



# Attachment 18: Technical Proposal Response Form

Independent Developmental Disability Ombudsman Program  
RFP OPD-2023-09

**Bidder:** \_\_\_\_\_

**Bidder Contact Name:** \_\_\_\_\_

**Bidder Contact Email:** \_\_\_\_\_

**Bidder Contact Phone Number:** \_\_\_\_\_

**4.1.1.1. Proposed Structure:** Describe the proposed structure of the NYS OPWDD Ombudsman Program including: how the Bidder will ensure statewide coverage; opportunities for individuals to submit complaints (e.g., telephone hotline, website, email); the process for investigating and making next step determinations on submitted complaints; and how the Bidder will provide advocacy/support to individuals in need of such services.



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**4.1.1.2. Meeting Needs: Describe how the proposed Ombudsman program will be designed to meet the unique needs of individuals with developmental disabilities.**

**4.1.1.3. Supporting Program Implementation: Describe how the Bidder's organization/infrastructure will support the successful implementation of the Ombudsman Program including evidence of integration into the larger organizational structure and/or programs.**



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**4.1.1.4. Program Structure and DEI:** Describe how the Bidder will ensure the program structure and activities meet cultural and linguistic competency standards and have been designed to promote diversity, equity, and inclusion in all aspects of the Ombudsman program. Per Section 2.1 of the RFP, the Bidder must provide language assistance translation services and coordinate with OPWDD's Language Access Coordinator to assist with, at minimum, but not limited to, compliance with New York Executive Law §202-a as needed.

## **4.1.2. Organizational Experience and Capacity:**

**4.1.2.1. Ombudsman / Advocacy Services Experience:** Describe the Bidder's experience providing Ombudsman and/or advocacy services for individuals. Be sure to include specific services provided, scope of services, and priority populations served. Information on all proposed subcontractors who are currently identified should be included in this response.



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**4.1.2.2. I/DD Experience: Describe the experience of the Bidder working with individuals with developmental disabilities, their families, advocates, and/or service providers.**

**4.1.2.3. Length of Experience: Describe the Bidder's length of experience with administrative, fiscal, and programmatic oversight of government contracts, including timely and accurate submission of fiscal and program reports. Indicate any present/prior collaboration with OPWDD.**



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## 4.1.3. Description of the Program

**4.1.3.1. System Process Description:** Describe how the bidder will establish and maintain a system to receive complaints/inquires and provide referrals, including but not limited to a telephone hotline, email, and online submissions. Be sure to describe the hours available for individuals who wish to submit complaints/inquiries over the phone (i.e., hotline hours of operation) and plans to ensure adequate staffing to receive and triage complaints/inquiries in a timely manner.

**4.1.3.2. Development and Implementation of Policies/Procedures:** Explain how the Bidder will develop and implement policies and procedures to obtain individual consent, maintain client confidentiality, and follow all applicable state and federal law related to the provision of Ombudsman services (e.g., HIPAA, NYS Mandated Reporting).



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**4.1.3.3. Support Services:** Explain how the Ombudsman program will provide advocacy/support to individuals in need of such services. Be sure to include a description of services/activities, the process to identify and refer individuals to support, and how the Bidder will ensure cases are resolved/closed.

**4.1.3.4. Education and Outreach:** Describe how the Bidder will develop and implement education and outreach activities designed to increase awareness of the Ombudsman program and its services among individuals with developmental disabilities, their families, advocates and/or service providers. Include a proposed number of education/outreach events and individuals to be reached annually.



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**4.1.3.5. Establishment of a Legal Network:** Describe the process to establish a network of legal representation available for referral when necessary. Be sure to explain how the Bidder will ensure statewide coverage and any plans to identify free or low-cost representation when possible.

**4.1.3.6. Data Collection:** Describe how the Bidder will collect all required case and/or individual data included in Exhibit 1 - Data Collection Requirements. Be sure to include any plans to purchase technology and/or software and how the bidder will ensure data security is maintained.



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**4.1.3.7. Staff Hiring and Retainage: Describe the Bidder's plan to identify, hire, and retain knowledgeable and experienced staff. Be sure to include any plans to prioritize hiring individuals with previous experience working with individuals with developmental disabilities as well.**

**4.1.3.8. Quality Assurance Program: Describe how the Bidder will develop and implement a quality assurance program to ensure the quality and suitability of services provided.**





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**4.1.3.9. Compliance:** Explain how the program plans to ensure compliance will all required Conflict of Interest practices, especially including any subcontracting agencies. Be sure to describe any proposed subcontractors, especially any current or previous recipients of OPWDD funding or oversight.