

**NYS Department of Corrections and Community Supervision  
RFP 2024-17 Statewide Utilization Management Program**

**Addendum 1 - Questions and Answers**

<b>Question Number</b>	<b>RFP Section</b>	<b>Vendor Question</b>	<b>DOCCS' Response</b>
<b>1</b>		<b>I'm curious if there is an incumbent for this project - RFP 2024-17 Statewide Utilization Management Program. If so, please provide the incumbent contract details (awarded vendor, contract value, contract duration, etc.)</b>	Contract C161348 from 2/26/2016-5/25/2024 was for a total \$13,095,525.37 as noted in OSC Open Book New York: <a href="#">Open Book New York - Office of the State Comptroller</a>
<b>2</b>	Section 4.1 Scope of Work, page 9	<i>"Preliminarily Deny: Send a high priority email to the Regional Medical Director (RMD) or Regional Dental Director (RDD) for that facility. The RMD or RDD is responsible for making the final determination."</i> <b>Is the Utilization Review (UR) vendor responsible for directly communicating non-recommendations to the treating provider, facility, or any other party?</b>	Yes, per RFP 2024-17 preliminarily denied referrals are to be sent to the Regional Medical Director (RMD) or Regional Dental Director (RDD) for that facility.
<b>3</b>	Section 4.1 Scope of Work, page 9	<i>"DOCCS is seeking proposals for a statewide utilization management program which will use standardized criteria for the review and determination of medical necessity of all secondary and tertiary care requested on behalf of incarcerated individuals within DOCCS' custody. This is to include incarcerated individuals in work release programs."</i> <b>Please provide a complete copy of the current recertification list referenced in the Scope of Work.</b>	This question is unclear and therefore DOCCS is unable to provide a response.
<b>4</b>	Section 4.1 Scope of Work, page 10	<i>"Commence initial review of inpatient stays on the date of notification of admission, regardless of how patients are admitted (i.e., clinic, emergency room, transfer, planned admission, etc.) to assess medical necessity and appropriateness of setting. Continue concurrent review no less than three (3) times a week (or more frequently for seriously ill patients) and provide a written report to DOCCS via FHS1 data entry. 2,068 inpatient admissions were recorded during the 2024 calendar year."</i>	Average Length of Stay in 2024 was 6.7 days.

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		<b>What is the average Length of Stay (LOS) for inpatient admissions reviewed under this program during 2024 to date?</b>	
<b>5</b>	Section 4.1, page 10	<p><i>“The Contractor must abide by and comply with all relevant departmental directives, policies and procedures, and regulations throughout the term of the contract. Attachment 20 of this RFP contains the most relevant and important directive the Contractor will be expected to abide by. Contractor is responsible to abide by all DOCCS directives, not just the one found in Attachment 20.”</i></p> <p><b>a. Please provide a copy of Attachment 20, as referenced in the documentation.</b></p> <p><b>b. Where is the non-recommendation (denial) letter for the patient mailed or otherwise delivered?</b></p> <p><b>c. Is DOCCS responsible for final distribution or is the contractor expected to manage this?</b></p> <p><b>d. If the process is outlined in Attachment 20, please confirm.</b></p>	<p>a. Please refer to Addendum 2, Item 1.</p> <p>b. Per RFP 2024-17, preliminary denials are emailed to the Regional Medical Director (RMD) or Regional Dental Director (RDD) for that facility.</p> <p>c. Per RFP 2024-17 the RMD or RDD is responsible for making the final determination.</p> <p>d. N/A.</p>
<b>6</b>	Section 4.2 Staffing, page 11	<p><i>“If utilizing a subcontractor(s), Contractors are to disclose the subcontractors to DOCCS and explain how they will be utilized. Contractors will also need to provide the subcontractor(s)’ necessary license and credentials to DOCCS for approval prior to the subcontractor’s start of work.”</i></p> <p><b>What is the expected turnaround time for DOCCS to review and approve proposed staff or subcontractors after submission of credentials? This will help us align onboarding timelines and avoid unnecessary training in the event of denial.</b></p>	This varies, however on average, 2 weeks.
<b>7</b>	Section 4.2 Staffing, page 11	<p><i>“The Contractor will ensure all staffing needs of the program are met on an ongoing basis and will ensure the availability of appropriate personnel (RN reviewers) accessible by toll-free telephone for all questions and concerns between the hours of 7:30 a.m. and 5:00 p.m. Eastern Time.”</i></p>	Monday through Friday.

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		<b>Is the staffing requirement for Utilization Review coverage Monday through Friday (business days) or seven days per week, 365 days per year?</b>	
<b>8</b>	Section 5.5 MWBE Requirements, page 16, paragraph 2, lines 1-5	<p><i>“For purposes of this solicitation, DOCCS hereby established an overall goal of 30% for MWBE participation, 15% for Minority-owned Business Enterprises (‘MBE’) participation and 15% for Women-owned Business Enterprises (‘WBE’) participation (based on the current availability of qualified MBE and WBE and outreach efforts to certified MWBE firms).</i></p> <p><b>If a subcontractor is certified as both a Minority-owned Business Enterprise (MBE) and a Women-owned Business Enterprise (WBE), can the prime contractor count the full value of that subcontractor’s participation toward meeting both the MBE and WBE participation goals?</b></p>	An MBE contractor must still meet the WBE requirement, and vice versa. A dual-certified MWBE’s participation in a State contract may be counted towards either an MBE goal or a WBE goal, but may not be counted towards both and the chosen designation (either MBE or WBE) must remain for the life of the contract.
<b>9</b>	Section 5.5 MWBE Requirements, page 17, last full paragraph	<p><i>“New York State Certified MWBE may request that their firm’s contact information be included on a list of MWBE firms interested in serving as a subcontractor for this procurement. The listing will be publicly posted on the Department’s website for reference by the bidding community. A firm requesting inclusion on this list should send contact information and a copy of its NYS MWBE certification to <a href="mailto:doccscontracts@doccs.ny.gov">doccscontracts@doccs.ny.gov</a> before the Deadline for Submission of Written Questions as specified in Section 1.0 – Calendar of Events.”</i></p> <p><b>How can a dually certified NYS ESD MWBE firm be added to the list of interested and qualified subcontractors for this procurement?</b></p>	Please refer to Addendum 2, Item 2.
<b>10</b>	Contractor Insurance Requirements - RFP Sections 5.9.B and 5.9.B.4	<b>Please confirm that Managed Care E&amp;O insurance which covers professional liability associated with the conduct of clinical desk reviews, independent medical reviews, care management, utilization review, and clinical assessments by employed and contracted clinicians is acceptable in lieu of E&amp;O medical malpractice insurance which covers direct health care services such as medical examinations or any “hands on the patient” evaluation, diagnosis or treatment services?</b>	Please refer to Addendum 2, Item 3.

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<b>11</b>		<b>Can DOCCS clarify how subcontractor contributions, particularly from certified MWBEs, will be recognized in the technical evaluation and performance assessments of the prime contractor during the term of the contract?</b>	There are reporting requirements for all contracts that have MWBE participation goals. Contractors must submit the Monthly MWBE Contractor Compliance report during the term of the contract for the preceding month's activity, documenting progress made towards achievement of the contract MWBE goals. If there is no MWBE utilization in a given month, the report must be submitted reflecting a \$0 value.
<b>12</b>	Work Plan - RFP Section 6.2.D.2.1	<b>Will the State please provide updated outline numbering in the section beginning with the third sub-bullet, "Render an electronic decision within one (1) business day" . . . ?</b>	Please refer to Addendum 2, Item 4.
<b>13</b>	Attachment 2	Attachment 2 states that the following 4 items are "Additional Items to Include/Complete at Time of Submission:  <i>Contractor Certification Form ST-220-CA (must be notarized) available at <a href="http://www.tax.ny.gov/pdf/current_forms/st/st220ca_fill_in.pdf">http://www.tax.ny.gov/pdf/current_forms/st/st220ca_fill_in.pdf</a></i> <i>Certificate(s) of Insurance</i> <i>Proof of Compliance with Workers' Compensation Coverage Requirements</i> <i>Proof of Compliance with Disability Benefits Coverage Requirements"</i> <b>Should these documents be included with Attachment 2?</b>	These documents are not required at the time of bid submission. Bidders who choose to submit these documents with their proposal may submit them separately or with their Administrative Proposal.
<b>14</b>	Attachment 2	Attachment 2 includes only page 1 of 2. <b>Will the State please provide page 2 of 2?</b>	Please refer to Addendum 2, Item 5.
<b>15</b>	Attachment 9	Attachment 9 includes only pages 1,2, and 3 of 4. <b>Will the State please include page 4 of 4?</b>	Please refer to Addendum 2, Item 6.

All other terms and conditions remain the same.

Please sign and return this Addendum with your bid verifying receipt and that you acknowledge and accept these clarifications of the RFP.

