

New York State Department of Corrections and Community Supervision

IFB 2024-13 Staff Wellness Smart Mobile Application

Questions and Answers Posted on or about July 8, 2024

All responses are incorporated into IFB 2024-13.

Question #	Corresponding RFI Section	Bidder's Question	Answer
1	General	<p><i>This IFB appears to assume that a mobile app will need to be developed. Our product is a SaaS solution available for configuration to support DOCCS requirements.</i></p> <p>Is the State open to an alternative contracting approach that leverages existing products available under precompeted public sector contracting vehicles?</p>	DOCCS is looking for a custom application specifically designed for the DOCCS.
2	Project Deliverables	<p><i>The second bullet under "Project Deliverables" calls for features that include "suicide prevention". Evidence-based resilience content contributes to mitigating the risk of suicide.</i></p> <p>Please clarify what is meant by a "suicide prevention" feature.</p>	The suicide prevention feature should include crisis lines, connection to resources, as well as evidence-based resilience content that assists in mitigating the risk of suicide.
3	Project Deliverables	<p><i>The second bullet under "Project Deliverables" calls for "therapist finder specific to NYS, vetted providers, peer and chaplain support".</i></p> <p>1) Will DOCCS be providing a list of therapists specific to NYS and vetted providers for inclusion in the app, or is the vendor expected to identify the therapists?</p> <p>2) Will DOCCS provide the peer support personnel and chaplain resources for inclusion in the app?</p>	<p>1) DOCCS will provide a list of therapists however would also expect the provider to have knowledge of resources. Vendor would need to provide resources with content and information pertaining to topics identified in text, audio, and video format. The "therapist finder" is a search engine used to identify therapists in an area.</p> <p>2) YES</p>

4	General	<p>Please clarify what is meant by “telehealth capabilities”. Existing web meeting access can be supported by most mobile device browsers.</p> <p>What specific telehealth capabilities must be integrated into the app?</p>	The ability to connect via telehealth with mental health providers must be integrated into the app.
5	General	<p>Please clarify what is meant by “online trainings and webinars”. Are these expected to be live group events or on-demand prerecorded trainings and webinars.</p> <p>We presume DOCCS is asking for recorded events to allow users to, “access a variety of services independently while maintaining confidentiality” as listed in the first bullet under Project Deliverables.</p>	On-demand pre-recorded webinars and trainings are acceptable.
6	“Project Deliverables” Questions (Pages 20-21)	<p>1) What type of telehealth services are needed?</p> <p>2) Do individuals need to talk to a MD, therapist, etc.?</p>	<p>1) Users need to be able to locate resources within the app and then utilize telehealth to connect with such resources.</p> <p>2) Yes, individuals would need to be able to talk to a therapist. Any billing and scheduling is the responsibility of the employee/family member using the app.</p>
7		<p>1) Do you need programs for weight loss where one can take classes or will regular content about losing weight suffice?</p> <p>2) Do you want to include GLP-1 support?</p>	<p>1) Regular content involving weight loss/nutrition/and overall wellbeing will suffice.</p> <p>2) No</p>
8		Do you need access to gyms and online classes that are refreshed often, or will pre-recorded classes with a limited number of videos suffice?	Pre-recorded classes will suffice.
9		1) What do you mean by “officer resilience?”	1) Evidence based content should be provided regarding risk and protective

		2) Is this just resilience content or someone to talk to?	<p>factors faced specifically by corrections officers. Content should further include coping strategies, and resources to address risk and build upon protective factors.</p> <p>2) Resiliency content is required.</p>
10		<p>When you say “nutrition,” do you just want content that deals with nutrition, or would you prefer a whole program?</p> <p>Would you like live cooking classes?</p>	<p>Content and/or a whole program would suffice for nutrition.</p> <p>There is no need for cooking classes.</p>
11		<p>1) Can you explain “peer and chaplain support” more?</p> <p>2) Do they need access to an admin dashboard?</p> <p>3) Do we need to make sure people can connect to the chaplains?</p>	<p>1) Peers that are assigned to departments Employee Assistance Program or the Critical Incident Stress Management Team, and Chaplains that are assigned to the facility that are available for support will be listed within the app. The user will be able to access contact information for that support person.</p> <p>2) No.</p> <p>3) Users will be able to connect to the Chaplains and/or peers after obtaining the contact information through the app.</p>
12		<p>1) Is 24/7 live tech support required?</p> <p>2) Can it just be via email or done by oneself?</p>	<p>1) 24/7 access to emergency support lines is necessary.</p> <p>2) Outside of normal business hours, this can be done by email, from admin or</p>

		3) Is this for members, admins, or both?	<p>user. Live Tech support needs to be accessible within 24-48 hours.</p> <p>Live tech support should be accessible during regular business hours.</p> <p>3) Tech support is for both members and admins.</p>
13		<p>Can you elaborate on “peer support contacts?”</p> <p>Is this just resources for peers to access?</p>	DOCCS will provide the names of peers and chaplain support. The app needs to support the content.
14		What is the “calendar” used for?	The calendar is used to keep people apprised of upcoming wellness events and trainings.
15		Is “App must be usable without a password” just mean that a user doesn’t have to log in each time?	Users must not be required to log-in.
16		<p><i>The document reads, “the Agency’s 24,000 plus correctional staff and their families.”</i></p> <p>Can you please clarify if the 24,000 is the number of employees, members on the medical plan, or a combination of employees and their families?</p> <p>If it’s a combination, can you please share how many employees and family members there are separately?</p>	24,000 is the approximate number of employees. It is impossible to give a number of family members.
17	General Questions	How are you communicating with the individuals now?	Our current staff wellness focus centers around the Employee Assistance Program (EAP). We are looking to expand utilizing a wellness app.

18		Can you go into more detail about what you like and don't like about your current wellness offering?	See response to question 17 above.
19		Are you interested in lifestyle management or disease management coaching?	It is not necessary, however DOCCS would welcome anything to assist with overall wellness.
20		Are you interested in advocacy, so members can speak with someone about their benefits, claims, disease management, etc.	No, DOCCS has other avenues for that.
21		I see the contract period could start on 9/1. Is that when you expect to launch too?	DOCCS would like to be able to launch the app within 90 days of contract start.
22		Are there groups with different benefits, or does the entire population have similar benefits? We are trying to understand the amount of segmentation that will be needed. Also, are all incentive designs the same across the population?	All resources and content should be beneficial to all groups. The only segmentation is by geographic location or hub.
23		All programs and services being procured through this RFP will be provided in-house. In other words, none of the work can or will be carved out to subcontractors. How would you advise bidders to address the MBE/WBE requirements given this scenario?	In this scenario where the awardee will fulfill the scope of work in-house in its entirety, the vendor will be required to submit a waiver request and include documentation to support your claim.

24	(Page 9)	Is MBE/WBE subcontract/partner required to be awarded the program? How much is it weighed?	Contractor must document “good faith efforts” to provide meaningful participation by MWBEs as subcontractors or suppliers in the performance of the Contract. If the utilization goals on the contract can not be met, vendor must submit a waiver request along with proof of “good faith effort”.
25	(Pages 4, 8-10)	This link does not provide the forms: <i>MWBE / EEO / SDVOB Forms as applicable (see pages 8-10)</i> Forms available at: https://doccs.ny.gov/procurement-opportunities	Please scroll to the bottom of the page: https://doccs.ny.gov/procurement-opportunities FORMS FOR MINORITY AND WOMEN BUSINESS ENTREPRENEURS See also: https://ogs.ny.gov/mwbe/forms
26	Eligibility	Can an off shore company partner with a NYS-registered company as a subcontractor?	See Project Deliverables: page 20 The app must be developed and created within the continental United States (CONUS). All support including call support must be provided within CONUS.
27		Are there limitations on the percentage of work an off shore subcontractor can perform?	See response to question 26 above.
28		<i>The RFP mentions "MWBE Utilization Plan."</i> While an off shore company may not qualify as an MWBE itself, can the agency provide any guidance on how an off shore company, partnered with qualified US MWBE subcontractors, can demonstrate a good faith effort in fulfilling this requirement?	See response to question 26 above.

29	Project Management	How does the NYS agency envision managing the project if an off shore company is involved? Are there preferred communication channels or tools?	See response to question 26 above.
30	Selection Process	Can you provide any insights into the selection process for bids on the NYS Staff Wellness App RFP?	The IFB (Invitation for Bids) Award shall be made by Grand Total to the lowest responsive and responsible bidder.
31		What are the key factors the agency prioritizes when evaluating proposals?	See response to question 30 above.
32	Project Scope	Can you elaborate on the specific functionalities and features envisioned for the NYS Staff Wellness App as outlined in the RFP?	See Project Deliverables.
33		Are there any priority features or areas where expertise is most needed?	All areas should include expertise with Correctional and Law enforcement personnel.
34		Beyond the core functionalities outlined in the RFP, are there any known pain points or specific challenges faced by NYS staff regarding wellness that the app could potentially address?	All are outlined in the IFB.
35	Budget	What is the budget for this project?	This question is not relevant to the development of a proposal under this IFB.
36	General	Is there any incumbent for this opportunity?	No.
37		If there is an incumbent then why you are looking for other companies? Are you not happy with them?	N/A

38		If there is an incumbent then are they bidding for this opportunity?	N/A
39		What is the allocated budget for this project?	See response to question 35 above.
40		Could you please provide us with the list of document takers of this project?	See response to question 35 above.
41		<p><i>On page 8 "Business Participation Opportunities for MWBEs" there are goals for New York State-certified MWBE, MBE, and WBE as we are based in Texas, we are Texas "MBE" certified</i></p> <p>so do we qualify for this IFB or it will count as a disqualification criterion?</p>	<p>You would not currently qualify as a self-performing certified vendor for this contract. Out-of-State vendors may apply to become a <i>New York State-certified MWBE</i> vendor and/or utilize <i>New York State-certified MWBE certified sub-contractors</i> to meet the participation requirements on this contract. See link below to apply for MWBE: https://www.osc.ny.gov/state-vendors/resources/minority-and-women-owned-business-enterprises-mwbes</p>
42		<p><i>On page 20 "Detailed Specifications" section Project deliverables "</i></p> <p>Will the wellness training content be provided by the agency, or is the offeror responsible for developing this content?</p>	Offeror would be responsible for developing content and the Department would be able to add additional content.
43		<p><i>In detailed specification requirements in project deliverables regarding notifications</i></p> <p>"What types of notifications are expected (e.g., reminders, updates)?"</p>	Push notifications of any type are expected, including but not limited to reminders, messages, and updates. Notifications in regard to the operation of the app would be necessary such as if the app would be down for maintenance purposes.
44		Could you please provide more detail for evidence-based practice and research data?	All content should be evidence based.

45		Are there any specific data privacy laws or regulations the app needs to comply with (e.g., HIPAA)?	There is no personal information shared within the app, it is strictly confidential use.
46		Is there any compliance requirement for this project?	NYS DOCCS/ ITS security requirements are outlined in Appendix C security terms (attached).
47		Regarding the hosting of the application, does the agency prefer hosting on the vendor's premises or cloud hosting? If cloud hosting is preferred, are there any specific cloud service providers or requirements that need to be considered?	No preference. On Premises hosting must be in the continental US.
48		Are you looking for the commercial-off-the-shelf solution or you are also open to custom development?	See response to question 1 above.
49		<i>In the detailed specification requirements for project deliverables, regarding the "Catalog of Resources,"</i> could you please confirm the specific content that should be included? Additionally, where can we access or obtain the information for the catalog of resources?	We would expect that content be provided by the provider. Content should be evidenced based and best practice.
50	Page 17, QUALIFICATION OF BIDDER, paragraph one:	<i>"Bidder must have a minimum of five years experience providing a wellness mobile application geared specifically for correctional and/or law enforcement staff and their families."</i> If the <u>five years experience</u> providing a wellness mobile application is a hard line requirement, then this would preclude us from submitting a compliant, responsive bid.	The Qualification of Bidder as outlined in the IFB are firm.

51	Page 20, DETAILED SPECIFICATIONS / PROJECT DELIVERABLES, paragraph one:	<p><i>"...and will feature 1 app with Customizable unique local resources /services options based on hub selection..."</i></p> <p>Question:</p> <p>a) Does this mean that the app will be a unique and custom Wellness app only for NYS DOCCS, so that the user would go to the Google and Apple app stores to download the <u>NYS DOCCS Wellness</u> app? (The other option would be an all-in-one vendor branded app - apps within</p> <p>b) If it will be a unique and custom NYS DOCCS mobile app, will it have eight separate menus within the app, so that each hub would have its own unique menu within the app?</p>	<p>A) Yes</p> <p>B) Yes</p>
52	Page 20, DETAILED SPECIFICATIONS / PROJECT DELIVERABLES, paragraph one:	<p><i>"The app will have the ability to push notifications to all hubs."</i></p> <p>Question: Does this mean that the app will have the ability to send push notifications to all users, as well as to each hub individually, i.e. a separate channel of push notifications for each hub?</p>	The app will have the ability to send push notifications to all users.
53	Page 17, QUALIFICATION OF BIDDER, paragraph one:	<p><i>"Bidder must have a minimum of five years experience providing a wellness mobile application geared specifically for correctional and/or law enforcement staff and their families."</i></p> <p>Questions:</p> <p>a) Please share your reasoning for making the minimum of five years experience.</p> <p>Is the five years a hard line, so if the vendor has not been creating Wellness apps for correctional and/or law enforcement staff and their families their bid will be excluded from consideration?</p> <p>Is there some flexibility there, to lower the number to two years?</p>	The IFB requirements remain as written.

		<p>b) Is it possible to add a clause of having ten years of experience in developing mobile apps, since the engineering and functionality of the app is equally important to the Wellness content?</p>	
54	Page 5, under GENERAL INFORMATION:	<p>"Bid envelopes <i>The envelope containing a bid should be clearly marked "BID ENCLOSED" and state the Bid Number, Bid Opening Date, and Time. Failure to complete all information on the bid envelope may necessitate the premature opening of the bid and may compromise confidentiality. See "Bid Submission" in Appendix B, General Specifications. Bids shall be delivered to:</i> State of New York Department of Corrections and Community Supervision Attn: Mary Bulger Contract Procurement Unit 550 Broadway Albany, NY 12204"</p> <p>Should the bid be sent in both by email and mail?</p>	<p>E-mail bid submissions are not acceptable and will not be considered. The bid should be sent by mail.</p>
55	Appearance	<p>In reference to the customizable layout, design and appearance specific to DOCCS that they must be pre-approved by DOCCS. Can you please clarify your expectations for the solution you are seeking.</p> <p>Are you seeking a custom-built application for your organization, or a commercially available application configured for your needs?</p> <p><i>Different questions leave room for ambiguity and seeking clarification of expectations. Please be as specific as possible about your expectations.</i></p>	<p>The wellness app will be a unique custom created mobile app exclusively for the NYS DOCCS.</p>
56		<p><i>In the RFP you mention needing 24/7 Live Support for Emergencies.</i></p>	

		<p>A. Can you please clarify expectations around 24/7 support for emergencies?</p> <p>B. Are you asking for 24/7 access to emergency support lines or expecting application support resources to be available 24/7?</p>	<p>Tech support is for both members and admins. 24/7 access to emergency support lines is necessary. Live Tech support needs to be accessible within 24-48 hours.</p>
57	Indemnification	<p><i>Under the Indemnification section it notes that bidders may be required to provide references and gives what details will be required.</i></p> <p>Should our response include references and if yes, what is the minimum number required?</p>	<p>References may be required from the lowest bidder awarded the IFB.</p>
58		<p>Can we self-perform the entire RFP? Without having any local NY based partner.</p>	<p>Yes.</p>
59		<p>Can we fulfil the diversity goal listed in the RFP?</p>	<p>To fulfill the diversity goals, you must be a <i>New York State-certified MWBE</i> vendor and/or utilize <i>New York State-certified MWBE certified sub-contractors</i> to meet the participation requirements on this contract.</p>
60		<p>We're an SBA 8(a) and Texas based MBE company Will that impact on our Evaluation points?</p>	<p>Evaluation points are for RFPs. This is an IFB. The IFB (Invitation for Bids) Award shall be made by Grand Total to the lowest responsive and responsible bidder.</p>