



KATHY HOCHUL

Governor

KERRI E. NEIFELD

Commissioner

April 11, 2023

Telephone Triage Nursing Services – Hudson Valley DDSOO – IFB HV 042523
2023-2028 Telephone Triage Nursing Services in Orange, Rockland, Sullivan, and Westchester Counties

Questions and Answers:

Below is a compilation of the questions received for this bid. Questions that were repeated, or of a recurring nature, were consolidated. Thank you very much for your interest.

1. **Question:** May companies from outside the United States apply/perform the tasks for this IFB?

Answer: As stated in the Scope of Work, Pg. 19, The Contractor's employees must be **Registered Nurses, licensed to practice in NYS**. Please note, costs associated with calls being routed outside of the United States, would need to be included in the Monthly Administrative Fee. As stated on the Cost Proposal Form, Pg. 23, The Monthly Administrative Fee should include any additional fees outside the Cost per Call rates. This may include, but is not limited to, administrative costs, one-time set up fees, etc.

2. **Question:** Will the Contractor be required to attend in-person meetings?

Answer: No. As stated in the Scope of Work, Pg. 19, Telephone Triage Nursing is a service by which a Registered Nurse (RN) screens an individual's symptoms based on the information provided during the call.

3. **Question:** May proposals be submitted via email?

Answer: No. As stated on Pg. 6, section 13. Submission of Proposals, 3) Proposals should be **mailed or hand delivered** to the following address (see address provided in IFB).

4. **Question:** Please reconfirm the due date for this IFB.

Answer: As stated on Pg. 3, section 3. Timetable of Proposal Due Dates, **Proposal Due Date – Bid Opening 3:00 PM, 25 April 2023**.

5. **Question:** May bidders submit an alternate Cost Proposal Form?

Answer: No. As stated on Pg. 23, Cost Proposal Form, Altering the Cost Proposal Form could result in bid disqualification.

6. **Question:** Please describe your level of satisfaction with your current Contractor.

Answer: The current Contractor provides services as listed in the Scope of Work as agreed to in their contract.



KATHY HOCHUL

Governor

KERRI E. NEIFELD

Commissioner

7. **Question:** Has the current contract gone full term?

Answer: Yes.

8. **Question:** Have all options to extend the current contract been exercised?

Answer: This contract is out for bid because OPWDD does not have the staff to perform these services. A competitive bid process is an agency requirement. As stated in the **NYS Procurement Guidelines, Section D. Competition and Maintaining a Fair and Open Process**, *The State's procurement process is designed to: Ensure fair and open competition; Guard against favoritism, improvidence, extravagance, fraud and corruption; Ensure that the results meet agency needs; Provide for checks and balances to regulate and oversee agency procurement activities; and Protect the interests of the State and its taxpayers. Competition in the procurement process serves both State agencies and potential offerors by ensuring that the procurement process produces an optimal solution at a reasonable price; and allowing qualified vendors an opportunity to obtain State business.* Additional information regarding the New York State Procurement Guidelines, issued by The New York State Procurement Council, established under State Finance Law, Article XI, Section 161, and responsible for the study, analysis, and development of recommendations to improve state procurement policy and practices; and for development and issuance of guidelines governing state agency procurement can be found at the New York State Office of General Services website, <https://ogs.ny.gov/procurement/nys-procurement-council>.

9. **Question:** Who is the incumbent, and how long has the incumbent been providing the requested services?

Answer: Amalgamated Medical Care Management, and contract start date was September 1, 2018.

10. **Question:** To what extent will the bidder's location have bearing on any award?

Answer: As stated in the Scope of Work, Pg. 19, The Contractor's employees must be **Registered Nurses, licensed to practice in NYS**. Please note, costs associated with calls being routed outside of the United States, would need to be included in the Monthly Administrative Fee. As stated on the Cost Proposal Form, Pg. 23, The Monthly Administrative Fee should include any additional fees outside the Cost per Call rates. This may include, but is not limited to, administrative costs, one-time set up fees, etc.

11. **Question:** How are fees currently being billed and at what rates?

Answer: As stated in the Scope of Work, Pg. 22, Payments will be made based on actual services rendered. Please see Pg. 23, Cost Proposal Form for categories. Please note that the Scope of Work has been updated since 2018 and it is recommended that bids be made according to the information provided in the IFB and not past bids or rates.

Monthly Administrative Fee: \$227.03

Non-Holiday Pricing: \$18.16

Holiday Pricing: \$21.19

12. **Question:** What estimated amount was paid in the past?

Answer: Please reference Question 12 above for rates. The number of calls received for August thru October 2022 have been provided below as an example:



KATHY HOCHUL
Governor

KERRI E. NEIFELD
Commissioner

Month	Non-Holiday	Holiday
August	145	8
September	126	0
October	132	1

13. **Question:** Is previous experience with any specific customer information systems, phone systems, or software required?

Answer: No.

14. **Question:** What is the minimum required total call capacity?

Answer: There is no minimum specified. Bidders should consider the estimated calls per month provided, and note, as stated on the Cost Proposal Form, Pg. 23, The Estimated Calls per Month listed are an estimate of monthly Telephone Triage Nursing usage. The number of calls noted below is for bidding purposes only and is not to be interpreted as a guarantee but rather a guide of the average rate of use. Payments will be made based on actual services rendered.

15. **Question:** What is the minimum simultaneous inbound call capacity?

Answer: There is no minimum. As stated in the Scope of Work, Pg. 22, NYS regulations require immediate access to an RN for OPWDD’s individuals. It is therefore a requirement that an RN must respond within 30 minutes.

16. **Question:** What is the maximum wait/hold time?

Answer: As stated in the Scope of Work, Pg. 22, NYS regulations require immediate access to an RN for OPWDD’s individuals. It is therefore a requirement that an RN must respond within 30 minutes.

17. **Question:** Are callers allowed to connect with a message verification system or pre-recorded message before connecting to a live operator? What percentage of inbound calls must be answered by a live operator?

Answer: OPWDD does not have specifications for how the contractor answers inbound calls. As stated in the Scope of Work, Pg. 22, NYS regulations require immediate access to an RN for OPWDD’s individuals. It is therefore a requirement that an RN must respond within 30 minutes.

18. **Question:** What percentage of calls must be resolved without a transfer, second call, or a return call?

Answer: All calls must be resolved according to the Specifications outlined in the Scope of Work. Note the DETAILED SPECIFICATIONS on Pg.20.

19. **Question:** What is the maximum percentage of calls that can be terminated by the caller without resolution?

Answer: All calls must be resolved according to the Specifications in the Scope of Work. Note the DETAILED SPECIFICATIONS on Pg.20.



KATHY HOCHUL

Governor

KERRI E. NEIFELD

Commissioner

20. Question: Is there a minimum or maximum number of operators and supervisors?

Answer: No. The contractor must have sufficient staff to perform the services as specified in the Scope of Work.

21. Question: What are the required language options?

Answer: English is the only required language.

22. Question: May call centers/operators have other contracts at the same time as this one?

Answer: Yes, call centers/operators may have other contracts at the same time as a this one.

23. Question: What information is to be included in call logs?

Answer: As stated in the Scope of Work, Pg. 20, Each report shall include: date and time of call, RN name, caller name & location, individual name, nature of the call (problem), and recommendations given.

24. Question: What is the current number of seats for operators and supervisors at your existing call center?

Answer: OPWDD does not collect this data to provide in response.

25. Question: What is the current average wait time for phone calls?

Answer: OPWDD does not collect this data to provide in response. As stated in the Scope of Work, Pg. 22, NYS regulations require immediate access to an RN for OPWDD's individuals. It is therefore a requirement that an RN must respond within 30 minutes.

26. Question: What is the current average handle time for phone calls and other types of communications?

Answer: OPWDD does not collect this data to provide in response.

27. Question: What is the current average after-call work time for operators?

Answer: OPWDD does not collect this data to provide in response.

28. Question: Over the past year, what is the percentage of calls received in English versus non-English? What percentage of calls received were in Spanish?

Answer: OPWDD does not collect this data to provide in response. English is the only required language.

29. Question: What time of day, days of the week, or times of the year do calls typically peak?

Answer: OPWDD does not collect this data to provide in response.



KATHY HOCHUL

Governor

KERRI E. NEIFELD

Commissioner

30. Question: Will the Contractor be responsible for using a dedicated business phone number or will the RNs be using their cell numbers?

Answer: OPWDD will use the phone number provided by the Contractor to reach an RN. Bidders should note that, as state in the Scope of Work, Pg. 20, Review of Calls: the Contractor must provide, upon request, audio recordings or written transcripts of calls or a mechanism to review calls or access to speak with RN who took call.

31. Question: Will OPWDD be providing an End of Call Report template?

Answer: No. Contractors may use their own template. As stated in the Scope of Work, Pg. 20, Each report shall include: date and time of call, RN name, caller name & location, individual name, nature of the call (problem), and recommendations given.

32. Question: Would OPWDD prefer a bidder provide a completed Vendor Responsibility Questionnaire even if the contract value is below \$100,000?

Answer: OPWDD will require the apparent low bidder to submit a VRQ prior to contract approval.

33. Question: Please confirm the Certificates of Insurance are not required as part of the bid submission.

Answer: OPWDD does not require Certificates of Insurance as part of the bid submission. OPWDD will require proof of insurance from the apparent low bidder prior to contract approval.

34. Question: Is OPWDD only interested in tracking callers to the Triage service or does OPWDD also want reports to include callers from the Triage service, such as when a nurse performs follow up?

Answer: As stated in the Scope of Work, Pg. 20, The Contractor's Registered Nurse, upon completion of **each call**, will complete a typed report to be sent by fax to designated location or uploaded to a secure FTP site ("File Transfer Protocol") or sent in a mutually agreeable way. Note that this specification is not dependent on where the call originates from.

35. Question: Can OPWDD describe the technological resources at the homes?

Answer: If awarded a contract, the specifics of the technology to be used between the Contractor and OPWDD to perform the services as specified in the Scope of Work will be decided in a mutually agreeable way.

36. Question: May a bidder include a brochure or short narrative describing the experience, capacity, and resources?

Answer: As stated in the Method of Award, Pg. 17, OPWDD will select the responsible and responsive Bidder that will provide the lowest Combined Estimated Annual Total Cost. Additional information provided in the bid submission will not have any impact on bid results.

37. Question: Does OPWDD only consider the lowest bid, or do you look at other factors?

Answer: As stated in the Method of Award, Pg. 17, OPWDD will select the responsible and responsive Bidder that



Office for People With Developmental Disabilities

KATHY HOCHUL

Governor

KERRI E. NEIFELD

Commissioner

will provide the lowest Combined Estimated Annual Total Cost.

38. Question: What quarterly reports are required?

Answer: OPWDD does not require quarterly reports. Please note as stated in the Scope of Work, Pg. 20, The Contractor will be responsible for tracking and billing for services provided monthly. This shall include, but not be limited to, **a monthly aggregate report** listing calls received, staff person calling, individual's name and address, and a brief description of the call itself.

39. Question: What are the specific hiring requirements?

Answer: As stated in the Scope of Work, Pg. 19, The Contractor's employees must be **Registered Nurses, licensed to practice in NYS.**

Respectfully,

Felicia DeHaan, CMS 1
Contract Management Unit
(845) 877-6821 ext. 3344
(845) 877-3044 (fax)
felicia.m.dehaan@opwdd.ny.gov