



## Office for People With Developmental Disabilities

**KATHY HOCHUL**  
Governor

**KERRI E. NEIFELD**  
Commissioner

May 25, 2023

Telephone Triage Nursing Services – Sunmount DDSOO – IFB SUN 060823  
2023-2028 Telephone Triage Nursing Services in Clinton, Essex, Franklin, Hamilton, Jefferson, and St.  
Lawrence Counties

### **Questions and Answers:**

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

1. **Question:** Please reconfirm the due date for this procurement by providing it in response to answers to questions.

**Answer:** As stated on Page 3, Section 3, **Timetable of Proposal Due Dates, Proposal Due Date-Bid Opening 3:00 PM, 8 June 2023.**

2. **Question:** Why has this bid been released at this time?

**Answer:** The current contract ends on 9/30/2023, and OPWDD has a continuing need for these services.

3. **Question:** Can you please provide greater explanation of your expectations related to any required subcontracting to minority-owned, women-owned, or other types or categories of small or disadvantaged businesses? For example, what is required with the proposal, and what is required to comply during the term of the contract?

**Answer:** Per IFB, Page 5, Section 11. **Subcontracting**, “No subcontracting of services is allowed with this IFB without written permission of OPWDD.” Regarding the MWBE portion of the question, this procurement is exempt from MWBE goals.

4. **Question:** Hi! We'd love to bid for this, however, I want to make sure that we meet the M/WBE Policy, however, I cannot locate the Appendix A Supplement in the Bid. Is there any way you can send it to me?

**Answer:** Regarding the MWBE Policy, this procurement is exempt from MWBE goals. There are several documents in the Sample Contract Template to use as a reference for MWBE information. See pages C-11 through F-32 in that document which was released with the IFB. A copy of the Sample Contract Template can be found with the IFB on the Contract Reporter website at [nyscr.ny.gov](http://nyscr.ny.gov). The Appendix A Supplement and Addendum to Appendix A: Supplement is in the Sample Contract Template document.

5. **Question:** Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?

**Answer:** As stated on Page 23 of the **IFB, Cost Proposal Form**, "Altering the Cost Proposal Form could result in bid disqualification."

6. **Question:** Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

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

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

**Answer:** Yes.

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

**Answer:** Yes.

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

**Answer:** Amalgamated Medical Care Management; contract start date was October 1, 2018.

**10. Question:** To what extent will the location of the bidder’s proposed location or headquarters have a bearing on any award?

**Answer:** As stated in the IFB, Scope of Work, Page 19, “The Contractor’s employees must be **Registered Nurses licensed to practice in NYS**. Please note that costs associated with calls being routed outside the United States would need to be included in the Monthly Administrative Fee. As stated on the Cost Proposal Form, Page 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 by any incumbent(s), by category, and at what rates?

**Answer:** As stated in the IFB, Scope of Work, Page 22, “Payments will be made based on actual services rendered.” Please see Page 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 in the IFB, not past bids or rates.

Current Pricing:  
Monthly Administrative Fee: \$227.70  
Non-Holiday Pricing: \$18.22  
Holiday Pricing: \$21.25

**12. Question:** What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

**Answer:** Please reference Question 11 above for rates. The number of calls received for October through December 2022 has been provided below as an example:

<b>Month</b>	<b># Non-Holiday Calls</b>	<b># Holiday Calls</b>
October 2022	76	2
November 2022	83	6
December 2022	82	8

**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 in the IFB on the Cost Proposal Form, Page 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, Page 19, "NYS regulations require immediate access to an RN for OPWDD 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, Page 19, "NYS regulations require immediate access to an RN for OPWDD individuals. It is, therefore, a requirement that an RN must respond within 30 minutes."

**17. Question:** Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact? 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, Page 19, "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 in the Scope of Work. Note the **DETAILED SPECIFICATIONS** on Page 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 Page 20.

**20. Question:** Is there a minimum or maximum number of operators and supervisors? How many resources are needed for this proposal?

**Answer:** The contractor must have sufficient staff to perform the services as specified in the Scope of Work.

**21. Question:** What is the required degree of dedication for the call center/operators? (Can call centers have other contracts at the same time as this one)?

**Answer:** Call centers/operators may have other contracts at the same time as this one.

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

**Answer:** As stated in the Scope of Work, Page 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."

**23. 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.

**24. 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, Page 19, "NYS regulations require immediate access to an RN for OPWDD individuals. It is, therefore, a requirement that an RN must respond within 30 minutes."

**25. 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.

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

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

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

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

**28. Question:** What time of day, days of the week, or times of the year do calls typically peak? What time of day are Nurse triage calls primarily received? Can you provide arrival pattern data for Nursing Consulting calls? A detail or summary report of what time of day and the volume of calls received during that time?

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

**29. Question:** Are contractors/potential providers responsible for obtaining the telephone lines to provide the Telephone Triage Nursing Service, or will OPWDD provide the telephone lines?

**Answer:** Yes; as stated in the Scope of Work, this is a full-service contract. See IFB, Page 21 of the Scope of Work for additional details.

**30. Question:** Will the vendor need to access any OPWDD applications?

**Answer:** No.

**31. Question:** What is the budget for this project?

**Answer:** The current contract's projected expenditure is \$132,168.00. Similar expenditures are expected for an anticipated contract. However, as stated in the IFB, Pages 22 and 23, "Payments will be made based on actual services rendered."

**32. Question:** How can we avail of the addendum released for this RFP? Is there any particular portal we need to register for the addendum?

**Answer:** There is no addendum associated with **IFB SUN 060823**. All procurement documents related to **IFB SUN 060823** are uploaded to the NYS Contract Reporter website at [nyscr.ny.gov](http://nyscr.ny.gov).

**33. Question:** Can you please tell me what the volume for these locations are for after hour calls?

**Answer:** As specified in the IFB, Page 19, **CONTRACTOR REQUIREMENTS**, "The Contractor must be able to provide service Monday through Thursday between the hours of 4:30 p.m. to 8:30 a.m. and from Friday at 4:30 p.m. through Monday at 8:30 a.m., and 24 hours on NYS Observed Holidays." Please reference Question 12 for an example of the number of calls received from October 2022 through December 2022.

Respectfully submitted,



Mary O'Connell, CMS-1  
Contract Management Unit  
(845) 877-6821 ext. 3308  
(845) 877-3044 (fax)  
[mary.x.oconnell@opwdd.ny.gov](mailto:mary.x.oconnell@opwdd.ny.gov)