

Responses to Questions for IFB 1102
Grant Compliance Review Services
Child Care Stabilization 1.0 Monitoring

Q1	Confirm if the work needs to be completed within one year of the contract start date?
A1	Yes, per IFB Section 3.2 Product/Service Specifications, item #9, the work for stabilization grant monitoring must be completed within one year from the contract start date.
Q2	Does the Audit & Quality Control have contingency plans in place to address non-responsive providers?
A2	Yes, Audit and Quality Control (AQC) will work internally at OCFS with the Division of Child Care Services (DCCS) to address non-responsive providers.
Q3	Do you have analytics on the number of counties and childcare providers within each county who received the grant?
A3	Yes, DCCS has provider data by county, however per Section 3.2 Product/Service Specifications only a sample (5%) will be provided to the awarded contractor for review. The sample has not yet been determined.
Q4	Does the OCFS have a centralized repository that can be utilized to upload and store documents?
A4	No. Per IFB Section 3.1 Minimum Qualifications, eligible offerors must have their own secure means of electronically receiving and storing providers' supporting documentation.
Q5	Will receipt of documentation via email, google drive, or Dropbox be considered a sufficient and secure means of electronically receiving and storing providers' supporting documentation?
A5	No, the technology used to store documents must be FedRAMP certified.
Q6	What is the format of the engagement? Is it an agreed upon procedure (AUP) or a program specific audit?
A6	It is an AUP.
Q7	Are we going to test/review 100% of submitted expenses or just a selection of samples?
A7	For the sample of selected providers, 100% of receipts/invoices should be reviewed.
Q8	Page 4, Section 1.1: OCFS has awarded \$900 million to 15,014 eligible child care providers. What is the approximate average size of Stabilization grant awards made to child care providers?
A8	The approximate average award is \$50,000 - \$60,000.
Q9	Page 4, Section 1.1: Providers are required to keep written or electronic records for at least 5 years in case of an audit. Are grant recipients aware of this requirement?
A9	Yes.
Q10	Page 4, Section 1.1: Reviews are to determine whether providers' documentation adequately supports their expenses, including whether they can provide proof of payment. Documentation may include expense receipts, invoices, or other similar documents. What happens in the case of providers not having proper supporting documentation?
A10	The vendor would report their findings to OCFS for review. AQC will work with DCCS to determine the resolution.
Q11	Page 4, Section 1.1: Approximately 750 providers will be receiving a grant compliance review. Have these providers been selected?
A11	No. The sample has not yet been determined by OCFS.

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Q12	Page 11, Section 3.2: For each provider within the sample, AQC will provide provider expense reports, including Stabilization 1.0 expenditures. Have providers already submitted expenditure reports? Was supporting documentation required to be submitted along with the expenditure report?
A12	Many providers have submitted expense reports, but not all. Supporting documentation was not required with the expense reporting but providers were required to identify the record type used to track the expense. That record should be made available for review upon request.
Q13	Page 11, Section 3.2: Vendors must have capacity to work with providers that have limited English speaking/writing/reading abilities and be able to communicate in the provider's primary language. Does AQC know how many of the 750 providers that will be monitored have limited English speaking/writing/reading abilities?
A13	DCCS estimates 10% of providers statewide are Limited English Proficient (LEP).
Q14	Page 14, Section 4.2: Bidders are expected to provide a single hourly bid rate for all work to be performed. Will the resulting contract be a deliverable-based contract, or a time and materials contract? Would OCFS accept a fixed monthly flat fee pricing structure?
A14	No, flat fees will not be accepted. Bidders are expected to provide a single hourly bid rate—please see IFB Section 4.2 Price for more information.
Q15	What percent of reviews do you anticipate will require onsite visits?
A15	AQC anticipates 3-5% of reviews may require onsite visits.
Q16	A travel budget of \$10,000 will be added to all bids as an estimate of travel costs. What will happen if the travel budget is exceeded?
A16	Additional justification from the vendor and OCFS approval will be needed to exceed the travel budget. If additional travel is determined to be needed and justified, OCFS may increase the travel allowance on the contract.
Q17	Can the pricing sheet be updated to include a startup fee for costs associated with project launch, such as developing a secure means of electronically receiving and storing providers' support documentation?
A17	No, startup fees should not be added to the pricing.
Q18	Will the selected vendor be responsible for collection activities?
A18	No, OCFS will be responsible for any collection efforts.
Q19	What financial software does the Office of Child and Family Services use to manage and track the grant funds?
A19	The Statewide Financial System (SFS) is used by OCFS.
Q20	What is the estimated number of providers who would require onsite visits? (IFB 1.1, 2.2, 3.1, 3,3)
A20	See A15.
Q21	We are currently working on a major NYC auditing project, and it would be a good fit for a reference but the NYC agency won't issue a performance evaluation until the project is completed in June 2024. Can we submit the name and contact info of the project/contract manager as a reference instead?
A21	Yes.

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Q22	Section 3.2 says, “The OCFS Office of Audit and Quality Control (AQC), working with the Division of Child Care Services (DCCS) will manage this program and provide the awarded contractor with a sample of providers for the review. The sample will represent 5% of the total population of providers within each modality, or approximately 750 providers in total with an average review time of 6 hours.” Can you clarify exactly how many providers will be reviewed?
A22	As stated in the IFB, approximately 750 providers will be reviewed.
Q23	Is the work expected to be done on premises or to be done remotely (with the exception of as-needed site visits)?
A23	The work should be done remotely, with onsite visits occurring on an as-needed basis.
Q24	Is OCFS open to the use of offshore resources to decrease cost of the project?
A24	No.
Q25	Should the selected Vendor assume they will be operating at the complete direction of OCFS, or is the Vendor expected to operate independently?
A25	The vendor will work independently, with some oversight from OCFS.
Q26	Will performing this work preclude the Vendor from bidding on any future childcare grant programs? (e.g. CCAP)
A26	No.
Q27	Page 4, Section 1. Introduction: Of the estimated 750 providers that will be selected for testing, what is the anticipated split between provider types (e.g. Day Care Center, NYC Group Day Care)?
A27	The sample will be selected at random and AQC cannot anticipate the split between provider types.
Q28	Page 4, Section 1. Introduction: Does OCFS intend to replace providers that are non-responsive to requests for information to reach the estimated 750 sample size, or will the unresponsive providers be considered a 'Completed Review' (and therefore reduce the overall sample size to less than 750)?
A28	Non-responsive providers will be considered a review failure. We will not replace providers that are non-responsive.
Q29	Page 5, Section 1. Introduction: Will OCFS consider a 'best value' procurement in lieu of 'lowest qualified bidder' to allow for use of technology that can create process efficiencies and economies of scale?
A29	No, the qualified bidder with the lowest bid will be selected.
Q30	Page 9, Section 2. Bid Submission, 2.2. Packaging of IFB Response: Does the technology used to collect and store provider documentation need to be FedRAMP certified or would a commercial technology suffice (e.g., Azure Commercial).
A30	Yes, the technology used to store documents must be FedRAMP certified.
Q31	Page 9, Section 2. Bid Submission, 2.2. Packaging of IFB Response: Is OCFS open to the use of a technology platform to manage the monitoring program? The technology would facilitate and retain all communications and document sharing between the Vendor and the providers selected for review, retain all work products and close out letters.
A31	Yes, the technology platform would be acceptable if it meets the security requirements.

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Q32	Page 9, Section 2. Bid Submission, 2.2. Packaging of IFB Response: If yes to question 31 above, can the one time cost of the technology be considered as a separate line item from the blended hourly rate?
A32	No, the bidder must provide only one all-inclusive hourly rate.
Q33	Page 11, Section 3. Specifications, 3.2. Product/Service Specifications: Does the estimate of 6 hours per review include the following: time required to issue requests for information; communicate with the providers and collect documentation; analyze documents received; conduct follow up inquires; and develop and send the closeout letters?
A33	Yes.
Q34	Page 11, Section 3. Specifications, 3.2. Product/Service Specifications: Does OCFS intend to provide support to the vendor if childcare providers are unresponsive?
A34	Yes, OCFS will provide support to the vendor if childcare providers are non-responsive.
Q35	Page 11, Section 3. Specifications, 3.2. Product/Service Specifications: Does OCFS intend to provide support to the vendor to address complex inquiries or challenges by childcare providers?
A35	Yes, OCFS will provide support to the vendor, if needed.
Q36	Page 11, Section 3. Specifications, 3.2. Product/Service Specifications: Does the state offer language translation services that can be used to facilitate document collection and inquiries from providers?
A36	No, the vendor must facilitate the language translation services independently.
Q37	Page 13, Section 3. Specifications, 3.2. Product/Service Specifications: Has OCFS considered a model where document collection is executed by OCFS with the vendor providing document review services and drafting of closeout letters at the direction of OCFS?
A37	No.
Q38	Page 13, Section 3. Specifications, 3.2. Product/Service Specifications: Will the request for information be issued to providers at the direction of OCFS on agency letterhead?
A38	No, the request for information will come from the vendor and will not use OCFS agency letterhead. Prior to vendor outreach, OCFS intends to notify the selected providers of the upcoming grant compliance review and the identity of the vendor performing this review.
Q39	Page 13, Section 3. Specifications, 3.2. Product/Service Specifications: Will the closeout letters be issued to the providers at the direction of OCFS on agency letterhead?
A39	No, the closeout letter will be sent to the providers on vendor letterhead.
Q40	Page 13, Section 3. Specifications, 3.2. Product/Service Specifications: Will OCFS provide the Vendor team with OCFS email addresses and phone numbers to use in communications with providers?
A40	No, OCFS email addresses and phone numbers will not be issued to the vendor. The vendor must use their own email addresses and telephone lines to communicate with providers.

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Q41	Page 13, Section 3. Specifications, 3.3. Delivery: How will OCFS manage increased travel expenses should a higher volume of childcare providers than expected require site visits?
A41	See A16.
Q42	Page 23 specifies the MWBE participation goals are 0%. Please confirm there are no MWBE participation goals under this contract. If 0%, please confirm if the associated MWBE forms should be completed and submitted as NA within the response.
A42	Per Section 4.13 Minority- and Women-owned Business Enterprises (MWBE) – Equal Employment Opportunity (EEO) – Requirements & Procedures, the MWBE goals are 0% for this procurement. Per Section 2.2 Packaging of IFB Response, the relevant MWBE forms may be completed and provided in the bid or can be completed later during the contract development process.