NYS State Finance Law. As part of your proposal, submit the following document:

- Attachment B – Non-Collusive Bidding Certification

4.2.3. Vendor Responsibility Questionnaire

Vendors must complete, certify, and file a **New York State Vendor Responsibility Questionnaire**. OMH recommends that Vendors file the required Vendor Responsibility Questionnaire online via the New York State VendRep System. To enroll in and use the New York State VendRep System, see the VendRep System Instructions at http://www.osc.state.ny.us/vendrep/info_vrsystem.htm or go directly to the VendRep System online at <https://onlineservices.osc.state.ny.us/Enrollment/login?0>

Vendors must provide their New York State Vendor Identification Number when enrolling.

To request assignment of a Vendor ID or for VendRep System assistance, contact the OSC Help Desk at 866-370-4672 or 518-408-4672 or by email at ciohelpdesk@osc.state.ny.us.

Vendors opting to complete and submit a paper questionnaire can obtain the appropriate questionnaire from the VendRep website, www.osc.state.ny.us/vendrep, or may contact the Office of the State Comptroller’s Help Desk for a copy of the paper form.

4.2.4. Encouraging the Use of New York State Subcontractors and Suppliers

- Attachment I-3 – Encouraging the Use of New York State Subcontractors and Suppliers
- Attachment I-4 – New York State Business Usage Form

4.2.5. Freedom of Information Law – Proposal Redactions

Vendors must clearly and specifically identify any portion of the proposal that a Vendor believes constitutes proprietary information entitled to confidential handling as an exception to the Freedom of Information Law.

4.2.6. Additional Forms

- ST-220 CA, Sales and Compensating Use Tax Certification
- Workers’ Compensation Insurance Documentation
- Disability Benefits Insurance Documentation
- Attachment A – Solicitation Cover Sheet
- Attachment D – OMH Consultant Disclosure Reporting – Form A

4.2.7. Attachment E – Sexual Harassment Prevention Certification

4.3. Technical Proposal

The purpose of the Technical Proposal is to demonstrate the qualifications, competence, and capacity of the Proposer to perform the services described in this RFP. The Technical Proposal should demonstrate the qualifications of the Proposer and of the staff to be assigned to provide services related to those included in this RFP.

Any assumptions or descriptions regarding the roles and responsibilities of the OMH resources within the Vendor's proposal shall not bind OMH during contract negotiation.

Vendor proposals must completely address all minimum and/or mandatory requirements. To ensure you are not unnecessarily disqualified from bid evaluation, thoroughly read all proposal requirements, and provide complete responses. Vague, contradictory, or incomplete responses to requirements may result in a reduced technical score or may result in having the proposal deemed non-responsive and disqualified from further consideration.

Vendors must provide all information requested by OMH as part of their proposal(s). Vendors must also indicate any specific information that is considered proprietary and/or confidential. OMH will not enter into any additional nondisclosure agreements with Vendors to obtain information requested in the RFP. All information identified by the Vendor as proprietary and/or confidential will be treated as such by OMH. Failure to provide requested information may result in the Vendor's proposal being deemed non-responsive and disqualified from any further consideration.

4.3.1. Cover Letter and Proposal Response Forms

As an introduction to the Vendor's proposal, the Vendor shall provide, at a minimum, the following information:

- **Title Page:** The technical proposal should begin with a Title Page bearing the name and address of the vendor and the name and number of this RFP.
- **Claim of Confidentiality:** Any information that is claimed to be confidential is to be noted by reference and included after the Title Page and before the Table of Contents, and if applicable, also in the Vendor's Financial Proposal. An explanation for each claim of confidentiality shall be included. The entire proposal cannot be given a blanket confidentiality designation. Any confidentiality designation must apply to specific sections, pages, or portions of pages of the proposal.
- **Table of Contents:** The Table of Contents shall follow the Claim of Confidentiality, if applicable, and the Title Page for the Technical Proposal, organized by section, subsection, and page number.
- **Transmittal Letter:** A Transmittal Letter shall accompany the Technical Proposal. The purpose of this letter is to transmit the proposal and acknowledge the receipt of any amendments. The Transmittal Letter should be brief and signed by an individual who is authorized to commit the Vendor to the services and requirements as stated in this RFP. The Transmittal Letter should include the following:
 - Name and address of the Vendor.
 - Name, title, e-mail address, and telephone number of primary contact for the Vendor.
 - Solicitation Title, and Solicitation Number that the proposal is in response to.
 - Signature, typed name, and title of an individual authorized to commit the Vendor to its proposal.
 - Federal Employer Identification Number (FEIN) of the Vendor.
 - Acceptance of all State RFP and contract terms and conditions; if any exceptions are taken, they are

to be noted in the Executive Summary.

- Acknowledgement of all amendments to the RFP.

4.3.2 Executive Summary

Proposers must include a cover letter that includes the contact information for the authorized representative responsible for the proposal.

Proposers must include a succinct summary of their understanding of the requirements of the RFP, as well as a synopsis of their overall approach to the PSLF program.

4.3.3 Qualifications and Experience

The Vendor's response must demonstrate the ability, through its professional staff expertise, organizational systems, programs, and proven experience to successfully administer the services contemplated by this RFP.

Responses must provide an overview of the qualifications of the key staff who will be assigned to this project as well as their, and the company's experience in providing these services. The proposal should include resumes for the staff members listed in section 3 as well as examples of similar projects the staff have managed.

Responses must minimally identify three projects of a similar size and scope to that of this RFP.

1. Client's Name;
2. A description of the project;
3. Original contract dates; Timeframe of project from commencement to completion;
4. Contact information for the project sponsor(s); and
5. Dollar amounts associated with each project.

4.3.4 Training Approach and Materials

In this section, Offerors must provide a detailed description of their approach to Training and Materials they will be providing for the services contemplated by this RFP. Responses to this section should address the following aspects from the scope of work sections 2.2 and 2.3:

- Virtual Training Development Materials
- Materials for training OMH's Workforce

4.3.5 Support and Assessments

In this section, Offerors must provide a detailed description of their approach to Technical Support and Assessments and Reporting. Responses to this section should address the following aspects from the scope of work sections 2.4 and 2.5:

- Technical Support
- Assessments and Reports

4.3.6 References

The Vendor should provide up to three relevant references and their contact information on *Attachment J, References* in the Library of Attachments. During the evaluation phase, OMH will reach out to these identified references by email or phone to complete a reference check questionnaire. It is the Vendor's responsibility to provide responsive references willing to participate in the questionnaire process.

4.4. Financial Proposal

The purpose of this section is to prescribe the items that must be included in the Vendor's Financial Proposal. All proposed costs must be directly related to project activities associated with providing the required services. The following are required sections of the Financial Proposal:

4.4.1 Financial Proposal Summary

The Financial Proposal must begin with an introduction and summary that provides an overview and description of the Vendor's approach that was used to determine the overall costs of the services contemplated by this RFP.

The Financial Proposal summary include a signature from an authorized Vendor employee who has the authority to contractually agree to the costs provided in the Financial Proposal.

4.4.2. Financial Response Form

Costs must be disclosed on the RFP 24-305 Attachment F Cost Proposal Sheet, with the details further described in the Financial Proposal Summary. By signing the proposal, the Vendor affirms that the proposed costs are all-inclusive of the costs for services provided to OMH under this project.

Offeror must provide the titles and rates of each staff, including estimated hours for each deliverable included on the submission form. Financial proposals will not be opened until the technical evaluation has been completed.

Financial proposals will be scored based on a maximum thirty (30) points. The Offeror whose proposal includes the lowest overall cost will receive the maximum number of points (30). All other responsive proposals will receive a proportionate number of points based on the relation of their financial proposal to the proposal that offered the lowest overall cost. The following formula will be used to calculate the scores for the financial proposal:

Lowest Cost Proposal = 30 points

Cost points awarded = 30 potential points x (lowest cost total / cost of proposal being evaluated).

(lowest cost/cost being evaluated) x maximum points

4.5. Proposal Submission

Electronic proposals must be emailed to: bids@omh.ny.gov and Patrick.Sheehan@omh.ny.gov

To be deemed responsive to this RFP, Vendors must meet all the mandatory requirements and the written proposals must address all response criteria requested herein. Failure to comply with the requirements or provide all responses may result in the Vendor's proposal being deemed non-responsive and removed from further consideration, or a reduced Technical score.

Electronic proposals must be submitted via email by the submission due date and time. No facsimile or hard copy proposals will be accepted. It is the Vendor's responsibility to ensure that the proposal is submitted and received by the due date and time. Proposals received after the submission date or time will be disqualified from consideration.

The OMH will provide a confirmation email that the electronic proposal has been received. The email subject line must include the following information: **The Solicitation Number and Vendor Name. If the proposal requires files be**

sent in multiple emails, indicate the email number, e.g. 1 of 2.

A complete Electronic Proposal should contain and be organized into the follow three volumes:

Volume 1 – Written Technical Proposal should include responses to all major sections identified in *Section 4.3 Technical Proposal* and on the Proposal Submission Checklist contained in the associated Library of Attachments.

Volume 2 - Cost Proposal should be comprised of the signed Cost Proposal Summary and completed *Attachment B -Cost Proposal Worksheet* as defined in *Section 4.4, Cost Proposal*.

Volume 3 - Administrative Proposal should be comprised of one set of Administrative attachments as outlined in *Sections 4.2, Administrative Proposal* and on the Proposal Submission Checklist contained in the associated Library of Attachments.

Complete proposals **must be received by March 19, 2026 at 3:00 PM ET.**

Proposals that are illegible, incomplete, or that contain any omissions, erasures, alterations, additions, or items not called for in the solicitation or that contain irregularities of any kind may be rejected. All costs associated with the preparation of the proposal are the responsibility of the Offeror. Offerors may modify, in writing, the content of any proposal at any time prior to the proposal due date and time. Proposals may be withdrawn or canceled before the proposal due date and time.

4.6. Evaluation Process and Criteria

All compliant proposals, as described in *RFP Section 4: Proposal Preparation, Submission, and Evaluation*, accepted from qualified Vendors will be subject to an evaluation by OMH. OMH Contracts will establish a Technical Proposal Evaluation Committee and a Financial Proposal Evaluation Committee. Members of each committee will individually evaluate either the technical or the financial portions of the proposals.

The selection method will be based on a points system with the rating criteria weighted at:

- 70 Points for written technical proposal.
- 30 points for financial proposal.

This procurement will be award on the basis of “Best Value” to OMH. The awarded winner will be selected based on the highest total points scored for the written technical proposal, System Demonstration, and financial proposal.

4.6.1 Initial Screening – Administrative and Mandatory Requirement Assessment (Pass/Fail – No Points)

Vendor proposals must completely address all minimum and/or mandatory requirements. To ensure you are not unnecessarily disqualified from bid evaluation, thoroughly read all proposal requirements and provide complete responses. Vague, contradictory, or incomplete responses to requirements may result in a reduced technical score or may be deemed non-responsive and disqualified from further consideration.

OMH will perform an initial screening of each proposal, written technical and financial, received to determine whether the proposal meets the minimum requirements of the RFP and the mandatory requirements. If any of the requirements with a priority of Mandatory cannot be met, the proposal may be deemed non-responsive. Nonresponsive proposals will not be evaluated. Client references provided by the Vendor will be contacted by OMH. Proposals will receive either a passing or failing evaluation during the initial screening. Proposals that do not meet all of the mandatory requirements may be disqualified from further consideration.

Only proposals passing the initial screening will be considered viable and subject to continued evaluation by OMH.

4.6.2. Technical Proposal Evaluation (70 Points)

The Technical Proposal Evaluation Committee will perform the technical proposal evaluation. The written technical evaluation will be based upon the requirements set forth in this RFP and the Vendor's technical proposal, which include the following:

- Executive Summary (10 points)
- Qualifications and Experience (10 points)
- Training Approach and Materials (20 points)
- Support and Assessments (20 points)
- References (10 points)

4.6.3 Financial Proposal Evaluation (30 Points)

The Financial Proposal Evaluation Committee will evaluate all financial proposals independently from the written technical proposal evaluation. The financial proposal evaluation will be based upon the Vendor's response provided in *Attachment F: Financial Proposal Sheet*. All costs and rates provided in response to this RFP must be inclusive of travel, lodging, meals, and other incidental costs.

The financial proposal evaluation will be based on total cost of implementation, hosting services, licenses, and ongoing support and maintenance.

The lowest cost Vendor will receive the maximum points available. All other Vendors are evaluated relative to the lowest Vendor's cost.

The formula for the evaluation of other Vendor's cost will be: $(\text{lowest cost Vendor} / \text{Vendor cost}) \times \text{maximum points}$.

4.6.4 Final Evaluations and Contract Award

Finalists' scores from the written technical proposal and financial proposal will be totaled to produce a composite score. The proposals will be ranked based on the combined scores. The contract will be awarded to the Offeror whose proposal obtains the highest aggregate score.

In the event that Bidders receive the same final score, OMH will use the following tie-breaking mechanisms in the order listed, to determine final ranking:

- The Bidders' written Technical Score
- The Bidders' Financial Score
- Determined by the Commissioner of OMH or their designee

5. Administrative Information

5.1. Term of the Agreement

The term of the agreement shall be one (1) year with two (2) one-year renewal options from the date of approval of the contract by the New York State Office of the State Comptroller.

5.2. Questions and Answers

There will be an opportunity available for submission of written questions and requests for clarification with regard to this RFP. All questions and requests for clarification of this RFP should cite the particular RFP Section and paragraph number where applicable and must be submitted via email to : bids@omh.ny.gov and Patrick.Sheehan@omh.ny.gov by February 19, 2026 by 3PM EST.

The comprehensive list of questions and responses will be posted to the NYS Contract Reporter Ad for this solicitation and notice of such posting will be distributed by email to all Vendors known to OMH. This listing will not include the identities of the Vendors submitting the questions; those Vendors will remain anonymous to the extent allowed by law.

5.3. OMH Reserved Rights

OMH reserves all right with respect to proposals, including, but not limited to:

- Withdraw the RFP at any time, at its sole discretion;
- Disqualify any Offeror whose conduct and/or proposal submission fails to conform to the requirement of the RFP;
- Seek clarifications and revisions of proposals;
- Use information obtained through site visits, management interviews and the State's investigation of a Offeror's qualifications, experience, ability or financial standing, and any material or information submitted by the Offeror in response to the OMH's request for clarifying information in the course of evaluation and/or selection under this RFP;
- Prior to the proposal due date, amend RFP specifications to correct errors or oversights, or to supply additional information as it becomes available;
- Change any of the scheduled dates stated herein;
- Conduct contract negotiations with the next responsible Offeror should the OMH be unsuccessful in negotiating with the selected Offeror within thirty (30) business days from notification of selection for award. This is to include completion of all required documents and signature of the contract;
- Adjust or correct cost/figures with concurrence of the Offeror if mathematical or typographical errors exist;
- Waive requirements or amend this RFP upon notification to all Offerors. Mandatory requirements may be eliminated if unmet by all Offerors;
- Reject any or all proposals received in response to this RFP;
- Make an award under this RFP in whole or in part;
- Prior to the proposal due date, direct Offerors to submit proposal modifications addressing subsequent amendments/modifications to this RFP;
- Eliminate any mandatory, non-material specifications that cannot be complied with by any of the prospective Offerors, and waive any requirement of this RFP that is not material;
- Negotiate with the successful Offeror within the scope of this RFP, in the best interests of the State;
- Require clarification at any time during the procurement process and/or require correction of arithmetic or other apparent errors for the purpose of assuring a full and complete understanding of an Offeror's proposal and/or to determine an Offeror's compliance with the requirements of the solicitation;
- Utilize any and all ideas submitted in the proposals received.
- Determine and decide, in its sole and absolute discretion, whether any staff proposal from the Vendor is suitable. Any instance where the words "deem", "deems", or "deeming" or any permutation thereof are used in this RFP shall be construed to mean that such determination shall be made in OMH's sole and absolute discretion.

5.4. Right to Modify RFP

OMH reserves the right to modify any part of this RFP, including but not limited to, the date and time by which proposals must be submitted and received by OMH, at any time prior to the Deadline for Submission of Proposals listed in the Key Dates and Events. Modifications to this RFP shall be made by issuance of amendments and/or addenda.

Prior to the Deadline for Submission of Proposals, any such clarifications or modifications as deemed necessary by be posted to the NYS Contract Reporter Ad and subsequent email notification will be provided to all potential Vendors known to OMH that have received access to this RFP. OMH also reserves the right to cancel this RFP, in whole or in part, and to reject any and all proposals.

If the Vendor discovers any ambiguity, conflict, discrepancy, omission, or other error in this RFP, the Vendor must immediately notify OMH of such error in writing and request clarification or modification of the document. If, prior to the Deadline for Submission of Proposals, a Vendor fails to notify OMH of a known error or an error that reasonably should have been known, the Vendor must assume the risk of proposing. If awarded the contract, the Vendor must not be entitled to additional compensation by reason of the error or its correction.

5.5. Freedom of Information Requirements

All proposals submitted for OMH's consideration will be held in confidence. However, the resulting contract is subject to New York State Freedom of Information Law (FOIL). Therefore, if a Vendor believes that any information in its bid constitutes a trade secret or should otherwise be treated as confidential and wishes such information not to be disclosed if requested, pursuant to FOIL. (Article 6 of the Public Officer's Law), the Vendor must submit with its bid a separate letter specifically identifying the page number(s), line(s), or other appropriate designation(s) containing such information, explaining in detail why such information is a trade secret and formally requesting that such information be kept confidential. Failure by a Vendor to submit such a letter with its bid identifying trade secrets will constitute a waiver by the Vendor of any rights it may have under Section 89(5) of the Public Officers' Law relating to protection of trade secrets. The proprietary nature of the information designated confidential by the Vendor may be subject to disclosure if ordered by a court of competent jurisdiction. A request that an entire bid be kept confidential is not advisable since a bid cannot reasonably consist of all data subject to FOIL proprietary status.

5.6. Completeness of Proposal

Vendors must submit proposals for the complete range of services specified in this RFP. It is the responsibility of the Vendor to verify the completeness of its proposal and its suitability to meet the requirements of this RFP.

5.7. Conditions of Contract and Method of Award

The contract resulting from this RFP will be awarded to the proposal demonstrating the best value among those proposals determined to be responsive based on the review and evaluation of their content and completeness that best meets the requirements of this RFP and OMH. "Best Value" is defined that that proposal that meets the mandatory requirements and received the highest overall combined score based on the Technical Evaluation score and the Financial Evaluation score. OMH reserves the right to seek clarifications, evaluate and/or reject all proposals in whole or in part, and to waive or modify technicalities, irregularities, and omissions, or solicit new proposals if, in OMH's judgment, the best interest of the State will be served. Following contractor selection, and prior to signing a contract, the OMH reserves the right to further negotiate cost and other specifics.

By submitting a proposal response, the selected contractor is agreeing to enter into a contract substantially in accordance with the OMH Contract Boilerplate published in conjunction to this RFP. Minimal extraneous terms presented by the contractor may only considered for incorporation and negotiation to the extent that they do not present a substantial or direct conflict to the non-negotiable terms or order of precedence presented in the published OMH Contract Boilerplate.

5.8. Debriefing

A debriefing is available to any entity that submitted a proposal or bid in response to a solicitation. A Vendor will be accorded fair and equal treatment with respect to its opportunity for debriefing. A Debriefing shall be **requested in writing within seven (7) business days of OMH notifying the Offeror out the outcome of their proposal submission**. An Offeror's written request for a debriefing shall be submitted to the designated contact. The debriefing

shall occur within ten (10) days of OMH's receipt of this request or as soon after that time as practicable under the circumstances.

5.9. Protest Procedure

A Vendor wishing to challenge the selection of a firm for contract award must send a Notice of Protest on business letterhead, within seven (7) business days of notice of a contract being awarded, to the OMH designated contact listed in this RFP. If a request for a debriefing is conducted by OMH as set forth in this RFP, then a Notice of Protest is due within two business days after the debriefing session occurs.

The Notice of Protest must include at a minimum the following information: (a) Contract number and title, (b) the specific factual and/or legal allegations setting forth the basis on which the protesting party challenges the contract award, and (c) a contact name, address, and e-mail address to which OMH may address its Protest Determination.

OMH review the Notice of Protest, and within fifteen (15) business days notify the protesting party of its Protest Determination. If OMH requires additional time, then it will notify the protesting party within the above stated fifteen (15) business days. OMH may summarily deny a protest that fails to contain specific factual or legal allegations.

Upon receipt of OMH's Protest Determination, the protesting party may file an appeal with the New York State Office of the State Comptroller (OSC).

5.10. Disclosure Legislation

In 2006 the NYS State Finance Law was amended to require State contractors who provide consulting services to disclose, by employment category, the number of persons employed to provide services under a contract for consulting services, the number of hours worked and the amount paid to the contractor by the State as compensation for work performed by these employees. This will include information on any persons working under any subcontracts with the State contractor. Under this law consulting services contracts have been defined as any contract entered into by a State Agency for analysis, evaluation, research, training, data processing, computer programming, engineering, environmental health, and mental health services, accounting, auditing, paralegal, legal, or similar services.

In order to comply with this law the Offeror must complete *Attachment D – Consultant Disclosure, Form A*.

5.10.1 Consulting Form A

If applicable, this form will need to be submitted by all Offerors of this procurement and shall be included in the proposal submission. The purpose this form is to capture the necessary planned employment information prospectively from the start date of the contract through the end of the contract term.

5.11. Vendor Responsibility

Section 163 of the State Finance Law requires that contracts be awarded on the basis of lowest price or best value to a responsive and responsible Offeror. The State and courts have determined that responsibility includes integrity, previous performance, legal authority to do business in New York State, and financial and organizational ability to perform the contract.

As part of the procurement process, Offerors, affiliates, and any business entity of which the Offeror is a subsidiary and subcontractors (where the subcontractor is known at the time of the contract award, its qualifications are a material factor in the award, and its subcontract will equal or exceed \$100,000 over the life of the contract) are required to complete the Vendor Responsibility Questionnaire and submit it with its proposal. OMH shall conduct reviews of each Vendor for responsibility and responsiveness. The OMH may, at its sole discretion, request additional information,

including meeting with the Offeror.

If the Offeror is determined by the OMH to be not responsible, the OMH shall inform the Offeror of such ruling. The Offeror shall have thirty (30) days to request a meeting with the OMH to explain the ruling and to demonstrate the finding to be incorrect or to correct/resolve any issues impacting the Offeror's responsibility. If the OMH's findings remain unchanged after meeting with the Offeror, the Offeror shall be removed from consideration for this contract.

The Offeror that is awarded this contract shall update the Vendor Responsibility Questionnaire whenever such information changes and prior to any contract extensions and/or amendments. In the case of an assignment, a Vendor Responsibility Questionnaire should be submitted for the Contractor and Subcontractors. If the Offeror is determined, on the basis of new or previously undisclosed information, to be not responsible, the contract may be terminated, at the OMH's sole discretion.

5.12. Sales and Compensating Use Tax Certification (Tax Law, § 5-A)

Tax Law § 5-a requires contractors awarded State contracts for commodities or services valued at more than \$100,000 over the full term of the contract to certify to the New York State Department of Taxation and Finance ("DTF") that they are registered to collect New York State and local sales and compensating use taxes, if they made sales delivered by any means to locations within New York State of tangible personal property or taxable services having a cumulative value in excess of \$300,000, measured over a specific period of time. The registration requirement applies if the contractor made a cumulative total of more than \$300,000 in sales during the four completed sales tax quarters which immediately precede the sales tax quarter in which the certification is made. Sales tax quarters are June – August, September – November, December – February, and March – May. In addition, contractors must certify to DTF that each affiliate and subcontractor of such contractor exceeding such sales threshold during a specified period is registered to collect New York State and local sales and compensating use taxes. Contractors must also certify to the procuring State entity that they filed the certification with the DTF and that it is correct and complete.

The selected Contractor must file a properly completed Form ST-220-CA (with OMH as the Contracting Agency within 48 hours of notification of selection for award) and Form ST-220-TD (with the DTF). These requirements must be met before a contract may take effect. Further information can be found at the New York State Department of Taxation and Finance's website, available through this link: www.tax.ny.gov/pdf/publications/sales/pub223.pdf . Forms are available through these links:

ST-220 CA: http://www.tax.ny.gov/pdf/current_forms/st/st220ca_fill_in.pdf

ST-220 TD: http://www.tax.ny.gov/pdf/current_forms/st/st220td_fill_in.pdf

5.13. Extraneous Terms

Proposals shall conform to the terms set forth in the RFP. Material deviations may render the Proposal non-responsive and may result in the rejection of the Proposal. Extraneous terms proposed by a Bidder for consideration shall be submitted using the format and process set forth in the RFP. Any Bidder submissions on standard, pre-printed forms, such as, but not limited to, product literature, order forms, license agreements, contracts, or other documents that are attached or referenced with submissions shall not be considered part of the bid or resulting Contract but shall be deemed included for informational or promotional purposes only. Only extraneous terms accepted by OMH, in writing, shall be expressly incorporated into the Contract. Acceptance and/or processing of a Proposal shall not constitute acceptance of extraneous terms. OMH will not entertain any exceptions to Appendix A, Standard Clauses for New York State Contracts.

5.14. Material Deviations

Material requirements of the RFP are those designated as mandatory, without which an adequate analysis and comparison of Proposals is impossible, or those that affect the competitiveness of Proposals, or the cost to OMH.

Proposals that do not meet all material requirements of this RFP or that fail to provide all required and mandatory information, documents, or supporting materials, or include language that is conditional or contrary to terms, conditions, and requirements, may be rejected as nonresponsive. OMH, in its sole discretion, reserves the right to determine whether a Proposal meets the material requirements of the RFP.

5.15. Clarification Process

OMH may request clarification from a Bidder for the purpose of resolving any ambiguity or questioning information presented in the Proposal. Clarifications are an opportunity to explain, but not to make changes to, a Proposal. Responses shall be submitted to OMH within the time stipulated at the time of the request. As applicable, clarifications will be treated as addenda to the Proposal.

5.16. News Releases

No public discussion or news release pertaining to this RFP or the services to which this RFP relates may be made without prior written approval, and then only in accordance with express written instructions from OMH. No outcome of the award under this procurement may be released without prior approval by OMH and then only to persons designated by OMH.

5.17. Advertising

Each Bidder agrees not to use OMH's name, logos, images, nor any data or results arising from this procurement or Contract as part of any commercial advertising without prior written approval by OMH, and then only in consultation and cooperation with OMH.

6. Insurance Requirements

Sections 57 and 220 of the New York State Workers' Compensation Law (WCL) provide that OMH shall not enter into any contract unless proof of workers' compensation and disability benefits insurance coverage is produced. Prior to entering into a contract with OMH, successful Vendors will be required to verify for OMH, on forms authorized by the New York State Workers' Compensation Board, the fact that they are properly insured or are otherwise in compliance with the insurance provisions of the WCL. The forms to be used to show compliance with the WCL are listed below. Any questions relating to either workers' compensation or disability benefits coverage should be directed to the State of New York Workers' Compensation Board, Bureau of Compliance at (518) 486-6307. Failure to provide verification of either of these types of insurance coverage by the time contracts are ready to be executed will be grounds for disqualification of an otherwise successful Proposal.

6.1. Proof of Workers' Compensation Coverage

Upon notification of award, the successful Vendor will be requested to submit ONE of the following forms as Workers' Compensation documentation:

1. Form C-105.2 – Certificate of Workers' Compensation Insurance issued by private insurance carrier (or Form U-26.3 issued by the State Insurance Fund); or
2. Form SI-12 – Certificate of Workers' Compensation Self-Insurance (or Form GSI-105.2 Certificate of Participation in Workers' Compensation Group Self-Insurance); or
3. Form CE-200 – Certificate of Attestation of Exemption from New York State Workers' Compensation and/or Disability Benefits Coverage.

6.2. Proof of Disability Benefits Coverage

Upon notification of award, the successful Vendor will be requested to submit ONE of the following forms as Disability documentation:

1. Form DB-120.1 – Certificate of Disability Benefits Insurance; or
2. Form DB-155 – Certificate of Disability Benefits Self-Insurance; or
3. Form CE-200 – Certificate of Attestation of Exemption from New York State Workers' Compensation and/or Disability Benefits Coverage.

Further information is available at the Workers' Compensation Board's website, which can be accessed through this link: <http://www.wcb.ny.gov>.

6.3. Additional Insurance Requirement

Prior to the start of work the Contractor shall procure at its sole cost and expense, and shall maintain in force at all times during the term of this Agreement, policies of insurance as herein below set forth, written by companies authorized by the New York State Insurance Department to issue insurance in the State of New York with an A.M. Best Company rating of A or better. The OMH may, at its sole discretion, accept policies of insurance written by a non-authorized carrier or carriers when Certificates and/or other policy documentation is accompanied by a completed Excess Lines Association of New York (ELANY) Affidavit; provided that nothing herein shall be construed to require the Agency to accept insurance placed with a non-authorized carrier under any circumstances.

The Contractor shall deliver to OMH evidence of such policies in a form acceptable to the OMH. These policies must be written in accordance with the requirements of the paragraphs below, as applicable.

General Conditions

Conditions Applicable to Insurance. All policies of insurance required by this agreement must meet the following requirements:

Coverage Types and Policy Limits: The types of coverage and policy limits required from the Contractor are specified in Appendix G of the OMH contract boilerplate.

Policy Forms: Except as may be otherwise specifically provided herein or agreed in writing by OMH, policies must be written on an occurrence basis. Under certain circumstances, the OMH may elect to accept policies written on a claims-made basis provided that, at a minimum, the policy remains in force throughout the performance of the services and for three (3) years after completion of the Contract. If the policy is cancelled or not renewed during that time, the Contractor must purchase at its sole expense Discovery Clause coverage sufficient to complete the 3-year period after completion of the Contract. Written proof of this extended reporting period must be provided to the Agency prior to the policy's expiration or cancellation.

Certificates of Insurance/Notices: Contractor shall provide a Certificate or Certificates of Insurance, in a form satisfactory to the OMH, before commencing any work under this contract. Certificates shall reference the Contract Number. Certificates shall be mailed to the:

**NYS Office of Mental Health
Bureau of Procurement Enterprise Services-Unit R
75 New Scotland Avenue
Albany, NY 12208**

Unless otherwise agreed, policies shall be written so as to include a provision that the policy will not be canceled, materially changed, or not renewed without at least thirty (30) days prior written notice except for non-payment as required by law to the OMH, Attn: NYS Office of Mental Health, 75 New Scotland Avenue, Albany, NY 12208. In addition,

if required by the OMH, the Contractor shall deliver to the OMH within forty-five (45) days of such request a copy of any or all policies of insurance not previously provided, certified by the insurance carrier as true and complete.

Certificates of Insurance shall:

- Be in the form approved by OMH.
- Disclose any deductible, self-insured retention, aggregate limit or any exclusion to the policy that materially changes the coverage required by the contract.
- Specify the Additional Insureds and Named Insureds as required herein.
- Refer to this Contract by number, the Supplemental Certificate, and any other attachments on the face of the certificate,
- When coverage is provided by a non-admitted carrier, be accompanied by a completed ELANY Affidavit, and
- Be signed by an authorized representative of the insurance carrier or producer.
- Original, copies, faxed, and electronic documents (Certificates of Insurance, Supplemental Insurance Certificates and other attachments) will be accepted.

Primary Coverage: All insurance policies shall provide that the required coverage shall apply on a primary and not on an excess or contributing basis as to any other insurance that may be available to the OMH for any claim arising from the Contractor's Work under this contract, or as a result of the Contractor's activities. Any other insurance maintained by the OMH shall be excess of and shall not contribute with the Contractor's insurance regardless of the —other insurance clause contained in the Agency's own policy of insurance.

Policy Renewal/Expiration: At least two (2) weeks prior to the expiration of any policy required by this contract, evidence of renewal or replacement policies of insurance with terms no less favorable to the OMH than the expiring policies shall be delivered to the OMH in the manner required for service of notice in the *Certificates of Insurance/Notices* paragraph above. If, at any time during the term of this contract, the coverage provisions and limits of the policies required herein do not meet the provisions and limits set forth in the Contract or proof thereof is not provided to the OMH, the Contractor shall immediately cease Work on the Project. The Contractor shall not resume Work on the Project until authorized to do so by the OMH. Any delay, time lost, or additional cost incurred as a result of the Contractor not having insurance required by the Contract or not providing proof of same in a form acceptable to the OMH, shall not give rise to a delay claim or any other claim against the OMH. Should the Contractor fail to provide or maintain any insurance required by this contract, or proof thereof is not provided to the OMH, the OMH may withhold further contract payments, treat such failure as a breach or default of the contract, and/or, after providing written notice to the Contractor, require the Surety, if any, to secure appropriate coverage and/or purchase insurance complying with the Contract and charge back such purchase to the Contractor.

Self-Insured Retention/Deductibles: Certificates of Insurance must indicate the applicable deductible/self-insured retention on each policy. For Construction contracts – General, Environmental, and/or Builders' Risk deductibles or self-insured retentions above \$100,000 are subject to approval from the OMH. Additional surety/security may be required in certain circumstances. The Contractor shall be solely responsible for all claim expenses and loss payments within the deductible or self-insured retention.

Subcontractors: Should the Contractor engage a Subcontractor, the Contractor shall endeavor to impose the insurance requirements of this document on the Subcontractor, as applicable. Required insurance limits should be determined commensurate with the work of the Subcontractor. Proof thereof shall be supplied to the OMH.