

Responses to Questions for IFB # 1089
Temporary Statewide Medical Staffing

Q1	Does the customer (OCFS) want bidders who can supply against all staff types?
A1	Per IFB Section 3.1 Eligible Bidders , bidders may bid on one or more of the five temporary medical titles in one or both regions.
Q2	Please provide us with the details of what all is required to be covered under insurance.
A2	Please refer to IFB Section 4.22 Workers' Compensation Law regarding insurance requirements post-award. Awarded vendors must submit documentation of appropriate workers' compensation insurance coverage and disability benefits insurance coverage to the Office of the State Comptroller (OSC) during the contract approval process.
Q3	Is this a new initiative? If not, who are the current vendors? And what is their current pricing?
A3	Temporary Statewide Medical Staffing services is not a new initiative, however; the methodology of how bids are requested has been revised, as we are now requesting a percentage markup to be applied towards current pay rates. Please see IFB Section 4.2 Price for more information. Please be aware that the current OCFS contracts for these services are structured on a fixed amount basis, which is a different method than the one being used for this procurement. The list of previously awarded vendors and amounts are available here: https://ocfs.ny.gov/main/contracts/awards/#t1-2018-Award-Notifications
Q4	Is the vendor required to submit all job titles?
A4	See A1.
Q5	What are the historical annual spending volumes in the project?
A5	Historical spending on similar contracts is not available. Any spending on contracts resulting from this procurement is dependent on the OGS statewide contract and the success of the RFQ they issue. This project is designed as a backup to the OGS contract.
Q6	What is the estimated budget for this project?
A6	There is no specified budget for this project as it is a backup award to the OGS statewide contract for similar services. Usage of these contracts may vary. Estimated numbers of hours can be found in Section 4.2 Price. Budget amounts of the resulting contracts will be based upon estimated hours and the bid rates received by OCFS.
Q7	Do you have a pricing template? Or will the vendor provide that together with the proposal?
A7	There is no pricing template. OCFS is seeking markup percentage(s) bids to be applied towards the pay rate to the titles established and displayed in Section 4.2 of the IFB. After awards are made, contracts developed and at time of temp medical assignment need, there will be a round two "mini-bid" process. OCFS will state a not-to-exceed pay rate for requested title. Awarded vendors will then be able to respond by completing a Request for Staff form (Attachment 3) to submit a pay rate for a staff to be provided for that specific requested title. OCFS will then apply the fixed markup percentage rate from each awarded vendor to arrive at the bill rate. The lowest bill rate will be awarded the assignment.
Q8	Can you please provide us with an estimated or NTE budget allocated for this contract?
A8	See A6.
Q9	Could you please share the previous spending on this contract, if any?
A9	See A5.

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Q10	Do we need to submit the actual resumes for proposed candidates or can we submit the sample resumes?
A10	Resumes do not need to be submitted with your bid but may be required when there are OCFS requests for staff from awarded vendors. Per IFB Section 1.1 Overview , the vendors awarded an OCFS contract within the region of need as a result of this IFB, will be contacted concurrently. They will be provided the Request for Staff form (Attachment 3) with a not-to-exceed pay rate of requested title, given a minimum of 48 hours to respond with a staff with an appropriate pay rate for requested title, and must provide the license(s) and resume(s) of available staff in that title. Actual resumes must be submitted with the Request for Staff form response when the "Resumes Required" box is marked "yes" at the bottom of page 1.
Q11	Are hourly rate ranges acceptable?
A11	No, there are pre-determined hourly pay rates based on current market rates in the chart shown in IFB Section 4.2 Price . Your bid submission should include a single markup percentage rate (not a range) for each title/region you wish to bid on.
Q12	Please provide a copy of the proposal of the previous vendors providing temporary staffing, including rate/cost sheets.
A12	A formal FOIL request would need to be submitted for this information. The current OCFS contracts for similar services are structured on a fixed amount basis and are completely different than the method being used for this procurement and subsequent contracts.
Q13	Please share the incumbent vendors current pricing.
A13	See A3.
Q14	How many incumbents are going to be hired from each position?
A14	Per IFB Section 4.1 Method of Award , up to five (5) awards will be made on a regional basis for each title to the bidder(s) submitting a bid in compliance with IFB Section 2.0 Bid Submission , meeting requirements stated in IFB Section 3.0 Specifications , passing vendor responsibility review, and offering the lowest percentage markup to the pay rate. This may be incumbents, new vendors, or a combination of both.
Q15	Could you please let us know the length of the contract?
A15	The current contracts are for the 5-year period from 11/1/2018 to 10/31/2023. Per IFB Section 4.3 Term of Contract , the new contract(s) will be for a 5-year period starting no earlier than 5/1/2023 and no later than 7/1/2023. The current contracts will be terminated once the new contracts from this IFB are approved.
Q16	Is this a re-compete RFP?
A16	No, this is an Invitation for Bids (IFB) and is awarded on lowest-cost basis.
Q17	Could you please the name of Current Suppliers (who are currently providing services to Agency)?
A17	See A3.
Q18	Could you please share current Supplier's pricing and Proposals?
A18	See A3 regarding current supplier's pricing and A12 regarding proposals.
Q19	How many awards were made in the Past?
A19	See A3 for past awards.
Q20	When was the existing contract started, and what is the annual monetary spent value of the current contract since inception?
A20	The current back up contracts started 11/1/2018. See A5 for spending.

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Q21	How many resources are currently engaged in the current contract?
A21	It is unclear what is meant by resources; however, the volume of assignments varies, and the current contracts cannot be relied on to predict future needs.
Q22	Can you please share the no. of positions served in previous years under this contract?
A22	This information is not available for contract years 2018, 2019 and 2020. There were approximately 8 title positions served in contract year 2021, and approximately 10 title positions served in contract year 2022. As this contract will be used as a backup to the OGS contract, and due to the length of some of the assignments, previous usages should not be used to indicate future need.
Q23	Can you please share the amount of business each vendor did under this contract in previous years?
A23	See A5.
Q24	Is there any issue that the agency is currently facing with the incumbents?
A24	No.
Q25	Are incumbents allowed to bid on this RFP? Please confirm.
A25	Yes. However, please know that this procurement is not a Request for Proposals (RFP), it is an Invitation for Bid (IFB).
Q26	Please share the historical spending for the year 2021 and 2022?
A26	See A5.
Q27	How many positions were used in year 2021 and 2022?
A27	See A22.
Q28	What will be the estimated annual budget for this project?
A28	See A6.
Q29	Is this a single award or multiple award contract?
A29	See A14.
Q30	If it is a multi-award contract, can you please confirm the total number of vendors to be awarded this contract?
A30	See A14.
Q31	How will job requests be shared among multiple awarded vendors?
A31	Per IFB Section 1.1 Overview , the vendors awarded an OCFS contract within the region of need as a result of this IFB will be contacted concurrently, provided the Request for Staff form (Attachment 3) with a not-to-exceed pay rate for requested title, given a minimum of 48 hours to respond with a staff with an appropriate pay rate for requested title, and must provide the license(s) and resume(s) of available staff in that title.
Q32	Will all job requests be shared among all awarded vendors simultaneously?
A32	Yes.
Q33	Is there any ranking system for sharing job requests among awarded vendors such as primary bidder, secondary bidder, and then other awarded bidders?
A33	No, awarded vendors will be contacted simultaneously at time of assignment need. After the mini-bid process has been completed, the awarded vendor with the lowest bill rate for the requested title will be awarded the assignment.

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Q34	Can you share details from where we can get old RFP details?
A34	You must submit a FOIL request for this information. However, due to the significant changes in the structure of this IFB over the prior IFB and contracts, this opportunity should be viewed as a new opportunity.
Q35	Can you please tell us where we can see the records for the old contract?
A35	See A34.
Q36	Can you please share the email id/details where we can raise the public record request for old RFP?
A36	We recommend visiting https://ocfs.ny.gov/help/foil/ for more information regarding the submission of a FOIL request.
Q37	Would you be accepting references from large commercial entities?
A37	Yes.
Q38	How many positions are required under this contract?
A38	Refer to the chart in IFB Section 4.2 Price for annual estimated hours. The hours are an estimate only and there is no guarantee that these estimates will be met. The actual number of positions may vary, based upon need.
Q39	How many positions are currently open?
A39	See A72.
Q40	How many positions are currently used in a single day? Please give rough estimate.
A40	Historically, most temporary staffing position titles are for Registered Nurses. The need for the other four position titles have been uncommon. The need is often unexpected; therefore, the need and eventual usages of these position titles are unpredictable and varies depending on need. There can be long periods without any need for services followed by a substantial need over a short period of time. As a result, daily accounting of need is difficult to estimate. On a monthly basis, the need for Registered Nurses may range from approximately 1 to 5 positions. On a monthly basis, the need for the other four position titles have not been utilized enough to provide a meaningful estimate.
Q41	Out of mentioned staffing positions, what are the most filled positions? Please share
A41	Registered Nurses are the most common positions being filled.
Q42	In order to be responsive, is it mandatory to bid for all the staffing positions? Please confirm.
A42	See A1.
Q43	In order to be responsive, is it mandatory to have placed a minimum total of at least 25 staff in each title in each region for past five (5) years? Please confirm.
A43	Per IFB Section 3.1 Eligible Bidders , the minimum requirements include: “In the past five (5) years, have placed a minimum total of at least 25 staff in <u>each</u> title in <u>each</u> region that is being bid.”
Q44	What would be the shift timings for the given positions?
A44	This could vary and would be dependent on the specific position solicited in the “mini-bid” process described under IFB Section 4.1 Method of Award, Assignment of Work to Pool of Awarded Contractors . That information would be shared at the time the Request for Staff form is provided by OCFS to the successful bidders holding a contract.
Q45	What would be the estimated hours for given positions?
A45	The estimated hours per title, per region are provided in the tables within IFB Section 4.2 .

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Q46	Please confirm minimum guaranteed hours per week for these positions.
A46	There is no guarantee of hours for any titled position under this IFB.
Q47	Are these full-time positions or weekly assignments?
A47	Each mini-bid process would have its own time frame and would be dependent on many factors. See A44.
Q48	Can you please confirm the weekly assignments duration (7 week/13 week or more) if any?
A48	See A47.
Q49	Are these per diem positions? Please confirm.
A49	Yes, these are per diem positions.
Q50	What is weekend and holiday shift work rate policy of County such as 1.5-time standard hourly rate? Please confirm.
A50	All hours under this contract are billed at straight time. There are no differentials. There is only one rate, there is no expected OT, OT rate, or holiday rate.
Q51	Can you please share shift timings and location of services?
A51	For shift timings see A47. For locations of services, please see IFB Section 3.3 Delivery .
Q52	What is average response time to provide resume of qualified resources?
A52	See A47.
Q53	Do we have to provide Sample Insurance Certificate with the proposal response?
A53	No. See A2.
Q54	Will you award this contract to the lowest cost responsive bidders?
A54	Yes.
Q55	Will the agency be giving any preference to local vendors?
A55	No.
Q56	In order to be responsive, is it mandatory to have physical office in New York?
A56	No. Please see A43 for requirement on job placement history in NYS.
Q57	In order to be responsive, is it mandatory to provide Business Registration Certificate (BRC) with the proposal response?
A57	No. Per IFB Section 2.2 Packaging of IFB Response , the bid proposal must include four (4) documents: <ol style="list-style-type: none"> 1. OCFS-0910 Request for Bid Form 2. Attachment 4 – Bidder’s Certified Statements 3. References - two (2) or more satisfactory written professional references 4. Written narrative detailing a minimum of five (5) years’ experience and number of placements made for each title, in each region that you are bidding on, within the last five (5) years.
Q58	Can we provide BRC (VRC) certificate after the award?
A58	Yes, per IFB Section 2.2 Packaging of IFB Response , Vendor Responsibility documents may be submitted with bid proposal or will be acceptable after bid submission. However, final contract award is contingent on a satisfactory vendor responsibility review.

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Q59	Are there any Subcontracting requirements to comply with the bid requirements? if yes, please confirm the subcontracting goal for the bid?
A59	Yes, per IFB Section 4.13 Minority- and Women-Owned Business Enterprises (MWBE) – EEO – Requirements & Procedures , the overall goal is 30% MWBE participation with 15% for New York State (NYS)-certified Minority-Owned Business Enterprise (MBE) and 15% for NYS-certified Women-Owned Business Enterprise (WBE).
Q60	We are a Virginia-based MBE firm certified by NMSDC, are we qualified to bid as an MBE?
A60	No, only NYS-certified MBEs are eligible to meet the goal.
Q61	If not, can you please share the list/directory of qualified MBE/WMBE?
A61	Per IFB Section 4.13 MWBE – EEO- Requirements & Procedures , an MWBE directory can be viewed at https://ny.newnycontracts.com/ .
Q62	In section 3.1 bullet 2 states: “• In the past five (5) years, have placed a minimum total of at least 25 staff in each title in each region that is being bid. Please refer to Attachment 1 – Facility Map for the two regions being served: (1) Upstate and (2) Downstate “ So that we are clear you’ll need 25 staffed references in each region. According to the map would that be 250 or 750 staffed candidate references total?
A62	To bid on all 5 titles for both regions the vendor would need to have placed at least 250 overall staff, designating that there were at least 25 in each region for each title.
Q63	The 250 total is 125 references for down (Downstate) and upper (Upstate) regions or 750 which is 125 references for each numbered section. If the first option is the answer for 250, then would we still qualify for the proposal if the references came from each region but not each number section?
A63	In the IFB Attachment 1 – Map , there are six (6) numbered sections, however there are only two (2) regions. As stated on the Map, numbered sections 1, 2 and 3 is the Upstate region. Numbered sections 4, 5 and 6 is the Downstate region. The placements must be from each region. Therefore, a bidder must have placed a minimum total of at least 25 staff in each title in each region for which they would like to make a bid. A written narrative is requested with total number of placements. <u>Only two (2) written references in total are required</u> that attest to your ability to perform these services. Please refer to IFB Section 2.2 Packaging of IFB Response, Required Contents of Bid Proposal for more information.
Q64	Our markup is more than 30 percent, can we submit a proposal?
A64	Per IFB Section 1.1 Overview , any bid received from an offeror that includes a percentage markup for any medical title for either region that exceeds 30% will result in that portion of the bid being disqualified.
Q65	We have placed every position released to us in the past, can you waive the 25 placements per job title as we did not receive 25 job orders per job title?
A65	No, we are unable to waive minimum requirements and/or treat bidders differently. Per IFB Section 3.1 Eligible Bidders , the minimum requirements include: “In the past five (5) years, have placed a minimum total of at least 25 staff in each title in each region that is being bid.” Placements can be in any setting, provided it meets the requirements of title and a relevant upstate/downstate location.

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Q66	For the 2 required references, how would you prefer a proposed bidder show proof?
A66	See IFB Section 2.2 – all bid proposals must include a minimum of two (2) written professional references. One (1) of which must be based on services provided to any combination of titles identified in this procurement within the past twelve (12) months. References may be provided on letterhead stationery, or on a separate form that includes full contact information and a statement from your reference indicating their support.
Q67	Scenario: RN hourly rate is \$68.25 with a 30% markup equals an \$88.73 bill rate. However, if the RN works overtime and/or on a holiday, their hourly rate would be \$102.38. Therefore, there is a \$13.65 per hour loss. So, are we expected to lose money, or am I misreading something in the IFB?
A67	All hours are to be billed to OCFS as straight time reimbursed at the bill rate, there is no exemption for overtime, overtime rate, or holiday pay.
Q68	What is the estimated budget of the contract? If unknown, please provide previous spending.
A68	The estimated budget is unknown as the contract values will be dependent on the awards made for the rates bid. See A5 for previous spending.
Q69	Is this a new requirement? If not, please provide a list of the current vendor(s) providing the service and how are the current services being procured.
A69	See A3.
Q70	Apart from end of tenure, is there any other reason to release this solicitation?
A70	Temporary Medical Services are critical and mandatory services required for OCFS to operate our Juvenile Justice facilities. Historically, OCFS has had some difficulty keeping positions filled, therefore a new methodology was developed in this procurement in order to better secure contract awards based on current market rates for the titles listed in the IFB.
Q71	Are there any pain points?
A71	See A70.
Q72	Please provide the total number of temporary staffs on current assignment? Provide the job classification of each worker, vendor assigning the temporary employee, and the pay/bill rate for the temporary employee.
A72	We currently have 6 registered nurses on assignment with bill rates that vary. Due to the significant differences between the previous contracts and the new contracts resulting from this IFB, the other information being requested is not relevant or needed for the formulation of your bid. Additional information could be obtained via FOIL request, see A36.
Q73	Will this be a single award or multiple award?
A73	Please see IFB Section 4.1 Method of Award . OCFS intends to make up to five (5) awards in each region for each title. Therefore, OCFS may potentially make up to fifty (50) awards.
Q74	Please provide a copy of the proposal of all current vendors providing temporary staffing, including rate/cost sheets.
A74	See A12.
Q75	What is the average length of the assignment?
A75	See A47.
Q76	Is it mandatory to have a local office?
A76	No, it is not mandatory to have an office within NYS to bid on this procurement.
Q77	Is there any preference to the local vendor while evaluating the proposal?
A77	No, all bidders will be treated the same.

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Q78	Do we need to submit the Certificate of Insurance and Business License with the proposal?
A78	See A79.
Q79	Kindly provide a specific list of attachments and documentation required to be submitted with the proposal so to avoid compliance issues.
A79	See IFB Section 2.2 Packing of IFB Response . All proposals must include OCFS-0910 Request for Bid Form, Attachment 4 – Bidder’s Certified Statements, references , and a written narrative . All other documents listed in Section 2.2 may be submitted with the proposal but will be accepted after bid submission during contract negotiations with the awardee(s).
Q80	Kindly define exact proposal format. Or please define if we have to submit all the attachments separately as or as one file?
A80	Per IFB Section 2.2 , “Bid proposal emails may be submitted containing either one singular document or multiple document attachments. Document filenames are encouraged to be logical and make the attachment(s) easily identifiable. Please ensure that all document attachments provided via email are complete, correct, viewable, and comply with the requirements of the IFB. Bidders must not upload password protected documents or secured documents. Documents that are incomplete or cannot be viewed may result in disqualification. Ensure that all passwords are removed prior to submitting your bid proposal. The fonts and margins used in the bid proposal should be reasonable. Twelve-point text using Arial, Times New Roman, or Calibri fonts are considered acceptable. Standard one-inch margins are recommended. It is permissible to use headers, footers, and page numbers inside the margins.”
Q81	Kindly clarify what evidences/proofs are required by the OCFS to satisfy the below mentioned requirements as stated in the Attachment 5 - Submission Checklist FINAL (Narrative): - Possess a minimum of 5 years of experience in placing temporary staff for titles as mentioned in IFB (Please ensure that you provide relevant dates for easy verification). Kindly explain what OCFS looking from a vendor here especially relevant date?
A81	Attachment 5 – Submission Checklist is a form provided to assist bidders to provide all required documents needed to constitute a responsive and acceptable bid. The section labelled ‘Narrative’ on this form, is a reminder to the bidder to provide with their bid, a narrative detailing all aspects of the bulleted language that follows. Relevant dates are needed in the narrative to help verify bidders meet the minimum qualifications as they are laid out in Section 2.2 of the IFB. OCFS reserves the right to request clarification from bidders to confirm their narrative meets the requirements of this IFB.
Q82	What kind of proof is required with the response depicting that we have placed at least 25 staff members in each job title in each region in bid?
A82	See A81.
Q83	What kind of proof is required with the response depicting total number of placements made for each title, in each region that you are bidding on, within the last five (5) years?
A83	See A81.
Q84	Please provide list of attachments/forms and documentation required to be submitted with the proposal so to avoid compliance issues.

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A84	See A79.
Q85	Please define the exact format of the proposal?
A85	See A80.
Q86	Please provide the exact format for reference letters that are required to be submitted with the proposal.
A86	See A66.
Q87	Will there be any benefit in evaluation for a NY certified MBE/WBE/MWBE/SDVOB/SBE vendor?
A87	No, the bidder(s) submitting a bid in compliance with IFB Section 2.0 Bid Submission , meeting requirements stated in IFB Section 3.0 Specifications , passing vendor responsibility review, and offering the lowest percentage markup to the pay rate will be awarded per IFB Section 4.1 Method of Award . See A59 for subcontracting goals.
Q88	Is it mandatory to utilize a subcontractor to satisfy Attachment 4 Section 4 requirement? Or will none of the above be applicable?
A88	Question in section 4 of Attachment 4 is to be answered by the bidder. Please answer with your organization's status including none of the above, if applicable. See A59 for subcontracting goals.
Q89	As per IFB Section 2.2 Packaging of IFB Response, please define what proofs and evidence is required to satisfy the following requirements: <ul style="list-style-type: none"> - Your organization possesses a minimum of five (5) years' experience placing temporary staff for the titles included in this procurement for which a bid is being submitted (please provide the relevant dates). - Must include the total number of placements made for each title, in each region that you are bidding on, within the last five (5) years.
A89	See A81.
Q90	Do we need to provide forms mentioned in the IFB on page 28 section 4.13 Minority- and Women-Owned Business Enterprises (MWBE) – Equal Employment Opportunity (EEO) - Requirements & Procedures?
A90	See A79. All required MWBE forms will be requested during contract development with contract awardees.
Q91	Is it mandatory to utilize an MBE/WBE/MWBE/SDVOB as a subcontractor? Will it affect evaluation? If yes, please define subcontracting goals?
A91	See A59.
Q92	As per IFB Page 36 do we need to provide Proof of Disability Benefits Coverage?
A92	See A2. These documents will be required during contract development with the selected contract awardee(s).
Q93	As per IFB Page 36-37 do we need to provide all forms mentioned under New York State Sales and Compensating Use Taxes with the proposal or is it required after award?
A93	See A79. All required tax forms will be requested during contract development with the selected contract awardee(s).

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Q94	Page 9 (Section 2.2 Packaging of IFB Response) states, “Must include the total number of placements made for each title, in each region that you are bidding on, within the last five (5) years.” Page 10 (Section 3.1 Eligible Bidders) states, “In the past five (5) years, have placed a minimum total of at least 25 staff in each title in each region that is being bid. We are new to the possibility of supplying healthcare professionals to New York. Do the above statements eliminate us from this solicitation?”
A94	Bidders are required to have placed a minimum of 25 staff per title in each region being bid on. If a prospective bidder does not meet this requirement, then they may be disqualified from consideration. Bidders who have not provided any healthcare staffing services in New York State would not be eligible to bid.
Q95	Is this a new requirement or an existing requirement?
A95	The number of placements per region is a revised requirement. The requirements of the previous procurement for this service were difficult for some vendors to satisfy. The revised requirements in the current IFB are intended to be easier for prospective bidders to meet.
Q96	How many incumbents are there performing this work?
A96	See A19.
Q97	What are the incumbent names, contract #s, and revenues received under the incumbent contract?
A97	See A3.
Q98	How many FTEs were on the previous contract? Has the PWS Changed?
A98	See A22.
Q99	What did you like about the previous contract? Dislikes?
A99	<u>Likes:</u> The secondary contract was beneficial when the OGS contracts could not meet our needs. This allowed OCFS to obtain an additional set of vendors to fill needed positions. <u>Dislikes:</u> The pay rates became obsolete due to the COVID-19 pandemic, which led to difficulties obtaining temporary staff at viable pay rates. OCFS has included additional language in IFB Section 4.2 Price that will allow, at the discretion of OCFS, adjustments to the pay rates to be made during the term of the contracts. This will allow the contracts to remain relevant should any significant changes in current market rates occur.
Q100	What are your KPIs?
A100	We do not use Key Performance Indicators (KPIs).
Q101	If we have a teaming agreement with a subcontractor, does the subcontractor's experience count as experience for the prime?
A101	No, subcontractor's experience does not count towards meeting the minimum qualifications in this procurement. The prime (contractor) bid must meet all minimum requirements to be considered eligible to bid.
Q102	What are the insurance requirements of the contract?
A102	See A2.
Q103	What is the estimated annual spend of this contract?
A103	See A5 and A6.

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Q104	What is the total amount of spend broken down by vendor over the last year for RN services? Over the duration of the contract period?
A104	See A5.
Q105	Is orientation billable?
A105	Yes, orientation is billable, usually in the means of on-the-job training for placed staff. The training will be in-person at the facility during a regularly scheduled shift alongside experienced staff who will be providing training.
Q106	How is time for registry/per diem captured today?
A106	Time is captured and tracked by paper timesheets that are signed by the OCFS supervisor after verifying the timesheet against the facility visitor log.
Q107	Do you have a current payroll provider?
A107	No, OCFS is not responsible for administering payroll and therefore does not have a payroll provider. The vendor that is providing staff is responsible for payroll.
Q108	Who are the incumbent suppliers?
A108	See A3.
Q109	What is the current amount of contractor usage over the past year? Entire contract period?
A109	See A22.
Q110	What is the main cause or reason to send this project to bid?
A110	The current contracts expire 10/31/2023 and there is a continued business need for services.
Q111	What technology is used currently to manage this program internally?
A111	The registered nurses position titles use a database to enter medical information regarding the juvenile residents such as weight, vital signs, and Integrated Support Plans (for monthly support team meetings, discharge summaries, etc.)
Q112	What is the expectation and frequency for on-call needs?
A112	During mini-bid process, when the requested temporary medical title is needed, the hours are determined and communicated to the vendors by OCFS. A work schedule for set shifts will be determined by the Nursing Administrator at the facility. There is no need for on-call services.
Q113	What is expectation and frequency for replacing a candidate that is ill/calls off?
A113	The awarded agency is not responsible for providing a replacement for a successfully placed temporary medical staff who is ill for a shift and/or calls out. If the temporary medical staff will be absent for a long enough period where requested services are negatively impacted, the awarded agency may be asked to provide a replacement candidate. If they are not able to find a replacement, a new mini-bid will go out to the vendor pool.
Q114	What is the average length of assignment (12 months, 3 months, per diem)?
A114	Assignments vary depending on the current need and the facility. The temporary medical staff registered nursing placements are usually active until a state employee is hired or returns to the position. This can be anywhere from a week to cover a vacation/illness, or up to 1 year to cover a vacant position.

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Q115	What is the current requisition process in place?
A115	TEA nursing staff are acquired via the OGS contract first, via RFQs. After two (2) failed attempts, the secondary OCFS contract can then be utilized. OCFS will send a Staffing Request Form to the contracted vendors for those titles for a mini-bid process as outlined in IFB Section 4.1 Method of Award, Assignment of Work to Pool of Awarded Contractors.
Q116	What can we expect for lead time for requisitions for per-diem vs. travel?
A116	There is no compensation available for per diem meals, hotel, or any travel expenses.
Q117	What is entailed in the current orientation process?
A117	The staff member who is orientating the new temporary medical staff position will review the requirements of the position, tour the work environment, and go over key components of the policy and procedure manual (PPM) such as medication administration, policy for post restraint exams, and other important information.
Q118	What is your current time to fill by discipline?
A118	Fill requests are often unanticipated, so are typically conducted on an “as soon as possible” basis.
Q119	What is your current fill rate?
A119	See A22 and A72.
Q120	What is your current EMR system/platform?
A120	We currently do not have/use Electronic Medical Records (EMR) for the nursing units within OCFS facilities. We document patient information within the medical chart on a progress note (nursing notes are handwritten). Almost all providers orders are also handwritten.
Q121	Do you anticipate your current staffing volume to change in the next year or next 2 years? For example, do you have any significant projects coming up (EMR conversion, new facilities, etc.)?
A121	There is no way for OCFS to reliably determine staffing volume over the next year. This is based upon facility need, which is contingent upon how many youths are placed into OCFS custody.
Q122	Has OCFS used an outside vendor to procure these services previously?
A122	Yes.
Q123	How many firms were awarded a contract?
A123	See A3.
Q124	When was it last awarded?
A124	The last awards were made in 2018.
Q125	What were the names of the awarded firms?
A125	See A3.
Q126	What are the bill and pay rates by title?
A126	See A3.
Q126	What was the total spend for outside vendors for the in-scope roles over the past 3 years?
A127	See A5.
Q128	If no (Q122), why is the OCFS looking to use an outside vendor now?
A128	Not applicable, as response to Q122 is yes.

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Q129	Assuming there are incumbent firms: if any incumbents are not awarded a new contract, will OCFS facilitate transferring any currently working temporaries to a new vendor? How will OCFS determine which of the awarded vendors will receive the transferred staff?
A129	If staff need to be transferred, OCFS is not able to direct staff which vendor they must work for. These staff would be provided the list of vendors on contract, and it would be up to them to individually seek employment with one of those vendors at their discretion. If current staff choose not to pursue this avenue, then that specific position will be re-assigned through the process defined in IFB Section 4.1 Method of Award, Assignment of Work to Pool of Awarded Contractors.
Q130	Assuming OCFS has been filling the roles themselves, would it be prepared to transfer the existing employee database to a new vendor? a. If so, approximately how many employees would be eligible for transfer? b. If so, how will OCFS determine which of the awarded vendors will receive the transferred staff?
A130	Not applicable as OCFS has not been filling this role ourselves.
Q131	Who are the prime vendors for this IFB?
A131	There are no prime or primary vendors. See A3 for the incumbent vendors and A14 regarding method of award for this IFB.
Q132	How do we contact these prime vendors considering that we may prefer to bid as a Subcontractor?
A132	We cannot provide incumbent vendor contact information, but you may search and locate them online if you wish to contact an incumbent vendor directly. Please note that subcontractors are not eligible to bid on this procurement directly, however subcontractors may partner with other vendors who meet the minimum requirements outlined in IFB Section 3.0 Specifications.
Q133	IFB 1089 Temp Medical Staffing FINAL - Section 1 – outlines Any bid received from an offeror that includes a percentage markup for any medical title for either region that exceeds 30% will result in that portion of the bid being disqualified. 4.1 Method of Award – Contract Award outlines - In the event a vendor’s proposed markup does not appear to be high enough to cover mandatory payroll taxes, workers’ compensation insurance, disability insurance, and unemployment insurance, OCFS reserves the right to ask for additional detail on how the markup was determined – will OCFS consider bids that exceed a 30% mark up and if yes, what kind of additional details is requested?
A133	See A64. Any component of a bid that exceeds a 30% markup cannot be considered.
Q134	Attachment 3 – outlines that no additional amount will be paid for overtime or holidays worked. Paying holidays and over time at straight time may pose a staffing difficulty when scheduling temporary staff. Temporary staff may refuse to work overtime or holidays. Would OCFS re-consider adding in a holiday or over time rate?
A134	No, the IFB terms are not being reconsidered at this time.

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Q135	Will OCFS consider adding in temp to permanent conversion language for temporary staff that they want to hire as permanent OCFS staff members?
A135	No, we cannot hire permanent staff from this procurement. There are other avenues such as Civil Service examinations if temporary staff are interested in the pursuit of permanent employment with the State of New York.
Q136	Is OCFS seeking medical staff on a full time, part time or per diem basis to fill their needs?
A136	See A47 and A49.
Q137	How many vendors received this RFP?
A137	The IFB was published on the OCFS public website and the NYS Contractor Reporter which are accessible to all members of the public. We are unable to determine how many vendors have viewed this funding opportunity.
Q138	Is this a new contract?
A138	See A3.
Q139	Why is the contract out for bid?
A139	See A110.
Q140	Is it required to be put out for bid?
A140	Yes. This scope of work and anticipated contractual awards are subject to State Finance Law and is required to be advertised as a competitive bid.
Q141	Is OCFS satisfied with the current provider(s) of services?
A141	Yes.
Q142	What was the spend on the contract in 2020, 2021 and 2022?
A142	See A5.
Q143	Has OCFS contracted for temporary medical staff in the past?
A143	Yes.
Q144	If yes, what was OCFS charged per hour per title?
A144	See A3.
Q145	Who were/are the previous incumbent (s)?
A145	See A3.
Q146	How many vendors does OCFS currently work with for temporary medical staffing?
A146	See A3.
Q147	Is this IFB seeking new firms to add on to the current vendor panel or bring in completely new vendors?
A147	See A14.
Q148	What are some pain points OCFS has regarding temporary staff that needs to be solved?
A148	See A71.
Q149	What is the intent of this contract, if there is already a delivery model in place through the OGS contract?
A149	Per IFB Section 1.1 Overview , if said OGS contract fails to provide needed staffing, cannot provide the needed services, or is deemed to not meet the agency's form, function, or utility, OCFS will contact the vendors awarded an OCFS contract resulting from this IFB.
Q150	Are incumbents under the OGS contract eligible to submit a proposal?
A150	Yes.

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Q151	Are the needs of OCFS not being met under the current contract model (OGS)?
A151	See A149.
Q152	Is OCFS seeking vendors not currently included on the Statewide OGS contract?
A152	Yes.
Q153	What is the purpose of a capped mark-up percentage?
A153	The purpose is to control costs.
Q154	Will OCFS consider a higher mark-up percentage if adequate response is not received from responding vendors?
A154	This is not being considered at this time.
Q155	Will awards be given to the lowest priced vendors with an acceptable technical proposal?
A155	See A14.
Q156	How are Pay rates determined currently and moving forward under the contract?
A156	Per IFB Section 4.2 Price , the base pay rates in this IFB are established by using current market quotes. To ensure that pay rates remain competitive throughout the life of the contract agreements, OCFS may canvass for current pay rates periodically and may apply the updated “not to exceed” pay rates to the Request for Staff form (Attachment 3) as applicable to be consistent with the current market, at the time of assignment need.
Q157	Will OCFS solicit feedback from vendors when setting Pay rates for contract employees?
A157	There are pre-determined hourly pay rates based on current market rates in the chart shown in IFB Section 4.2 Price . OCFS may canvass vendors for current pay rates periodically and may apply the updated not to exceed pay rates to the Request for Staff form (Attachment 3) as applicable to be consistent with the current market, at the time of assignment need
Q158	If we are a current contracted Vendor to provide Nurse staffing services with the NYS OGS under Contract, must we submit a response to this IFB?
A158	See A149 and A150.