

Independent Consumer Advocacy Network (ICAN) RFP Questions and Answers* August 26, 2016

1. What are the document requirements for the proposal narrative?

The proposal narrative should be 6 pages, double-spaced, in 12-point font, with one inch margins. The submissions can be in the organization's preferred format (e.g., word or PDF). Please keep file size in mind when emailing. CSS email cannot receive attachments larger than 9 MB.

2. Is a letter of intent required in order to submit a proposal?

No.

3. When will the grant period begin?

October 1, 2016.

4. What is the anticipated amount of funding?

CSS anticipates awarding initial ICAN grants ranging from \$40,000 - \$120,000 per organization (or partnership of organizations), depending upon the RFP and scope of the proposal. More detail about expected grant amounts can be found in each RFP.

5. Is an organizational match required?

There is no match requirement.

6. What are the required deliverables?

-For the Capital Region and Statewide HARP Initiative applicants, deliverables consist of cases, presentations, outreach activities, and technical and referral support for ICAN partner CBOs. More detail can be found on pp. 9-10 of the RFPs.

-For the NYC Outreach Partner applicants, deliverables will consist of presentations and outreach activities. Refer to RFP pp. 7-8 for more detail.

7. What are the eligibility requirements for consumers to qualify for ICAN services?

ICAN services are provided to consumers participating in or eligible for the following health care plans: MLTC, FIDA, FIDA-IDD, HARP, and MMC plans where the consumer receives LTSS.

8. For the NYC Outreach Partner, can outreach and education be targeted toward the general population, or only to ICAN eligible consumers?

Outreach should be targeted primarily to ICAN eligible consumers, their caregivers, advocates, and allied professionals. However, participation in events to promote awareness of ICAN to a broader audience (such as health fairs, for example) is also required.

9. Can ICAN organizations purchase promotional items to support outreach efforts?

Outreach materials and promotional items are ordered centrally and distributed to ICAN partners.

10. For the Capital Region RFP, how many Fair Hearings does CSS expect the selected organizations to cover in ICAN Region 9?

The number of cases that are eligible for fair hearing will vary from year to year. Please describe your experience with administrative fair hearings and your proposed capacity to handle complex cases.

11. Must the Capital Region CBO have an office location in Region 9?

An office in Region 9 would be welcome, but not required, as SAIL currently provides ICAN coverage of the area. The selected CBO should be prepared to attend hearings in the Region and have the capacity to visit consumers there when necessary.

12. What would the Capital Region CBO do with a case from Region 9 that comes in through its own intake?

ICAN organizations generally refer cases to the ICAN partner who serves the geographic area where the consumer/caller lives, whether the case comes in through the ICAN hotline or the organization's general intake.

13. Is the database that ICAN uses to collect data cloud-based?

Yes.

14. What outcomes are collected for ICAN cases?

Broadly, the ICAN database collects basic demographic data, health coverage information, the reason(s) for seeking assistance, advocacy tactics employed, and information about outcomes.

15. The RFPs state that “applicants must be able to demonstrate financial viability to carry out the ICAN services set forth in this RFP.” What is necessary to satisfy this requirement?

The financial documents required are listed in the RFPs, and together with a proposed budget, will allow CSS to assess whether an organization will be able to participate in the ICAN program.

16. The RFPs state that the organizations must be ready to provide services beginning on October 1, 2016, but the ICAN contract runs from August 1, 2016 to July 31, 2017. Does this mean we must propose a 10-month budget?

Yes, the RFPs request 10-month budgets. However, organizations should be mindful that renewal contracts, if awarded, would be over a 12-month period.

17. Can CSS tell us prior to submitting a proposal whether the conflicts language in the RFPs renders a particular organization ineligible for participation in ICAN?

The language in the RFPs states that “The organization must not have a personal, professional, or financial relationship with any of the MLTC, FIDA, FIDA-IDD, LTSS MMC, or HARP plans,” and it is designed to screen for potential conflicts of interest. Groups should not be discouraged from applying on this basis, but should identify potential conflicts and explain how they can be mitigated.

18. For the NYC Outreach RFP, must an organization have demonstrated experience in the area of long-term care, or is other health care experience relevant?

Demonstrated experience with long-term care is welcome, but not required. For all of the RFPs, CSS will be looking at a variety of factors and encourages applications from any organization where ICAN would be a good fit.

*Please note that the original questions were edited and categorized for simplicity.