NEW YORK STATE | Office for People With Developmental Disabilities

Issuance of Responses to Questions/Clarifications OPD-2025-54

Date: October 17, 2025

PLEASE ADDRESS INQUIRIES TO:
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Request for Proposal (RFP) #: OPD-2025-54

Title: Physician Services Pilot

Proposal Due Date: October 29, 2025

Subject: Issuance of Responses to Questions/Clarifications

Question #	RFP Section	Question	Answer
1		Can nurse practitioners offer these services and be included in this contract?	Yes, this opportunity is for MD's and NP's who are licensed to perform medical services in NYS.
2	2.1.	Is there a current incumbent providing physician telemedicine services under this program? If yes, please provide the incumbent vendor's name, contract number, and contract value or term dates.	OPWDD does not currently provide these services as stated in 2.1., therefore there is no incumbent.
3	4.16	Section 4.16 states that vendors are responsible for subcontractors if used. Please confirm whether the use of subcontractors is mandatory, or whether a proposal may be submitted solely by the prime bidder without subcontractors.	While the use of subcontractors is not required, OPWDD strongly encourages Bidder to include certified MWBE and/or SDVOB subcontractors whenever feasible.
4	5.0	Section 5 indicates that attachments such as résumés do not count toward the 30-page Technical Proposal limit. Please confirm whether résumés for proposed physicians and key personnel are required as part of the Technical Proposal submission.	Resumes are not requested as part of the submission, but are welcomed. However, after effectuated contract OPWDD may request resumes for any staff actively working under the contract.

5	5.2	Will OPWDD accept examples of federal or commercial past performance, in addition to state-level projects, to demonstrate relevant experience and capacity? Or must references be limited to prior New York State contracts?	OPWDD will consider any relevant experience, and is not limited to NYS, that clearly demonstrates your company's capability to deliver the required services effectively and to the expected standard.
6	2.3.1.1.	Will OPWDD provide an inventory of any telemedicine or diagnostic equipment currently available in the 176 participating homes, so vendors can avoid proposing unnecessary or duplicate devices?	Currently, OPWDD does not perfom telemedicine. The awarded contractor, will determine with OPWDD if there is any equipment available to use as mentioned in 2.3.1.1.1.
7	2.3.1.1.	If new telemedicine or diagnostic equipment is purchased under this contract, will ownership of that equipment remain with OPWDD after the 18-month pilot, or should vendors plan to remove or retain the equipment at contract close?	As stated in 2.3.1.1. OPWDD is seeking Bidder to describe in proposal whether OPWDD would own and keep any equipment or need to return.
8	4.2	For the stated participation goals (30 % MWBE / 6 % SDVOB), will OPWDD accept certifications issued by other states or federal programs, or must all subcontractors and partners hold active New York State certification through Empire State Development and the Division of Service-Disabled Veterans' Business Development?	No, the goals are specific to MWBE and SDVOB businesses certified in NYS. All subcontractors and partners must maintain an active NYS certification through ESD and/or Division of Serviced-Disabled Veterans' Business Development.
9	2.9.	Regarding HIPAA / NIST compliance, will OPWDD require vendors to provide third-party security certifications (e.g., SOC 2, HITRUST) prior to award or implementation, or will OPWDD conduct its own security audits of the selected vendor's systems?	Bidder must provide evidence of security reviews/risk assesments, security controls etc. that validate applicable standards and controls are in place.
10	2.13	Section 2.13 references integration with OPWDD systems (EHR, CHOICES, CMA, TABS, eMedNY, etc.) Will OPWDD provide technical specifications, interface requirements, and API documentation to the selected vendor before implementation to ensure compatibility and development planning?	OPWDD will provide technical specifications, interface requirements and API documentation to the selected vendor prior to implementation.

11	2.3	Please clarify whether OPWDD requires vendors to provide on-site physician visits in addition to telemedicine consults, or if all services under this pilot are to be delivered remotely.	On-site physician visits are not a requirement under this contract. The services under this pilot are strictly remote.
12	Exhibit Page 2	Please confirm that the term "remotely monitor" in Exhibit 1 is intended to refer to the collection of health data, whether obtaining it from a live person, transmitted from an automated device, or derived from a health record.	Yes, "remotely monitor" indicates that Providers will oversee and track health data from all sources through remote access.
13	Exhibit Page 2	Exhibit 1 refers to medical devices, such as blood pressure monitors or ECG machines, that "are often Blue-tooth enabled or Wi-Fi connected to transmit the data instantly to a central system." Please confirm that OPWDD is not seeking remote patient monitoring (RPM) or a similar service, which would involve the use of such technology or other devices to track the ongoing performance for a patient's vital statistics, physiologic, or other clinical or activity indicators. In remote patient monitoring these data are transmitted to the healthcare professional and used for ongoing evaluation of a patient's condition, and the healthcare professional or RPM provider can then take some action or prompt the patient to take action. In contrast, the physician services described in RFP Section 2.0 describe on-call medical services available via telemedicine to address a wide range of potentially urgent or emergent patient needs.	This is correct. OPWDD is looking for on-call medical services available via telemedicine to address a wide range of possible urgent or emergent needs.
14	Exhibit Page 2	Exhibit 1 requires that all data be securely uploaded to an Electronic Health Record (EHR) system. Please confirm that this refers to an EHR system operated by the bidder.	All health data must be securely uploaded to OPWDD's EHR system that is owned and operated by OPWDD.
15	1.3	RFP anticipates a contract start date of February 1, 2026, with an 18-month pilot. Would OPWDD be interested in an earlier contract start date, if the bidder can demonstrate in its proposal that it is capable of an earlier start date? If so, in which proposal section, would OPWDD like the bidder to explain that in the section of its proposal responding to RFP Section 5.3 – Statewide Availability and Regional Presence?	The February 1, 2026 is an estimated date based on reviews, evaluation, and approvals. This may be sooner and could be later. The state can not develop a strategy or approach on behalf of the vendor.

16	1.8	Please confirm that elements 1.8.2 and 1.8.3 apply to all medical providers who will be rendering services under the contract that results from this RFP	Yes, Vendors and/or Subcontractors who will be providing services must have all the necessary licenses, permits, authorizations and certifications to perform services in NYS. In addition not be on an exclusion list for NYS Medicaid.
17	2.3	The RFP requires board-certified physicians "specially trained to address the medical concerns of people with developmental disabilities and behavioral health issues." What documented proof of this specialized training should be submitted as part of the proposal? For example, should the list of medical providers submitted in Attachment 17 (in response to RFP Section 1.8) include the following information for each medical provider: total hours of training completed in sessions addressing the needs of individuals with I/DD, dates of completion, topics covered? Also, should company protocols for the conduct of this training and for internal credentialing be provided in the proposal?	The state can not develop a strategy or approach on behalf of the vendor.
18	2.3	This section refers to "176 homes." Will these homes all be the same provider type, or will they represent a mix of provider types? Please describe these homes. For example, how many are certified providers and how many are non-certified? How many are privately operated versus state-operated? What is the anticipated distribution of these providers among the various OPWDD residential provider types?	The homes within the pilot are all state operated certified residential facilities.
19	2.3	For the subset of encounters that are resolved with diagnoses that fit under traditional medical codes, will the provider be expected to bill Medicaid or any other insurer? Or should the cost of these visits be included in the bidders' cost proposal?	OPWDD does not have an expectation for the conctractor to bill, however, the expectation will be the contractor is to document in OPWDD's EHR. Bidders should not include costs for the actual visit, this will be billed through persons Medicaid and/or private insurance.

20	2.3	Please confirm that in addition to direct costs, the cost proposal should reflect all indirect costs such as those associated with system maintenance, legal counsel, utilities, etc.	The cost proposal should include all project-related expenses, both direct and indirect
21	2.3.1.1.	Please confirm that OPWDD is asking the bidder to indicate what equipment is required and that the sample types of equipment listed in Exhibit 1, such as a webcam and an ECG device, are listed solely for the sake of example and are not necessarily required by OPWDD	Correct. OPWDD requires the Bidder to provide a comprehensive list of all equipment necessary for the project. Exhibit 1 is intended solely as an example.
22	2.3.1.1.	This section lists items 2.3.1.1.1 and 2.3.1.1.3 but does not include an item 2.3.1.1.2. Is this a numbering error, or is an item missing from this section?	This is a numbering error on OPWDD's end. Please see Addendum 1.
23	2.3.1.1.3.	This element requires respondents to "Provide required equipment to perform this service." Please confirm that any apps used to perform this service should also be addressed in response to this element.	Yes, all equipment and software, such as apps that is necessary to perform the service, should be listed. Please see Addendum 1.
24	2.3.1.2.1.	For OPWDD training referenced in this section, does OPWDD wish to have training before contract go-live and then annual training for all employees, in addition to the on-going training as needed stipulated in 2.3.12.4? Or does OPWDD wish to have training more or less frequently?	Training on use of equipment should be completed prior to the homes being able to go live. There may be a need for on-going training as new staff are brought on, however, there may be times where in-house staff may be able to assist new staff on this. Additionally, when there are system upgrades, there may be a need for training by the vendor. Bidder should provide the best approach in submitted proposal.
25	2.3.1.2.1.	Please confirm whether the reference to "on-site" in this paragraph refers to the provider site, to OPWDD site(s), or both. If on-site training is required for OPWDD, will that be required for the Albany office only or also for the Developmental Disabilities Regional Offices and/or the Developmental Disabilities State Operations Offices?	On-site training, when needed, will be done at the DDSOO where the need is.

26	2.3.1.3.2.	This element requires respondents to "Provide assistance on installing and use of any required equipment." Please confirm that assistance pertaining to any apps used to perform this service should also be addressed in response to this element.	Yes, assistance on installing equipment, including use of any apps that will need to be used to perform this serivce should be addressed in the overall required Support deliverable.
27	2.3.1.2.3 - 5	Please clarify the audiences to which each of these training requirements applies: OPWDD users, providers/provider staff, individuals, individual's families, and/or others.	Audiences includes OPWDD staff.
28	2.3.1.4.	This element states, "Expected to provide medical services to a full spectrum." Please explain what is meant by this statement. For example, does it refer to the full spectrum of individuals served by OPWDD? Or across a full range of services? Or a range of clinical indications? Or other?	As described in this section, "full spectrum" may include assessment of individuals, diagnoses of a problem, issuance of prescriptions and treatment as indicated. This may also include follow-up to ensure the treatment has begun and to evaluate the effectiveness of such treatments.
29	2.3.1.4.	In response to this section, is OPWDD seeking evidence of policies and procedures, protocols, and the like that would be used to conduct the requested services?	Bidder's proposal should demonstrate how they will fulfill the expected requirements to perform the requested services.
30	2.3.1.4.	Section 5.1.2. refers to the bidder's experience working with people with developmental disabilities, their families, advocates and/or service providers. Section 2.3.1.2 references training for staff regarding system usage. However, Section 2.3.1.4 does not discuss how the Contractor should engage with these various parties during service delivery. Please confirm that OPWDD is also requesting that the Contractor will train Direct Support Professionals and other staff regarding symptom recognition, treatment, condition management, and other clinical topics so that the staff can build competency and be well prepared to support the individual in managing their treatment and underlying conditions.	Section 2.3.1.2. Refers to the various requirements OPWDD has for delivering training of the system itself, not training DSP staff on symptom recognition. That training is already in place.

31	2.3.1.4.2.	Most sections of the RFP refer to clinicians and/or medical providers, while some sections refer specifically to physicians. Please confirm that the medical providers qualified to render the services under this contract are: physicians, physician assistants and certified registered nurse practitioners	Yes, OPWDD is referring to all licensed medical professionals who are capable of rendering this service. All providers must meet all the minimum requirements in Section 1.8.
32	2.3.1.4.2.	Please confirm that OPWDD expects the Contractor to actively engage physicians, not just nonphysician clinicians, in patient encounters. For example, it expects physicians to be actively engaging patients in a minimum of 25% of all patient encounters.	OPWDD does not have an expectation that there be physicians actively engaging patients in a minimum of 25% of all patient encounters. Patients may be seen by a physician, nurse practitioner or physician assistant.
33	2.3.1.4.2. and 2.3.1.4.5.	Please confirm that OPWDD's intent is for the Contractor to provide on-demand response and not, for example, to simply have clinicians on call. Rather, does OPWDD expect that the Contractor would provide immediate response, for example: Median Clinician Response Time (i.e., Median time from call answer until patient is connected with a clinician): Less than 15 minutes	Correct, the expectation is to have a provider available 24/7 who provides an immediate response when they are called upon.
34	2.3.1.4.6.	Please confirm that OPWDD does not intend for patients who require hospital admission to be admitted under the care of a physician who works for the Contractor.	OPWDD staes that there is a preference that medical providers have admitting privileges at local hospitals. This is a preference, not mandatory.
35	2.10 and 2.11	This section refers to downtime. Please clarify what constitutes downtime for the contract resulting from this RFP. How does this apply in the case of external factors such as phone and internet outages and technology providers such as Zoom?	Downtime is the total number of minutes in a given month during which the providers services, as defined in this RFP are unavailable or not performing in accordance with the agreed upon SLA's. This would not apply in the case of external factors such as phone and internet outages and technology providers such as zoom.

36	4.16.	Are there any restrictions relating to the use of subcontracted clinicians? For example, must all providers work for the Contractor and are subcontracted provider networks or provider organizations prohibited? If not, will preference be given to bidders that can deliver the requested clinical services without a subcontracted provider network or provider organization?	There are no restrictions for the use of subcontractors, however, if Vendor subcontracts with a MWBE/SDVOB they will receive more points in their technical evaluation. Preference will not be given to vendors that can deliver the requested clinical services without a subcontracted provider network or provider organization.
37	4.2.	Please confirm that the provisions in this section do not preclude the Contractor from complying with state and federal laws and business practices that require healthcare providers to retain certain documentation (e.g., medical records) and work product.	Use of the OPWDD EHR should fulfill all requirements for the healthcare providers to retain records. There should not be two official records for the services provided.
38	5	The RFP stipulates that the Technical Proposal should not exceed 30 pages. What font size and margins are required or preferred by OPWDD?	OPWDD does not have a preference for font size and/or margins.
39	5.2.	Section 5.2.2. stipulates that experience working with people with developmental disabilities is preferred. Please confirm that this same preference will apply to Sections 5.2.1. and 5.2.3.?	Section 5.2 response should inlcude Bidder experience and capacity as defined in these sections.
40	5.2.	Are organizational references required or preferred in the proposal? If so, in which part of the proposal should they be included?	References may be furnished with the Technical Proposal, but not required.
41	5.2.	Please confirm that the bidder's response to this item should include: an organizational chart, as well as resumes or biographies for chief executives and other key roles.	There is no preference how Bidder furnishes this information to OPWDD.

42	5.2.1.	The RFP requests information on both telehealth experience (5.2.1) and intellectual or developmental disabilities experience (5.2.2). Can OPWDD clarify whether proposals that demonstrate longstanding experience delivering telemedicine services designed specifically for individuals with IDD will be evaluated more favorably than vendors that have: (1) experience delivering telemedicine services to a broad based population that happens to include a minority percentage of individuals who have IDD OR (2) experience operating a provider organization that is dedicated to serving individuals with IDD that has no or limited experience providing telemedicine?	Because of the complexities in the medical / health care that can occur in individuals with intellectual / developmental disabilities, OPWDD may give preference to Bidders with experience in working with people with intellectual or developmental disabilities. This may include working with them in a residential setting or treating/diagnosing.
43	5.2.1. and 5.2.2.	Please describe what types of information bidders should provide in response to these items. For example, should the response to this item include: - Evidence of conducting training for Direct Support Professionals and other staff regarding system usage and regarding clinical treatment and management? - Evidence of providing similar services to residential providers in NY State and other states? - Evidence that the bidder has a process and infrastructure in place for conducting postencounter follow-up including after hours? - Evidence of the bidders' experience providing timely response for on-call services, in accordance with industry standards for a 365/24/7 response center with clinicians available (and not simply on call)? - Evidence of the impact of training provided to Direct Support Professionals and other staff? - Evidence of the impacts of the delivery of services that are the same as or similar to those being requested in this RFP?	The state can not develop a strategy or approach on behalf of the vendor.
44	5.2.2.	Please confirm that the Contractor is expected demonstrate experience assessing for and treating the full range of IDD-related diagnoses and co-occurring conditions.	Yes, the Contractor must demonstrate assessing for and treating the full range of IDD-related diagnoses and co-occuring conditions.
45	5.2.3.	Should bidders indicate in response to this item: the number of on-call encounters and telemedicine visits they have conducted for individuals with IDD? Is there a minimum or target number of telemedicine encounters that bidders must have?	There is no limit of encounters. Documentation of this is not required, however, if Bidder wishes to submit as proof, it will be evaluated. OPWDD is looking for the number of years performing this

			service. The state can not develop a strategy and approach on behalf of the vendor.
46	5.3.	This element requires respondents to provide information on statewide availability and regional presence and asks respondents to answer the question, "What areas/regions has the vendor provided services in already (past and present)?" Please confirm that this question is specifically seeking the respondent's experience providing the same services being requested in Section 2 of this RFP.	Correct. This question is specifically seeking vendor's experience providing the same services being requested in Section 2 of this RFP.
47	5.3.	This element requires respondents to answer the question, "How many locations does the vendor have and where are they located?" To what locations does this question refer? The locations of homes for which the respondent currently provides the same services requested in Section 2 of the RFP?	This question is asking where within New York State you have provided the service being requested, either currently or in the past. It is also asking what regions / areas of New York State you would be willing to provide such service.
48	8.5.2.	What is the maximum attachment size that OPWDD can accept via electronic submission? Will ZIP files or other compressed file formats be accepted?	Zip/compressed files are acceptable. The maximum attachment size that is acceptable via electronic submission is 150mb.
49	Cost Proposal Document	Please confirm that the costs associated with any smartphone app should be included in the tab labeled "Deliverable 1 Equipment"	See Addendum 1.

50		Will the Contractor be required to participate in in-person meetings with OPWDD, for example, during project kickoff or for routine project status meetings? If so, how many in-person meetings per year should bidders anticipate? And will these meetings be held in OPWDD's Albany offices?	There may be initial in person meetings to review implementation plans and training plans during project kick off. Once through this period, meetings could likely be held virtually. Initially, to consider having regulary scheduled meetings to ensure a smooth transition to this service. The frequency of this can be discussed during the kickoff period. Meetings can be held at OPWDDs Albany office.
51		Will the Contractor be required to participate in virtual status or other meetings with OPWDD, for example, for routine project status meetings or to review monthly reports? If so, how many virtual meetings per year should bidders anticipate?	As noted above, during kickoff, meetings should be held in person to discuss implementation and training. From there, consider having regularly scheduled meetigns to ensure a smooth transition to this service and to discuss any issues or training needs there may be. These meetings can be held virtually. It is hard to state how many meetings may be needed, but likely monthly to start.
52		Since this is a new service/pilot program, should bidders plan to collaborate with OPWDD to conduct a webinar or other educational forum for providers who participate in the pilot, to educate them about how the pilot program will work and how to enroll with the Contractor? Are there other program start-up activities for which the Contractor should plan to support OPWDD?	To be part of the implementation process, Bidder to propose best approach in submitted proposal. Other start up activities would be but not limited to; determine a scheduling plan for training. If there are sample plans that have been used in the past, it is suggested these be submitted.

53.		Are you accepting proposals from Locum Tenens Staffing Agencies?	OPWDD will accept submitted proposals from any Vendor that can perform the services and meet the minimum mandatory requirements outlined in 1.8.
54.		Can you only place a bid on the physician need or will equipment be included?	No, the bid must specify and include the physician services and equipment necessary to deliver the service.
55.		Will there be more than one agency awarded the contract?	No, there will only be one vendor awarded the contract.
56.		Is there an incumbent agency and how much was the previous contract valued at?	No, there is not an incumbent for the services being requested in this RFP.

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

Bidder Name: _____

Representative Signature: _____ Date: _____

Representative Name: _____Title: _____