RFP OPD 2024-04 / Self-Direction System Solution
Questions & Answers

Q #	QUESTION REFERENCE	SECTION OR ATTACHMENT	SUBSECTION	QUESTION	RESPONSE
1	General	2. Scope	2.3	The delivery timeline for this project is 6 months, this seems like an incredibly challenging timeline, especially considering the number of integrations with external systems that need to happen. Any additional information you can provide regarding the project timeline that is within the constraints of this procurement process would be greatly appreciated.	OPWDD will consider a cloud, off-the-shelf, or custom coded approach. Scoring preference will be given to bids which can adhere to the timeline given and meet the project needs.
2	General	N/A	N/A	What are the current rates being paid to the current Self-Direction system vendors who are the vendors?	OPWDD does not have a current vendor and there is no current Self-Direction System.
3	General	N/A	N/A	Does the Self-Direction system vendor need to have a physical office located in the state?	No, the vendor does not need to have a physical office in the state, NYS; however vendor will need to have a physical office in the United States.
4	General	N/A	N/A	What is the total average spending for all clients via their authorization?	This question is deemed to be out of scope for the bid.
5	General	N/A	N/A	How will billing work between the Self-Direction system vendor and the state? Will OPD forward fund payroll or does theSelf-Direction system vendor pay payroll and submit billing for reimbursement? If the latter, how quickly does the Self-Direction system vendor get reimbursed?	OPWDD has no incumbent system vendor. The Self- Direction System application will not do payroll.
6	General	N/A	N/A	What is the average individual budget per participant utilizing self-direction?	This question is deemed to be out of scope for the bid.
7	General	N/A	N/A	If a participant does not spend all of their budget in a single month, can they “roll over” funds to a subsequent month? If so, how long/how much may a participant roll over funds until such funds are considered non-usable or are to be forfeited?	Funds are not monthly, the Personal Resource Accounts (PRA) are reset annually. However throughout the year there can be amendments to their budget.
8	General	N/A	N/A	What is the date span or duration of each individual budget?	The date span or duration of each individuals budget is one year.
9	General	N/A	N/A	What is the average number of workers per participant?	There is an average of 2.2 workers per participant that will access the proposed system.
10	General	N/A	N/A	Who determines the ongoing participant eligibility for this program and how will an FMS be notified of eligibility changes (e.g. 270/271 file exchanges)?	Care Coordination and OPWDD work collaboratively to determine and maintain on-going eligibility. Tracking and Billing Systems (TABS) maintains a participant eligibility status.
11	General	N/A	N/A	How often is eligibility reviewed and redetermined?	Eligibility and redetermination are reviewed annually.
12	General	N/A	N/A	What actions should the FMS take should they learn of a participant’s ineligibility?	The Tracking and Billing Systems (TABS) maintains a participant eligibility status.
13	General	N/A	N/A	Does the participant’s eligibility ever change retroactively? If yes, how are claims handled?	No, a participant's eligibility will not retroactively change.
14	General	N/A	N/A	Is SOC2 / Type2 certification required?	SOC 2/ Type 2 certification is not required by law. OPWDD expects the solution to adhere to all NYS, Medicaid, federal and HIPAA security requirements. This will be an auditable system and the vendor will need to provide all the necessary documentation, workbooks and certifications to show that compliance.
15	General	N/A	N/A	Is workers compensation required for each self-directing employer and if so, is it deducted from each individual budget?	Yes, workers compensation is part of the Fringe rate and is added to the staffing line in the SD budget.
16	General	N/A	N/A	Are background checks required and if so are the costs deducted from each individual budget?	Background checks are part the Fiscal Intermediaries responsibilities and is encumbered in the fees in which the FIs receive.
17	General	N/A	N/A	Will the PMPM fee be billed via 837 with a procedure code, or is it sent via invoice, or other?	Yes, The FI submits claims to Medicaid for HCBS Waiver eligible services via the 837I using rate codes that align to the services (along with all other required elements from the 837I). The FI submits a NYS Claim for Payment form along with specific OPWDD billing forms to OPWDD for payment processing.
18	Solicitation	2. Scope	2.3	What state data systems will the Self-Direction system vendor systems need to be interoperable with?	This is detailed in the RFP in section 2.13.

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19	Solicitation	1. Introduction	1.8.3.	Can you please elaborate on what qualifies as a contract that utilizes Medicare funding for an eligible bidder? Does a bidder who serves dually eligible members of both Medicaid and Medicare qualify? If no, would the state consider waiving this requirement as self-direction is typically a Medicaid service delivery option.	See Addendum 4 for modifications to Bidder Minimum Qualifications.
20	General	N/A	N/A	How is the vendor notified of new self-directing members? Is this a manual, paper-based process today?	New members receive a Notice of Decision authoring FI and Broker services (paper form). FI is notified of a member being authorized for SD by the Care Manager, Broker or the Person through phone or email (manual). FI submits enrollment for both their FI service and the broker's service through OPWDD's Choices Application by submission of a Developmental Disability Profile 1 (DDP1).
21	General	2. Scope	2.2, 2.3, 2.15	Is the State willing to use an online budgeting tool, rather than the Excel spreadsheet budget?	Yes, The state is willing to use an online budgeting tool rather than an Excel spreadsheet budget.
22	General	2. Scope	2.3	When amendments are made to the budget, would the State allow those amendments to take place within the application, so long as it met the functionality of the spreadsheet?	It will be the requirement that the budget is completed in the application. The goal is for spreadsheets to be eliminated. Printable versions will be required of the budget so a person has access to what has been authorized.
23	Solicitation	2. Scope	2.14	Does the FI produce the billing report prior to services being rendered?	No, the FI will not produce the billing report prior to services being rendered.
24	General	N/A	N/A	Are the providers required to do EVV? If so, where is their EVV time being logged?	EVV is required. OPWDD does not specify where this is logged.
25	General	N/A	N/A	Is there any requirement that the vendor capture and store the EVV time?	We are not requiring EVV be stored in the proposed application. It is solely the FI responsibility.
26	Solicitation	2. Scope	2.13.4	Can you elaborate on the termination workflow? Specifically, what steps are involved, and who is required to receive notification of the termination?	Notification of Terminations are issued to the person, and copied to advocates, if specified, care coordination organization, and providers in accordance with Due Process rights.
27	Solicitation	2. Scope	2.3.1, 2.7	The RFP discusses migration of data. Is the migration from a paper-based system or from various other third-party systems, or both?	Both, including and not limited to structured PDFs and Excel spreadsheets.
28	Solicitation	2. Scope	2.3	Future State - Will CMP be utilized for Budget creation and approval and who will be responsible for adding/approving budget?	The FI is responsible for adding a draft budget into the application, OPWDD is responsible for approving a budget submitted for review by the FI.
29	Solicitation	2. Scope	2.3	Work Plan and Required Deliverables - What will be the format of exchanging information with other data systems and how many data exchanges are required?	All of our systems are API compliant. See RFP section 2.13 for the systems that will require data exchanges.
30	Solicitation	2. Scope	2.3	Work Plan and Required Deliverables - What kind of workflow processing and tracking is required?	Section 11 " Reports" of the BRD outlines the areas requiring workflows and tracking for reporting purposes. In addition see Section 2.3.6.
31	Solicitation	2. Scope	2.3	Work Plan and Required Deliverables - What are the reporting requirements?	Section 11 " Reports" of the BRD outlines these requirements. In addition see Section 2.3.6.
32	Solicitation	2. Scope	2.3.1	Data Conversion: Who will be responsible for data mapping and conversion?	The vendor will be responsible for all data mapping and conversion. See Section 2.3.1.2.
33	Solicitation	2. Scope	2.13.3,2.15.6	How will the system handle the storage, retrieval, and version control of various documents such as budget templates, agreements, and service authorizations?	The state can not solution for the vendor. Please see RFP section 2.3 for the record retention requirements.
34	General	N/A		What collaboration tools are necessary for multiple stakeholders (e.g., OPWDD staff, Fiscal Intermediaries, Brokers) to work together on shared documents in real-time?	The state can not solution for the vendor. The vendor should describe the document workflow based on the requirements.
35	Solicitation	2. Scope	2.15.5	How will the system manage role-based access to sensitive documents to ensure compliance with regulations like HIPAA?	The vendor will be required to use NIST 800-53B Control Baselines for Information Systems and Organizations (moderate) as a framework for the system. This framework is an industry standard. More information can be found at https://csrc.nist.gov/pubs/sp/800/53/b/upd1/final The system must adhere to all security requirement set forth by NYS OPWDD and NYS ITS which can be found at https://its.ny.gov/policies OPWDD specific policies will be provided to the awarded vendor.
36	General	N/A		What existing systems need to be integrated for document sharing, and how will a content management solution facilitate these integrations?	All documents will be stored within the system. There are no existing systems for document sharing. The documents currently are but not limited to structured PDF's and Excel spreadsheets, and will be stored within the proposed solution.
37	General	N/A		What requirements exist for tracking changes made to documents, and how important is it to have an audit trail for compliance purposes?	Refer to the BRD Section 9 for further information.

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38	General	N/A		How critical is it for users to have a seamless experience when uploading, accessing, and managing documents within the platform?	An intuitive, easy to use system is highly desired. It is important for the application to be responsive to the end users while maintaining data confidentiality and integrity.
39	Solicitation	2. Scope	2.9	What specific security measures are required to protect sensitive information stored in the system, and how can a content management solution enhance data security?	The vendor will be required to use NIST 800-53B Control Baselines for Information Systems and Organizations (moderate) as a framework for the system. This framework is an industry standard and is required for funding. More information can be found at https://csrc.nist.gov/pubs/sp/800/53/b/upd1/final The system must adhere to all security requirement set forth by NYS OPWDD and NYS ITS, which can be found at https://its.ny.gov/policies OPWDD specific policies will be provided to the awarded vendor.
40	General	N/A		As the user base grows, what challenges do you foresee in managing increasing volumes of documents, and how can a content management solution address those challenges?	Vendor should provide a solution for these challenges. See RFP section 2.3.
41	Solicitation	2. Scope	2.3.6,5.1.2.7	What reporting capabilities are needed regarding document usage and access, and how can a content management solution provide insights into this data?	See BRD, Section 11 "reports", RFP section 2.3.6 and 5.1.2.7.
42	Solicitation	5. Technical Proposal	5.1.2.4	What training and support will be necessary for users to effectively utilize the document management features of the new system?	User guides and recorded trainings on the application will be necessary for training and support. See Section 2.3.3 for more details on what is required for knowledge transfer.
43	Solicitation	2. Scope	2.8	What encryption standards are needed for this solution?	The vendor will be required to use NIST 800-53B Control Baselines for Information Systems and Organizations (moderate) as a framework for the system. This framework is an industry standard and is required for funding. More information can be found at https://csrc.nist.gov/pubs/sp/800/53/b/upd1/final. The system must adhere to all security requirement set forth by NYS OPWDD and NYS ITS, which can be found at https://its.ny.gov/policies OPWDD specific policies will be provided to the awarded vendor.
44	Solicitation	2. Scope	2.8	Does OPWDD plan to manage your own encryption keys?	No, OPWDD does not plan to manage their own encryption keys.
45	General	N/A		What type of regulatory compliance should the system be able to help your organization meet and maintain?	The system should meet FISMA, HIPAA, Mental Hygiene, HIV-STD, SSA, PII & PHI regulatory compliances.
46	Solicitation	2. Scope	2.5	Does OPWDD have a data classification structure? If so, how is that applied currently?	OPWDD is working on data classification structure in alignment with Medicaid, and will work with the awarded vendor.
47	General	N/A		What are the content source(s)?	See RFP section 2.13.
48	Solicitation	2. Scope	2.3.1	What file types are in the current content source to be migrated?	File types include but are not limited to structured PDFs and Excel spreadsheets.
49	Solicitation	2. Scope	2.3.1	Are there file versions and if so, 1.Do they need to be maintained/migrated? 2.Does user access to change depending on the version of the file	1. File versions need to be maintained for 10 years. For maintaining the files see RFP section 2.3. For migration of data file, file versions include but are not limited to structured PDFs and Excel spreadsheets. 2. Yes, user access will change depending on the version of the file.
50	Solicitation	2. Scope	2.3.1	How many files need to be migrated?	Approximately 64,000 will need to be migrated into the new system.
51	Solicitation	2. Scope	2.3.1	How many TBs of content are in the source system?	There will be less than 1TB of content in the source system.
52	Solicitation	2. Scope	2.3.1	Is there metadata? If so, does it need to be migrated with the content?	There is no metadata in current systems.
53	Solicitation	2. Scope	2.3.1	Is there content that has internal links to other documents that need to be maintained?	OPWDD would expect data to retain its integrity and relationships.

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54	Solicitation	2. Scope	2.3.1	Are there retention policies on the current data that need to be maintained?	Yes, there is a ten year retention, see Section 2.3 for additional details.
55	Solicitation	2. Scope	2.3.1	Does file ownership need to be maintained during migration?	OPWDD expects the security groups to be maintained. However, migration should be utilizing best practices for the system to maintain data, integrity and relationships.
56	Solicitation	2. Scope	2.3.1	Does the folder structure need to be maintained during migration?	OPWDD expects the security groups to be maintained. However, migration should be utilizing best practices for the system to maintain data and integrity and relationships.
57	Solicitation	2. Scope	2.3.1	Are there audit trails for the documents to be migrated? If so, do they need to be migrated?	There are currently no audit trails, but they are expected in the proposed solution.
58	Solicitation	2. Scope	2.3.1	Are there renditions or alternate representations if the files to be migrated (for example, PDFs for Office Documents or low res JPEGs for TIFFs)? If so, how are they used and do they need to be migrated?	Files include but are not limited to structured PDFs and Excel spreadsheets. We expect the security groups to be maintained. However, migration should be utilizing best practices for your system to maintain data and integrity and relationships.
59	Solicitation	2. Scope	2.13.4	Does the system currently utilize workflows? If so, is the expectation that all “in-flight” workflows will be completed prior to the migration?	The current process is a manual process, the conversion will need to accommodate that workflow and some may be in-flight.
60	Solicitation	1. Introduction	1.30	Will OPWDD allow for a second round of questions in case there is further need to clarify based on answers received on March 5?	No, OPWDD will not be allowing a second round of questions to clarify answers provided.
61	Solicitation	1. Introduction	1.8.3	Can OPWDD provide additional information around the need to have Medicare funding experience?	See Addendum 4 for modifications to Bidder Minimum Qualifications.
62	Solicitation	1. Introduction	1.80	Inclusive of subcontractors to meet the M/WBE and SDVOB goals, can bidders utilize subcontractor experience to meet the Bidder Minimum Qualifications requirements?	No, the minimum qualifications are for the primary contractor to meet.
63	Solicitation	2. Scope	2.3.1	Data Scope & Structure: What specific data needs to be imported into the system? (e.g., self-directed members, providers, worker/employee, etc.)	Data imports will be from OPWDD's application. Data elements specifically coming from providers (brokers and fiscal intermediaries) will be directly entered in from the end users or pulled for other OPWDD application's that the end user utilizes (Choices, Capacity Management Applications, Statewide Financial Systems, etc.)
64	Solicitation	2. Scope	2.3.1	Data Definition: Is there a defined set of explicit data elements for each resource?	For data being pulled from OPWDD's applications a defined data set is available. Data requirements of the application are available within the BRD Section 10 Data Elements attachments.
65	Solicitation	2. Scope	3.2.1	Data Volume: What is the estimated size and complexity of the data to be migrated?	There is less than 1 TB of data to be migrated.
66	Solicitation	2. Scope	2.3.1	Transformation & Validation: What are the expected data transformation, validation, and integrity requirements?	It is expected that the vendor will take the data from the various sources listed in 2.13, validate and standardize for integrity and then migrate into the system. OPWDD reserves the right to randomly inspect the data standardization and validation product to ensure quality. Such inspections will increase with the number of errors encountered.
67	Solicitation	2. Scope	2.3.1	API Workflow: What is the expected workflow for invoking the APIs? How frequently will they be called?	All APIs should be designed with near real time interaction with other data systems. Initially, the frequency is anticipated to be high as the system becomes live. As the system normalizes we would expect approximately 10,000 interactions a week with the various systems. The State's procedures will not stop, this will be a repetitive procedure until the new solution is tested and approved.
68	Solicitation	2. Scope	2.3.1	Testing & Validation: Is there a test environment available for running validation before production deployment?	The bidder will be responsible for a test environment and validation before deployment and final signoff by OPWDD before go live.

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69	Solicitation	2. Scope	2.3.1	API Ownership & Decommissioning: If we are responsible for building and maintaining the API, what is the rationale behind its eventual decommissioning?	The State is fully invested in a lifecycle management structure for solution implementation. The rational of planning for eventual decommissioning is so that we are fully aware of the fiscal, technical, and programmatic implications of the end of life of a solution. It is expected that by two years prior to the end of this contract that there would be a transition plan provided by the vendor.
70	Solicitation	2. Scope	2.13	Data Scope & Structure: What specific data needs to be imported into the system (e.g., self-directed members, providers, worker/employee, etc.) and in what format?	Data imports will be from OPWDD's application. Data elements specifically coming from providers (brokers and fiscal intermediaries) will be directly entered in from the end users or pulled for other OPWDD application's that the end user utilizes (Choices, Capacity Management Applications, Statewide Financial Systems, etc.) Format is a flat file with associated documents.
71	Solicitation	2. Scope	2.13	Data Definition: Is there a defined set of explicit data elements for each resource?	For data being pulled from OPWDD's applications a defined data set is available. Data requirements of the application are available within the BRD Section 10 Data Elements attachments.
72	Solicitation	2. Scope	2.13	Data Volume: What is the estimated size and complexity of the data to be exchanged?	There is less than 1 TB of data to be migrated.
73	Solicitation	2. Scope	2.13	Transformation & Validation: What are the expected data transformation, validation, and integrity requirements?	It is expected that the vendor will take the data from the various sources listed in 2.13, validate and standardize for integrity and then migrate in to the system. OPWDD reserves the right to randomly inspect the data standardization and validation product to ensure quality. Such inspections will increase with the number of errors encountered.
74	Solicitation	2. Scope	2.13	API Workflow: What is the expected workflow for invoking the APIs? How frequently will they be called?	All APIs should be designed with near real time interaction with other data systems. Initially, the frequency is anticipated to be high as the system becomes live. As the system normalizes OPWDD would expect approximately 10,000 interactions a week with the various systems. the States procedures will not stop, this will be a repetitive procedure until the new solution is tested and approved.
75	Solicitation	2. Scope	2.13	Testing & Validation: Is there a test environment available for running validation before production deployment?	The bidder will be responsible for a test environment and validation before deployment and final signoff by OPWDD before go live.
76	Solicitation	2. Scope	2.14	Can OPWDD provide an example of what type of action would trigger an alert that would generate an email?	One example of a transaction that may trigger an alert would be when a user, who has been authorized to use SD by a FI and Broker, receives a generated approval letter which would also automate an email notification with the approval letter attached. Additionally, the application/system would queue worklist within the application to both Broker's and FI's as a result of the approval notification.
77	Solicitation	8. Proposal Submission Requirements	8.5.2	Can OPWDD confirm that Vendors are to submit their technical proposals (behind Attachment 18) in a format of their choosing, as long as it is within stated page limits and responsive to RFP requirements?	Yes, the bidder is to submit their technical proposal behind Attachment 18. The RFP did not specify a format, however for electronic submissions a Microsoft Suite application to be used or PDF.
78	Solicitation	2. Scope	2.8	Can the state provide clarification on the specific NYS OPWDD and NYS IT policies regarding encryption that are required by Section 2.8 of the RFP?	The vendor will be required to use NIST 800-53B Control Baselines for Information Systems and Organizations (moderate) as a framework for the system. This framework is an industry standard and is required for funding. More information can be found at https://csrc.nist.gov/pubs/sp/800/53/b/upd1/final The system must adhere to all security requirement set for by NYS OPWDD and NYS ITS, which can be found at https://its.ny.gov/policies OPWDD specific policies will be provided to the awarded vendor.

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79	Solicitation	2. Scope	2.9	Can OPWDD please provide a specific list of requirements for the Moderate-Plus Security Controls Baseline?	The vendor will be required to use NIST 800-53B Control Baselines for Information Systems and Organizations (moderate) as a framework for the system. This framework is an industry standard and is required for funding. More information can be found at https://csrc.nist.gov/pubs/sp/800/53/b/upd1/final. The system must adhere to all security requirement set forth by NYS OPWDD and NYS ITS, which can be found at https://its.ny.gov/policies.
80	Solicitation	2. Scope	2.9.2	Can OPWDD provide guidance on where to find the System Overview document for inclusion with our final Technical Proposal as required in this section? We were unable to identify the document in the posted RFP downloads.	OPWDD does not have a specific template. The bidder should provide an overview document that provides a holistic view of the system outlining its purpose, scope, functionality, the major components of the system, their interconnections, and how they contribute to the system's overall operation and a high-level diagram of the system architecture.
81	Solicitation	2. Scope	2.12	Can the state provide clarification on the specific NYS OPWDD and NYS IT policies regarding encryption that are required by Section 2.12 of the RFP?	The vendor will be required to use NIST 800-53B Control Baselines for Information Systems and Organizations (moderate) as a framework for the system. This framework is an industry standard and is required for funding. More information can be found at https://csrc.nist.gov/pubs/sp/800/53/b/upd1/final The system must adhere to all security requirement set for by NYS OPWDD and NYS ITS, which can be found at https://its.ny.gov/policies https://its.ny.gov/system/files/documents/2023/08/nys-s14-006-authentication-tokens-standard.pdf OPWDD specific policies will be provided to the awarded vendor.
82	Attachments	18.Contract Boilerplate	Contract Boilerplate Appendix A-1 16. Additional Technology Provisions	Custom Products are typically not associated with SaaS or COTs solutions. Can OPWDD confirm that you are seeking or amenable to a proven Software as a Service (SaaS), Commercial Off-the-Shelf Software (COTS) solution in lieu of a custom-built platform?	Yes, OPWDD will consider a cloud, off-the-shelf, or custom coded approach.
83	Attachments	18.Contract Boilerplate	Contract Boilerplate Appendix A-1 16. Additional Technology Provisions	If a bidder is providing an established, SaaS solution which is currently deployed nationally, any work product or enhancements not created specifically for any one contract/client is expected to apply across the client base equally. Accordingly, the bidder would not expect to license intellectual property or grant ownership of work product under the contract because SaaS providers typically do not provide intellectual property licenses or ownership rights to customers. SaaS solutions by definition deliver enhancements and customizations across multiple clients utilizing the same application. Therefore, all customers benefit from all customer requested enhancements. As such, does OPWDD agree that the SaaS solution and all enhancements, modifications, configurations, customizations, updates, etc. thereto created under or during performance of the contract will be owned by the Contractor, excluding any development performed specifically for OPWDD?	Yes, OPWDD agrees that the SaaS solution and all enhancements, modifications, configurations, customizations, updates, etc. thereto created under or during performance of the contract will be owned by the Contractor, excluding any development performed specifically for OPWDD.
84	Attachments	18.Contract Boilerplate	Contract Boilerplate Appendix A-1 16. Additional Technology Provisions	As a SaaS solution, it is not possible to allow one client to control the encryption keys across the platform. Is OPWDD amenable to exploring/agreeing upon alternate key management options?	Yes, OPWDD is amenable to exploring / agreeing to alternate key management options.
85	Solicitation	1. Introduction	1.3	The proposal deadline is on April 1st at 4 PM. Can there be a two-week extension?	Yes, OPWDD is extending the proposal deadline till 4:00 p.m. May 1, 2025. Please see Addendum 3.
86	Solicitation	1. Introduction	1.8.4	RFP requires budders to have completed one contract in the United States using a broker/fiscal intermediary system. Does this mean that the Account Executive, Project Manager, Developer Manager, Testing Supervisor and/or other key personnel (listed in Section 2.16.3 of the RFP) need to have completed a contract with a broker/fiscal intermediary system in the US?	Please see Section 1.8 BIdder Minimum Qualifications; The Bidder must have - referring to the company or organization. There is no requirement that each individual key staff must have completed this requirement for this specific project.
87	Solicitation	2. Scope		Is there an anticipated budget range that NYS OPWDD can provide for this scope of work?	OPWDD has not specified an expected budget amount.
88	Solicitation	5. Technical Proposal	4.6	RFP states that the MWBE goal established under this RFP is 30% (17% MBE and 13% WBE) and Section 4.7 states the SDVOB goal established under this RFP is 6%. Are these strict percentage requirements per category? Or is there some flexibility to allow bidders to meet the 36% set-aside through another combination?	Although the desired Agency Goal of 17% MBE and 13% WBE is indicated in the RFP, OPWDD will welcome any combination of MWBE goals to reach an overall utilization goal of 30%. SDVOB goal requirements are separate and the 6% is firm.
89	Solicitation	1. Introduction	1.6	RFP states that the term of the Contract will be "implementation time plus five years, with an optional up to five-year extension, with an anticipated start date of July 1, 2025." How long does OPWDD anticipate the implementation time will be?	OPWDD will consider a cloud, off-the-shelf, or custom coded approach. Scoring preference will be given to bids which can adhere to the timeline given of six months and meet the project needs. See Section 2.3 for implementation timeline.

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90	Solicitation	2. Scope		With over 500 internal users (OPWDD staff) and 14,000+ external users (including SDS Brokers), the SD system requires a robust approach to credentialing and user access management. Does OPWDD anticipate retaining responsibility for managing the user base (e.g. will you use your own authentication directory and Single Sign-On (SSO) for access?)	The State intends to use the ITS managed Single-Sign-On using Okta.
91	Solicitation	2. Scope	2.15.4.3,2.15.2	Sections 2.15.4.3 and 2.15.2 require the SDS to send email messages. Please provide an estimate regarding the number of annual mailings, the audience(s) to which they will be directed, and to the extent possible, the anticipated number of email messages to be sent.	The system will have both work queues and notifications. There are approximately 30 email notification per person's budget(s) annually; potentially over 1,000,000 emails annually.
92	Solicitation	2. Scope	2.3.4.3	Regarding the user training sessions specified in Section 2.3.4.3, please provide guidance regarding the minimum number of training sessions and/or training hours that must be provided for each new user.	OPWDD is expecting initial training and user guides for training audiences, plus recordings and user guides being available upon initial launch and implementation of application. Scoring preference will be given to bids which best align with the project needs.
93	Solicitation	2. Scope	2.3.4.3	Regarding the user training sessions specified in Section 2.3.4.3, please provide guidance regarding the minimum number of training sessions and/or training hours that must be provided for each continuing user.	OPWDD is expecting initial training and user guides for training audiences, plus recordings and user guides being available upon initial launch and implementation of application. Audiences for trainings groups will include the following audiences: CCO, FI, Brokers, OPWDD personnel including division of Service Access, Program Implementation and Stakeholder Support, Division of Data Strategy Management, Division of Fiscal and Policy Management, OPWDD Leadership. Use guides for all groups will be required. Training sessions to specific user groups (that are recorded) will be required as part of implementation- that includes train-the trainers to ensure application can be supported to new users. Scoring preference will be given to bids which best align with the project needs.
94	Solicitation	2. Scope	2.3.5.1	Please confirm how many days per week and which holidays are required for Helpdesk availability.	The state can not solution for the vendor. This should be detailed in your proposal as stated in Section 5.1.2.3 and 2.3.5 for ongoing support and maintenance. Scoring preference will be given to bids which best align with the project needs.
95	Solicitation	8. Proposal Submission Requirements	8.4	"the Bidder must provide a list, clearly and specifically identifying any portion of the proposal that the Bidder believes constitutes proprietary information entitled to confidential handling as an exception to the FOIL." Please clarify if this list is to be submitted in addition to a redacted copy of the proposal.	The bidder may not redact their proposal. They are to clearly mark the individual sections that they believe contain proprietary information. Proposals that mark the entire proposal as proprietary will not be reviewed.
96	Solicitation	2. Scope	2.3.4.1	Section 2.3.4.1 asks the Bidder to outline the specific activities involved in "pre-launch testing and validation using lower environments before launching into production." Please describe OPWDD's expectations for the parameters for pre-launch testing and validation such as a minimum number and/or type of users who should be included in the pre-launch testing or other specifications.	The state can not solution for the vendor. OPWDD abides by best practices for all testing and go live.
97	General	N/A		The RFP identifies many specific interfaces and users (including in Section 2.3), both internal and external to OPWDD, however, the Self-Direction participant is not mentioned as a potential user. Does OPWDD anticipate that Self-Direction participants will have access to the Self-Direction System Solution, either as a passive or active user?	The SD participants will work with their FI and Brokers who will have access to the application. SD Participants will be passive users of the system.
98	Solicitation	2. Scope	2.3	Section 2.3 states there are currently 500 internal OPWDD users and 14,000 external users who would need to access the system online within the parameters of industry-acceptable lag and throughput. Please clarify who the 14,000 external users are given there are approximately 32,000 people currently self-directing in New York State	The external users are provided in Section 2.3. They are FI's, Brokers, CCO-CM, and additional non-FI providers.

Questions & Answers

Q #	QUESTION REFERENCE	SECTION OR ATTACHMENT	SUBSECTION	QUESTION	RESPONSE
99	Solicitation	2. Scope	2.3	"According to Section 2.3 of the RFP, "Approximately 32,000 people are currently using SD with an anticipated annual growth rate of ten percent. OPWDD requires the system solution to accommodate this increase in volume. The system must be able to handle a minimum of 1,500 concurrent users with an annual growth of eight percent….There are currently 500 internal OPWDD users and 14,000 external users who would need to access the system online within the parameters of industry-acceptable lag and throughput." In contrast, Section 5.1.1 identified another list of users: FI's, Broker(s), CCO-CM's, CMA, Community Funding, WAIVER Liaisons, traditional providers, Partners Health Plan (PHP), and SD Liaisons as well as the OPWDD Central Office (Program Implementation / Central Contracting / DFPM, FD Facilitators, QRT Committee, and OPWDD administration). Please provide the following information to help us understand the number and type of users, the likely number of security levels to be built, and the amount of new user versus continuing user training that will be needed. For each user group, please provide: oAverage percent who turn over annually (e.g., due to attrition, contract changes/terminations) oAverage growth rate if different from the 8% noted in the RFP"	OPWDD will provide the vendor with the various user-security groups. Onboarding will be utilizing the same processes and procedures currently used by ITS and OPWDD. It is expected the system will provide administrative rights for state staff to add and remove users.
100	Solicitation	2. Scope	2.3	Section 2.3 indicates that 32,000 people are using SD with an anticipated growth rate of 10% and that there will be up to 1,500 concurrent users with an annual growth rate of 8%. It also states that there are 500 internal OPWDD users and 14,000 external users who will need to access the system online, but there is no growth rate identified for that group. Please clarify the user types, the number of each user type, and the anticipated growth rate for each type.	OPWDD will provide the vendor with the various user-security groups. Onboarding will be utilizing the same processes and procedures currently used by ITS and OPWDD. It is expected the system will provide administrative rights for state staff to add and remove users.
101	Solicitation	2. Scope	2.3	Why does OPWDD anticipate that total users will grow by 10%, but concurrent users will only grow by 8%?	OPWDD will provide the vendor with the various user-security groups. Onboarding will be utilizing the same processes and procedures currently used by ITS and OPWDD. It is expected the system will provide administrative rights for state staff to add and remove users.
102	Solicitation	2. Scope	2.3	What does OPWDD anticipate the growth rate of users who need access to the system online will be?	OPWDD will provide the vendor with the various user-security groups. Onboarding will be utilizing the same processes and procedures currently used by ITS and OPWDD. It is expected the system will provide administrative rights for state staff to add and remove users.
103	Solicitation	2. Scope	2.15.4.3,2.15.2	Sections 2.15.4.3 and 2.15.2 require the SDS to send email messages. Will all these email addresses be to other users of SDS or will the system be required to send and receive email to people outside of the SDS?	Yes, email addresses will be users of the SDS propsosed solution.
104	Solicitation	2. Scope	2.3.4.3	Regarding user training sessions (section 2.3.4.3), does OPWDD require instructor-led courses or are self- guided courses sufficient?	A combination. We are expecting initial training and user guides for training audiences, plus recordings and user guides being available upon initial launch and implementation of application. Audiences or trainings groups will include the following audiences. CCO, FI, Brokers, OPWDD personnel including division of Service Access, Program Implementation and Stakeholder Support, Division of Data Strategy Management, Division of Fiscal and Policy Management, OPWDD Leadership. Use guides for all groups will be required. Training sessions to specific user groups (that are recorded) will be required as part of implementation- that includes train-the trainers to ensure application can be supported to new users.
105	Solicitation	2. Scope	2.3.5.1	the RFP states that the bidder must provide a detailed support model, including, "Helpdesk availability (hours, contact methods)." Please provide guidance regarding the minimum days and hours during which live help desk support must be provided in addition to the days of the week required, including holidays.	The state can not solution for the vendor. This should be detailed in your proposal as stated in Section 5.1.2.3 and 2.3.5 for ongoing support and maintenance. Scoring preference will be given to bids which best align with the project needs.

Questions & Answers

Q #	QUESTION REFERENCE	SECTION OR ATTACHMENT	SUBSECTION	QUESTION	RESPONSE
106	Solicitation	2. Scope	2.10	Infrastructure Support Services states that support should be available during the hours of 9AM to 9PM EST. However, Section 2.3.5.1 asks bidders to outline a detailed support model that includes defining the hours of helpdesk availability. Can OPWDD clarify whether Helpdesk availability is required to be 9am-9pm or if Infrastructure Support Services refer to services other than the Helpdesk.	The state can not solution for the vendor. These are separate services. Infrastructure Support Service is providing support of the system, which is different than Help Desk services. See Section 2.10 for Infrastructure Support Services. For other support services, this should be detailed in your proposal as stated in Section 5.1.2.3 and 2.3.5 for ongoing support and maintenance. Scoring preference will be given to bids which best align with the project needs.
107	Solicitation	2. Scope	2.10	Infrastructure Support Services states that support should be available during the hours of 9AM to 9PM EST. Please define what Infrastructure Support Services need to be available during this timeframe.	Yes, Infrastructure Support Service is providing support of the psoposed solution, which is different than Help Desk services.
108	Solicitation	2. Scope	2.10	RFP indicates that “a credit of $10 per minute shall be given if the Bidder exceeds a downtime of 99.9% during the hours of 6AM to 9PM EST on any day during the contract period.” This would indicate that a credit of $10/minute would only be due if the service was down nearly the entire day. Did OPWDD intend that a credit of $10 per minute would be due if downtime exceeds 0.1% between 6am and 9pm?	Uptime will be calculated over a State fiscal quarter. Should downtime be exceeded during this period the Credit will be accrued. Please see 2.10 for modification. Please see Addendum 4 for further clarification.
109	Solicitation	2. Scope	2.7	RFP indicates that all data must remain within the continental United States and all labor must be conducted within the boundaries of the continental United States. While it makes good sense to keep the data within the US for the purposes of ensuring the privacy protections of US law, the costs of software development conducted within the continental United States will be much more expensive than if the labor was conducted offshore. Would OPWDD reconsider the requirement that all labor be conducted within the continental United States as long as all data remain housed domestically? For example, could coding be conducted outside CONUS	No, all development must be carried out in CONUS.
110	Solicitation	2. Scope	4.6,4.7	Do MWBE and SDVOB goals need to be achieved every quarter or are they measured over the term of the contract?	These goals are for the term of the contract.
111	Solicitation	2. Scope	4.6,4.7	If a Bidder does not intend to subcontract for any part of this contract, how are they expected to comply with the MWBE and SDVOB goals?	If the bidder does not subcontract to an MWBE or SDVOB, they would not be in compliance with the goal requirement. A waiver form of the respective goals is available in the attachments and should be submitted with the bid.
112	Solicitation	2. Scope	4.6,4.7	The RFP states that the MWBE goal is 30% (17% MBE and 13% WBE). Does this mean that if a Bidder achieves 25% MBE and 5% WBE, that they do not meet the RFP's MWBE goal even though they are meeting the overall target of 30%?	Although the desired Agency Goal of 17% MBE and 13% WBE is indicated in the RFP, OPWDD will welcome any combination of MWBE goals to reach an overall utilization goal of 30%. SDVOB goal requirements are separate and the 6% is firm.
113	Solicitation	2. Scope	4.6,4.7	Are Bidders required to identify MWBEs upon proposal submission or can they be identified following award?	The Utilization Plan, to be submitted when bids are due, requires that an MWBE be identified upon proposal submission. This is true for SDVOBs as well. They can not be identified after award.
114	Solicitation	4. Administrative Proposal	4.6,4.7	Can OPWDD define what constitutes a good faith effort to subcontract with a MWBE and/or SDVOB that would result in OPWDD granting a waiver for the MWBE and SVDOB goal requirements?	OPWDD defines what constitutes a " Good Faith Efforts" by vendors in Appendix L Section 2.
115	Solicitation	4. Administrative Proposal	4.6,4.7	Can OPWDD clarify if the total MWBE and SDVOB goal is 36% or if the 6% SDVOB goal is a subset of the 30% MWBE goal?	The total goals for MWBE and SDVOB are 36%. The SDVOB goal is in addition to the MWBE goal.
116	Solicitation	4. Administrative Proposal	4.16	If a Bidder is planning to use a subcontractor, do they have to identify the subcontractor in the proposal at the time of submission?	The Utilization Plan, to be submitted when bids are due, requires that an MWBE be identified upon proposal submission. This is true for SDVOBs as well.
117	Solicitation	4. Administrative Proposal	4.16	If a subcontractor is identified after contract award, what is the process and timeline for OPWDD's review and approval?	A suitable qualified subcontractor identified after Contract award must meet Contract Subcontractor requirements. If the subcontractor is meeting an MWBE / SDVOB goal, the subcontractor’s certification will be verified.
119	Solicitation	10. Reserved Rights	10	the RFP states “OPWDD shall have unlimited rights to disclose or duplicate, for any purpose whatsoever, all information or other work product developed, derived, documented, or furnished by the Bidder under any Contract resulting from this RFP" Can OPWDD clarify what this statement means and how it pertains to SAAS solutions?	This reserved right is in regards to any documentation that is developed and does not apply to the SAAS solution its self.
118	General	6. Cost Proposal	6.1	Will years six through ten be included in the cost evaluation or just the implementation period and years 1-5?	Yes, years 6-10 will be included in the cost evaluation. OPWDD is looking for the total cost for implementation, years 1-5 and 6-10.
120	Solicitation	2. Scope	2,4	the RFP lists three types of systems: Low-Code, COTS, and Cloud Deployment model. Does OPWDD have a preference for the type of solution proposed by the Bidder or will all solution types be considered equally in the evaluation and scoring?	OPWDD has a preference for a secure cloud model but there will be no differentiation in scoring or evaluation.

Questions & Answers

Q #	QUESTION REFERENCE	SECTION OR ATTACHMENT	SUBSECTION	QUESTION	RESPONSE
121	Solicitation	5. Technical Proposal	5.1.2.5	the Bidder to describe how they will develop and implement a quality assurance program to ensure the quality and suitability of services being provided. Will OPWDD provide Key Performance Indicators (KPIs) or does OPWDD expect bidders to propose their own performance measures?	Bidders will propose their own performance measures and OPWDD will then review, revise and approve those performance measures.
122	Solicitation	5. Technical Proposal	5.1.4	Project Plan - is there a preferred format or template for the project plan/work plan?	Project plan should align with Project Management best practices and the format must be accessible by OPWDD such as Microsoft Project or Visio. Refer to RFP section 5.1.4.
123	Solicitation	5. Technical Proposal	5.3	Do key personnel listed in Section 5.3 have to be filled at the time of proposal submission?	No, Key Personnel listed in section 5.3 do not need to be filled at time of proposal submission. Upon award the selected vendor will then be asked to provide the resumes of the key personnel. Refer to Section 5.3
124	Solicitation	5. Technical Proposal	5.3	For positions that are still to be hired, instead of providing resumes with our submission, can we provide job description or posting?	Bidders will be expected to provide resumes upon award for designated staff to work on the project. For bid, describe in narrative format how the proposed staff meets the criteria for each title. If desired, resumes for proposed staff can be submitted as well.
125	Solicitation	5. Technical Proposal	5.1.1	A detailed outline to be submitted for executing the required deliverables in Section 2." Please clarify what OPWDD means by a detailed outline and what content should be included	Each proposal should be submitted in an organized manner addressing how the required deliverables would be executed.
126	Solicitation	5. Technical Proposal	5.1.1	Is the "detailed outline for executing the required deliverables in Section 2" referenced in 5.1.1 separate from the Section 5 Technical Proposal requirements? Please provide clarification about this Section 2 outline. For example, do Bidders need to outline how they will meet every requirement listed in Section 2 Scope of Work (p. 9-20)?	Section 2 is to be used as informational and a guide as to what OPWDD is requiring for the proposed solution. Yes bidders need to address how they will meet and carryout all required deliverables.
127	Solicitation	5. Technical Proposal	5.1.1.3	The RFP indicates that section 5.1.1.3. is worth 7 points; however, there are no point totals attached to any other questions. Please provide other specific point values attached to other questions?	Technical Proposal total is 70 Points. OPWDD wanted to highlight the importance of section 5.1.1.3. (10%), no other point values are being provided.
128	Solicitation	8. Proposal Submission Requirements	8	Please confirm if there are specific formatting requirements for this RFP including margin width, font type, font size for narrative, font size for tables, single or double spacing, etc.	This RFP does not list any specifics towards formatting.
129	Solicitation	8. Proposal Submission Requirements	8	Can we use 10 pt font in tables?	Yes, this RFP does not list any specifics towards formatting.
130	Solicitation	5. Technical Proposal	5	RFP specifies that responses should be limited to 30 pages. In addition to the required 21 Attachments, the RFP stipulates that Bidders may submit charts, graphs, and document samples as attachments that do not count towards the page limit. Can OPWDD clarify whether other proposal elements such as project plans and staffing tables also fall under "attachments" and are therefore exempt from the 30-page limit? Will OPWDD permit bidders to include in their attachments narrative to supplement their responses in the body of the proposal OR would OPWDD expand the proposal page limit to 50 pages?	As stated in Section 5 anything labeled as an "Attachment" in the Technical Proposal will not be counted in the 30 page limit. No, the page limit will not be changed.
131	Solicitation	5. Technical Proposal		Please clarify if there is a specific format that the technical proposal responses should follow in terms of headers. For example, should Bidders include the question text in the proposal prior to each response or is it sufficient to reference the requirement number (e.g. 5.1.1.1.)?	This RFP does not list any specifics towards formatting. Technical Proposal should be presented in an organized manner, contain content to support what is being requested, and easily identifiable.
132	Solicitation	4. Administrative Proposal		Can references be submitted as an attachment that does not count towards the 30-page limit?	Yes, as stated in Section 5 anything labeled as an " Attachment" in the Technical Proposal will not be counted in the 30 page limit.
133	Solicitation	8. Proposal Submission Requirements		"Bidders are required to submit their Technical Proposal on Attachment 18: Technical Proposal Response." However, Attachment 18 only provides a cover page for the response. Please clarify if the Technical Response should be submitted as a PDF with the Cover Page as the first page of the PDF.	Correct, Attachment 18 is a cover page to the Technical Proposal and will be the first page. The RFP did not specify a format, however a Microsoft Suite application to be used or PDF.
134	Solicitation	8. Proposal Submission Requirements	8.4	"the Bidder must provide a list, clearly and specifically identifying any portion of the proposal that the Bidder believes constitutes proprietary information entitled to confidential handling as an exception to the FOIL." Please clarify if the Bidder should submit this list as an attachment and, if so, any formatting specifications.	This RFP does not list any specifics towards formatting. This should be submitted as an attachment and clearly labeled that it includes the redacted proprietary information's. Please see Section 8.4.
135	Solicitation	8. Proposal Submission Requirements	8.4	the Bidder must provide a list, clearly and specifically identifying any portion of the proposal that the Bidder believes constitutes proprietary information entitled to confidential handling as an exception to the FOIL." Please provide information about how the Bidder should indicate which portions are proprietary on this list (e.g. page numbers, text quotations, etc.)	The Bidder must submit with their Bid on 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. Please see Section 8.4
136	Attachments	17.Other Attachments and Appendices	BRD	Regarding the Current-As-Is Swimlane Flow and Future To-Be Swimlane Flow in the RFP BRD attachments how many FTEs are supporting the self-direction program in Central office (Albany)?	This question is deemed to be out of scope for the bid.
137	Attachments	17.Other Attachments and Appendices	BRD	Regarding the Current-As-Is Swimlane Flow and Future To-Be Swimlane Flow in the RFP BRD attachments how many FTEs are supporting the self-direction program in each DDRO	75 staff in Regional Field Offices (RFO) supporting SD- Region 1 has 15, Region 2 has 16, Region 3 has 15, Region 4 has 18, Region 5 has 11, FTE respectively. The Regional offices can be found at https://opwdd.ny.gov/about-us, scroll down to OPWDD Maps to view.

Questions & Answers

Q #	QUESTION REFERENCE	SECTION OR ATTACHMENT	SUBSECTION	QUESTION	RESPONSE
138	General			Is OPWDD using any federal funding for this project which would require certification from CMS? If not federal funding, can OPWDD clarify what is the source of funding for this project?	The source of the funding is outside the scope of this project
139	Solicitation	1. Introduction	1.6	Can OPWDD confirm whether the State is open to a phased implementation approach, whereby core functionality is introduced within the initial phase and additional functionality is introduced in subsequent phases?	The ideal timeframe is full implementation within six months. The bidders ability to meet this timeline may impact their evaluation. Scoring preference will be given to bids which best align with the project's needs.
140	Solicitation	1. Introduction	1.9	OPWDD has indicated that the Capacity Management Application (CMA) is a future system. If so, the Business Process Overview diagram within the Business Requirements Document (figure 8.1) depicts an interface with the CMA. Will this be a future interface once the CMA is developed? If yes, how is the capacity management piece of the workflow accomplished in the interim?	CMA is currently in development and is anticipated to be launched in Spring 2025. Currently CMA is primarily a paper process with support of an access database
141	Solicitation	2. Scope	2.2	Is it OPWDD's intention to automate the budget request template spreadsheets within the solution and retire the usage of these spreadsheets once the SD portal is implemented?	Yes, this is OPWDD's intention.
142	Solicitation	2. Scope	2.3	Given the complexity of this solution, would OPWDD be open to an implementation period greater than the stated preferred 6-month timeframe?	The ideal timeframe is full implementation within six months. The bidders ability to meet this timeline may impact their evaluation. Scoring preference will be given to bids which best align with the project's needs.
143	Solicitation	2. Scope	2.3	What is the external compelling event or deadline that is driving the 6-month implementation timeframe?	The ideal timeframe is full implementation within six months. The bidders ability to meet this timeline may impact their evaluation. Scoring preference will be given to bids which best align with the project's needs. Any additional information is outside the scope of this solicitation.
144	Solicitation	2. Scope	2.3	Can OPWDD provide a detailed list of the minimum viable solution requirements required within the implementation timeframe?	The ideal timeframe is full implementation within six months. The bidders ability to meet this timeline may impact their evaluation. Scoring preference will be given to bids which best align with the project's needs.
145	Solicitation	2. Scope	2.3	Is OPWDD considering any amendments to this procurement based on the recent changes to the CDPAP Fiscal Intermediary landscape?	No. However, OPWDD is having an evaluation of the Self-Direction model currently and is expecting to have a final report of recommendations Summer of 2025.
146	Solicitation	2. Scope	2.3.1.1	For the existing budget requests and approvals, would the State be open to migrating those as file uploads for data conversion?	No, the State would not be open to migrating the existing budget requests and approvals as file uploads for data conversion.
147	Solicitation	2. Scope	2.1	May Bidders assume that the penalty for exceeding a downtime of 99.9 will not be assessed if the failure is caused by something outside of the Bidder's control?	The uptime/downtime requirement will be applied to any condition that impacts system availability with the exception of ISP network availability. It is incumbent on the vendor to control risk through DR/BC solutions and providers.
148	Solicitation	2. Scope	2.13.1,2.13.2	Regarding the billing requirements outlined within Sections 2.13.1 and 2.13.2, can OPWDD provide specific use cases and workflows that outline the expected solution functionality? Further, will the SD System Solution need to generate and submit standard 837 claim information to external systems (i.e., MMIS) for payment?	Providers will continue to be required to do their billing in EMEDNY. Billing requirements in the proposed solution are for the state paid components of a SD budget. See Addednum 4 for corrections to bulleting.
149	Solicitation	2. Scope	2.13.1,2.13.2	Will the SD System Solution need to generate and submit standard 837 claim information to external systems (i.e., MMIS) for payment?	Providers will continue to be required to do their billing in EMEDNY. Billing requirements in the proposed solution are for the state paid components of a SD budget. See Addednum 4 for corrections to bulleting.
150	Solicitation	2. Scope	2.15.1.2	Regarding the "upload capabilities for CCO-CM and FD users for service authorization data and other required documents," can OPWDD confirm whether services are determined and authorized prior to creation of the budget request?	Broker and FI as currently authorized prior to creation of budget requests. Other services need to be within authorized Personal Resource Amount and line item thresholds within the developed SD budgets.
151	Solicitation	2. Scope	2.15.2.1	Regarding "automatically generate NOD and send it along with the broker list and memo to the individual's family and copy to the SD Lead," can OPWDD confirm whether individuals enrolled in self-direction, as well as their families, would need access to the SD System Solution? If so, please clarify the state's expectation in sharing the NODs with the individual.	No, individuals and families NODs will be mailed to them. The system is responsible for generating the NODs for mailing purposes and recording date NODs sent.
152	Solicitation	2. Scope	2.15.2.2	Regarding "ensure a signed Broker Agreement is uploaded in CHOICES before notifying the Broker to begin the SD budget request," can OPWDD confirm whether it's the intent for the SD System Solution to interface with CHOICES to seek a yes/no response on the existence of the Broker Agreement or should the SD System Solution expect to receive a copy of the Agreement?	Yes, it is OPWDD's intent for the SD System Solution to interface with CHOICES to seek a yes/no response.
153	Solicitation	4. Administrative Proposal		Would the State consider adding language to clarify that a Bidder retains its right to all pre-existing intellectual property?	The State would consider adding such language but if the State is asked to pay for modifications, upgrades, coding, or similar functions or deliverables then the State will retain ownership of the products paid for with taxpayer funds. The State may be then willing to negotiate a return of such IP at a minimum of the amount used to make such deliverable a reality. The State does not make improvements in a vendor product without recoupment of said cost for the taxpayers.
154				Would OPWDD please provide an editable version of the Required Submission Documents, as some attachments within the Library of Attachments PDF are not editable, or provide a Word version of the Library of Attachments PDF so the required attachments can be completed.	OPWDD is requesting that vendors print, complete, sign and return all documents. Once signed, the documents can be submitted email or flash drive, no originals need to be sent.

Questions & Answers

Q #	QUESTION REFERENCE	SECTION OR ATTACHMENT	SUBSECTION	QUESTION	RESPONSE
155	General			Does OPWDD have a budget or estimated contract value for the SDSS system?	OPWDD has not specified an expected budget amount.
156	General			Has OPWDD identified a preferred vendor for the SDSS?	OPWDD does not have a preferred vendor for this procurement.
157	Solicitation	1. Introduction	1.8.2	Please elaborate on the term "utilizes Medicaid funding". Is a contract built for an organization whose revenue stream includes Medicaid funding considered "utilizes Medicaid funding"?	Yes, if a contract was built for an organization that was built for Medicaid funding this would suffice.
158	Solicitation		1.8.2	Please elaborate on the term "utilizes Medicare funding". If a bidder has completed a contract using Medicaid funding (State/Federal shared program), but has not completed a contract using Federal Medicare funding, should that bidder be considered “not qualified”?	See Addendum 4 for modification to the Bidder Minimum Qualifications.
159	Solicitation		1.2.8	Please elaborate on the term "utilizing funding for the developmentally disabled community". Is a contract built for an organization whose revenue stream includes IDD funding considered "utilizing funding for the developmentally disabled community"?	Yes, a contract built for an organization whose revenue stream includes funding for the developmentally disabled community would suffice.
160	Solicitation	2. Scope	2.3	You include "additional non-FI providers as needed" in the list of users. Can you provide a list or example of these user roles?	Voluntary OPWDD providers provide Direct Provider Purchased services that are within the persons SD budget, but whom the FI is not the employer of record. These providers would only have access for people they support.
161	Solicitation	2. Scope	2.3	You state "a minimum of 1,500 concurrent users". Can you provide a breakdown of OPWDD users versus external users?	There are about 1,400 external users and OPWDD concurrent users.
162	Solicitation	2. Scope	2.3	You state "There are currently 500 internal OPWDD users and 14,000 external users who would need to access the system online". Can you provide a percentage breakdown of external user types (ostensibly between FIs, Brokers, CCO-CMs, and other)?	FI 100, 200 Brokers, 7 CCO organizations (1100 CM from 7 CCOs)
163	Solicitation	2. Scope	2.3	You state "OPWDD would expect an Agile approach that includes sprints incorporating <list of sprints>..." Do you have a specific order of delivery in mind?	Start Up budget Authorization, Initial Budget Authorizations, Amended Budget Authorization, Annual Budget Authorization, Data Integration, Billing, Contracting, Reporting
164	Solicitation	2. Scope	2.3	Are you expecting a progressive roll-out with each sprint iteratively delivered to end users, or are you expecting a complete onboarding process once the entire initial project is complete and accepted?	The ideal timeframe is full implementation within six months. The bidders ability to meet this timeline may impact their evaluation. Scoring preference will be given to bids which best align with the project's needs. However, the system could be iteratively delivered.
165	Solicitation	2. Scope	2.3	You state "OPWDD anticipates this platform to be implemented six months after an executed contract." Please elaborate on the word "integrated." What level of functionality, data conversion, and user onboarding is expected six months after the executed contract?	The ideal timeframe is full implementation within six months. The bidders ability to meet this timeline may impact their evaluation. Scoring preference will be given to bids which best align with the project's needs.
166	Solicitation	2. Scope	2.3.1	You state "At OPWDD's sole discretion, an API may be requested at the Bidders expense to facilitate the transfer of data to the vendor."	Questions 167-169 relate to this statement.
167	Solicitation	2. Scope	2.3.2	Is the implication that OPWDD intends to "push" data into the SDSS system?	Yes, but OPWDD would prefer an API.
168	Solicitation	2. Scope	2.3.3	If yes, can you specify which documents or data objects would be pushed into the SDSS system?	Including and not limited to structured PDFs and Excel spreadsheets.
169	Solicitation	2. Scope	2.3.4	Would any documents or data points be pulled into the SDSS system?	Yes, this is explained in the BRD.
170	Solicitation	2. Scope	2.3.2	2.3.2.1 -2.3.2.4 These bullets appear to relate to Data Conversion and not Load Testing. Are these additional Data conversion bullets?	No, these sections are about Load Testing and Data Validation.
171	Solicitation	2. Scope	2.3.4	If yes, are there any missing Load Testing bullets?	There are no missing Load Testing bullets. The State requires best practices in loading and validation.
172	Solicitation	2. Scope	2.3.3	You state "Provide virtual training sessions annually." a) How many sessions? b) How would those sessions be divided (e.g. administrator versus end users, by user role, multiple times per topic, etc.)?	a) The State does not solution for the vendor. Refer to, 5.1.3. Description of the Solution, Education and Outreach. b) OPWDD is expecting initial training and user guides for training audiences, plus recordings and user guides being available upon initial launch and implementation of proposed solution as well as ongoing training. Scoring preference will be given to bids which best align with the project needs.

Questions & Answers

Q #	QUESTION REFERENCE	SECTION OR ATTACHMENT	SUBSECTION	QUESTION	RESPONSE
173	Solicitation	2. Scope	2.3.4	You refer to "the go live event" implying that there will be one single go-live event for the system. Is the intent that on one single date all SD budget and SD billing functions will cease through existing systems and processes and begin on current systems and process?	Understanding different portions of the application may be launch iteratively, we are expecting initial training and user guides for training audiences, plus recordings and user guides being available upon initial launch and implementation of stages of application. Audiences or trainings groups will include the following audiences. CCO, FI, Brokers, OPWDD personnel including division of Service Access, Program Implementation and Stakeholder Support, Division of Data Strategy Management, Division of Fiscal and Policy Management, OPWDD Leadership. Use guides for all groups will be required. Training sessions to specific user groups (that are recorded) will be required as part of implementation. That includes train-the trainers to ensure application can be supported to new users.The ideal timeframe is full implementation within six months. The bidders ability to meet this timeline may impact their evaluation. Scoring preference will be given to bids which best align with the project's needs.
174	Solicitation	2. Scope	2.3.5	Will there be allowance for a black-out period adjacent to go-live to facilitate final transfers of prior system information and data?	We would anticipate off hours and weekends as black out periods to transfer prior to system information and data being transferred.
175	Solicitation	2. Scope	2.3.6	If yes, how long might such a black-out period last?	OPWDD would anticipate a three day blackout period.
176	Solicitation	2. Scope	2.3.4.3	Is the process for user onboarding assumed to be included within the "user training session" bullet?	Yes, user guides on the proposed solution are expected to be developed and roll-out trainings for intended audiences are to be recorded to support future on-boards of the proposed solution.
177	Solicitation	2. Scope	2.3.6	Will the "Minimum of twenty reports of OPWDD's choosing as part of the fixed price" be strictly inclusive to the list of 35 reports provided in the report section of the BRD?	Yes, the minimum of twenty reports of OPWDD's choosing that will be part of the fixed price will be inclusive of the reports listed in the reporting section of the BRD.
178	Solicitation	2. Scope		Is there a maximum number of reports that will be required as part of the fixed price?	There is no maximum number of reports. Data sets needs to be extractable for additional reporting purposes.
179	Solicitation	2. Scope	2.3.6.2	You state "Drag-and-drop interface for creating reports". a) Is this an interface for developers or end users? b) If end users, which OPWDD end user roles will be allowed to create reports?	This interface would be for end users. OPWDD Leadership roles will be allowed to create reports.
180	Solicitation	2. Scope	2.3.6.3	Please describe the intent behind the statement "multiple formats which include but are not limited to (PDF, Excel, SV, XML)" report types. Are you stating that you are open to other potentially better report types or simply that the final type will be determined later in concert with the requested reports?	Yes, OPWDD would be open to a variety of solutions.
181	Solicitation	2. Scope	2.3.6.7	Can you provide any insight into the "external reporting system" for which SDSS will be required to "share reports with"?	Specific Data sets will be made available to external users, but OPWDD owns all data.
182	Solicitation	2. Scope	2.4.3.2	What is the relevance of GDPR to the SDSS?	Please see Addendum 4.
183	Solicitation	2. Scope	2.5	Where can one find "all applicable NYS OPWDD and NYS ITS policies" as they relate to Data Categorization?	The system must adhere to all security requirements set forth by NYS OPWDD and NYS ITS, which can be found at https://its.ny.gov/policies. OPWDD specific policies will be provided to the awarded vendor.
184	Solicitation	2. Scope	2.5	Do you have an example of a "moderate data categorization" framework to be used for reference in constructing a bid?	The vendor will be required to use NIST 800-53B Control Baselines for Information Systems and Organizations (moderate) as a framework for the system. This framework is an industry standard and is required for funding. Find more information at https://csrc.nist.gov/pubs/sp/800/53/b/upd1/final.
185	Solicitation	2. Scope	2.8	Where can one find "all applicable NYS OPWDD and NYS ITS policies" as they relate to Encryption?	The vendor will be required to use NIST 800-53B Control Baselines for Information Systems and Organizations (moderate) as a framework for the system. This framework is an industry standard and is required for funding. Find more information at https://csrc.nist.gov/pubs/sp/800/53/b/upd1/final. The system must adhere to all security requirements set forth by NYS OPWDD and NYS ITS, which can be found at https://its.ny.gov/policies. OPWDD specific policies will be provided to the awarded vendor.

Questions & Answers

Q #	QUESTION REFERENCE	SECTION OR ATTACHMENT	SUBSECTION	QUESTION	RESPONSE
186	Solicitation	2. Scope	2.9	Where is the "System Overview document"? Please provide the template that you would like populated.	OPWDD does not have a specific template. The bidder should provide an overview document that provides a holistic view of the system, outlining its purpose, scope, and functionality, the major components of the system, their interconnections, and how they contribute to the system's overall operation and a high-level diagram of the system architecture.
187	Solicitation	2. Scope	2.13	When connecting to the mentioned systems (CHOICES, TABS, RS, SFS, Capacity management, DV), is OPWDD expecting the SDSS to push/pull data via an API from the named systems or to provide an API with which the named systems can push/pull data from/to the SDSS?	The desire is for the SDSS to push/pull data from the named systems via API.
188	Solicitation	2. Scope		If integration with the named systems is via an API in those systems, will documentation for those system's APIs be available prior to bid?	The contractor will work with the state support teams that manage those systems to provide proper documentation and assistance for developing those APIs.
189	Solicitation	2. Scope		If integration with the named systems is via an API in SDSS, will the development and integration with the SDSS API costs be outside the scope of this RFP?	No, all costs for the entire duration, including the implementation and the entire contract period, must be included in this RFP.
190	Solicitation	2. Scope		Regardless of integration method, if bidder is handling integration with the named systems, are there development (sandboxed) versions of said systems for development and testing purposes?	There are test environments for all major systems.
191	Solicitation	2. Scope	2.14	The sub-bullets in this section appear to be improperly numbed as 2.13.X. Should all sub-bullets under 2.14 be adjusted to 2.14.X?	Yes, Section 2.14 : System Requirements sub-bullets should all be 2.14.X. Please see Addendum 4.
192	Solicitation	2. Scope	2.13.2.1	Given the recently announced move from five year to three year FI contracts, should this bullet and other FI contract length references be restated "to check against the FI's three-year contract amount."?	The FI should be evaluated against the proportional annual utilization of the contract life expectancy.
193	Solicitation	2. Scope	2.13.5.1	Should "existing SD budget requests and SD billing forms" be considered to be the most current/last version of each form, or the last X years of each set of forms?	The most current forms are within the most recent budget cycle (365 days of annual/initial authorization budget).
194	Solicitation	2. Scope		How many SD budget requests and SD billing forms should be assumed?	We have 32000 SD budgets with a 20 percent growth rate annually. Each budget begins with an (1) start up budget, (1) initial budget; as many amended budgets a person requests. Additional persons has an annual budget for every year they remain in the program. On average a persons budget can be amended four times a year.
195	Solicitation	2. Scope	2.15.1.1	Will integration with CHOICES be via an API in CHOICES (wherein SDSS is doing the pushing or pulling) or via an API in SDSS (wherein CHOICES is doing the pushing or pulling)?	The systems of record are TABS and CHOICES. Any APIs will be configured as such with approval and acceptance from OPWDD.
196	Solicitation	2. Scope		If via an API in CHOICES, can OPWDD provide the API documentation for CHOICES?	Yes, all documentation will be provided to the awarded bidder.
197	Solicitation	2. Scope		If via an API in SDSS, is the customization to CHOICES considered outside the scope of this RFP?	No, the configuration of APIs is part of the scope of this RFP.
198	Solicitation	2. Scope	2.15.1.4	What is the "budget template" that will be activated at a later date?	Budget templates are updated minimally on an annual basis to accommodate for cost of living adjustments, it is expected that the system can accommodate these updates seamlessly.
199	Solicitation	2. Scope	2.15.2.2	Via what method will SDSS "Ensure a signed Broker Agreement is uploaded in CHOICES"--manual user entry, API, other?	The State does not solution for the vendor.
200	Attachments		BRD Pg33	How will the system capture use of the OTPS sub-items (for tracking usage of Clothing, for instance) when FI's submit billing at the BSSD (<2025) and OTPS (>=2025) Billing code level?	The State does not solution for the vendor.
201	Attachments	14.Attachment 2: Cost Proposal	Cost Proposal - Deliverable 1	Should this deliverable encompass all development and customization work of the COTS or Low Code application for the proposed bid?	The Proposal will be all encompassing. Any work not included in the proposal will not be preformed within the term covered by the contract. Change orders are not anticipated and will not be approved without extraordinary circumstances.
202	Attachments	14.Attachment 2: Cost Proposal	Cost Proposal - Deliverable 1	Should this deliverable encompass integration costs with other named systems?	Yes, the cost provided should be the total cost for the deliverable.
203	Attachments	14.Attachment 2: Cost Proposal	Cost Proposal- Deliverable 7	Should this deliverable encompass future annual license subscription costs?	Yes, the cost provided should be the total cost for the deliverable.
204	Attachments	14.Attachment 2: Cost Proposal	Cost Proposal- Deliverable 7	Should this deliverable encompass future cloud costs including hosting and storage?	Yes, the cost provided should be the total cost for the deliverable.

Questions & Answers

Q #	QUESTION REFERENCE	SECTION OR ATTACHMENT	SUBSECTION	QUESTION	RESPONSE
205	Solicitation	5. Technical Proposal		What are OPWDD's staff resources available for the project?	Several subject matter experts of OPWDD staff resources will be available for the project.
206	Solicitation	5. Technical Proposal		What is the projected project timeline?	The ideal timeframe is full implementation within six months. The bidders ability to meet this timeline may impact their evaluation. Scoring preference will be given to bids which best align with the project's needs.
207	Solicitation	2. Scope		What are OPWDD's current capabilities around supporting the existing systems?	This question is outside the scope of this solicitation.
208	Solicitation	6. Cost Proposal		Are there onsite vs. remote expectations for vendor resources?	OPWDD requires all resources to be in CONUS. Staff will be required to be available for video calls. There are no in person requirements after award. Please see 2.16 Staffing for additional requirements
209	Solicitation	5. Technical Proposal		What are the expected support hours for help desk?	See Section 2.10 for Infrastructure Support Services, for other support services, the state can not solution for the vendor, this should be detailed in your proposal as stated in Section 5.1.3 Description of the Solution, Support Services and 2.3.5 for ongoing support and maintenance. Scoring preference will be given to bids which best align with the project's needs.
210	Solicitation	2. Scope		What is the legacy system(s) that will interface with this new system?	The existing system is manual. There is no in-place digital solution.
211	Solicitation	6. Cost Proposal		How much budget is set aside for this project?	OPWDD has not specified an expected budget amount.
212	General	N/A		Who are the project stakeholders (internal/external)?	The project stakeholders would include the leadership of OPWDD, The leadership of the State of NY, The People of the State of NY.
213	General			What is the expected budget range for this project on an annual basis?	OPWDD has not specified an expected budget amount.
214	Solicitation	2. Scope		What system is OPWDD coming from (if any) / Where is data currently being stored?	OPWDD does have a current system, the date is currently being stored in excel spreadsheets.
215	Solicitation	2. Scope		Where will data need to be migrated from? How many different sources or systems and what are those systems?	Please see RFP section 2.13.
216	Solicitation	2. Scope		How many years of historical data would you expect to be migrated?	OPWDD is looking for current state to be migrated and future years. There is no historic data to be migrated.
217	General			Would OPWDD be able to clarify which requirements are must-haves versus nice-to-haves?	All of the requirements listed in the RFP are required.
218	Solicitation	2. Scope	2.1	Is the current manually captured data through spreadsheets inputted and maintained in any backend system?	No, the current manual data that is in spreadsheets is not maintained in any backend system.
219	Solicitation	2. Scope	2.1	How many versions of the spreadsheet templates exists, and how often do they change?	There are 32,000 people currently SD with potential of 120,000 converting to SD. There is one approved budget per person that is active at any given time. From a person life cycle into the program there is a start up budget, initial budget and full budget. A full budget can be amended anytime a person desire a change in service or units and/or annually.
220	Solicitation	2. Scope	2.1	Can OPWDD provide the volume of spreadsheets and cumulative # or records?	There are currently over 120,000 receiving OPWDD supports and services who could self-directing their services. Currently there are 32,000 people SD.
221	Solicitation	2. Scope	2.13	Is OPWDD able to provide additional information and data model for the interfaces with each of the NYS systems listed in the RFP (CHOICES • CMA • TABS • SFS • eMedNY • DV • RS • Email Servers)	The Contractor will work with the State support teams that manage those systems to provide proper documentation and assistance for developing those APIs and data exchanges.
222	Solicitation	2. Scope	2.13	Can OPWDD provide examples of additional systems that the SD System Solution may need to integrate with via API or other real-time services beyond what is listed in Section 2.13?	The BRD includes the systems that need to be integrated with the SD system solution.
223	Solicitation	2. Scope	2.3.1	How many years or how much historical data will OPWDD require to be converted?	Current year for all 32,000 active SD cases will need to be converted, bringing their current budget and Broker agreements.
224	Solicitation	2. Scope		How many Developmental Disability Regional Offices (DDROs) would need to be on the system?	There are five Regional Field Offices across the state. All need access to the system. The Regional offices can be found at https://opwdd.ny.gov/about-us, scroll down to OPWDD Maps to view.
225	Solicitation	2. Scope		When you say there are currently 14,000 external users, does that encompass Self-Direction recipients (consumers)? Can you clarify who is encompassed in the 14,000 external users?	SD recipients are not included in the count. External users are provided in Section 2.3. They are FI, Brokers, CCO-CM, and additional non-FI providers.
226	Attachments	17.Other Attachments and Appendices	BRD pages3,4 &44	Pages 3, 4, 44 appear to have redactions (blackouts) in my version and small portions of other pages as well. Is that intentional or is there missing information?	The redactions to the BRD are intentional.
227	General	17.Other Attachments and Appendices		There is some difficulty in opening the PDF's that are in the "BRD Attachment" document.	OPWDD has corrected this issue on our Procurement Opportunities webpage, NYS Contract Reporter and was announced in Addendum 3.
228	General	14.Attachment 2: Cost Proposal		Decommissioning: How are we to Include Decommissioning charges?	This solicitation is intended to cover the full lifecycle of the solution with an all inclusive budget. If you anticipate decommissioning charges they should be included within your proposal.

This notification is to be signed and submitted as part of your proposal

Signature _____
Date_____