



Office for People With Developmental Disabilities

KATHY HOCHUL
Governor

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Commissioner

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Re: 2023-2028 Telephone Triage Nursing Services – Capital District DDSOO – IFB CAP 052523

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.

General Questions and Answers:

- 1. Why was the original IFB 051023 cancelled and then reissued? Were there any changes?**

Answer: IFB 051023 was cancelled because it did not contain WebEx procedures for the formal bid opening. The WebEx information was added, and the procurement was reissued as IFB CAP 052523.

- 2. Are incumbents allowed to bid on this IFB? Please confirm.**

Answer: Yes

- 3. How many awards were made in the Past?**

Answer: One award per procurement.

- 4. Will you award this contract to the lowest responsive bidders? Please confirm.**

Answer: OPWDD will select the responsible and responsive Bidder that will provide the lowest Combined Estimated Annual Total Cost.

- 5. Will the agency be giving any preference to local vendors? Please confirm.**

Answer: No

- 6. Is it mandatory to have physical office in New York? Please confirm.**

Answer: No

7. Please reconfirm the due date for this procurement by providing it in response to answers to questions.

Answer: The bid opening for IFB CAP 052523 will be conducted at 2:00 pm on May 25, 2023. All bid proposals must be received before this date and time to be considered..

8. Why has this bid been released at this time?

Answer: The current contract will expire on October 1, 2023.

9. 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: All bidders must complete the Cost Proposal on pages 23-25 of IFB CAP 052523. Any alteration to the Cost Proposal Form may result in your bid being disqualified.

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

Answer: None, but as stated in the Scope of Work, Pg. 19, The Contractor's employees must be Registered Nurses, licensed to practice in NYS.

11. What is the required degree of dedication for the call center? (Can call centers work on other contracts at the same time as this one)?; What is the required degree of dedication for the operators? (Can operators work on other contracts at the same time as this one)?

Answer: Yes, call centers/operators may work on different contracts concurrently.

12. Over the past year, what is the percentage of calls received in English versus non-English?; Over the past year, what percentage of calls received were in Spanish?

Answer: All callers will use the English language.

13. Whether companies from Outside USA can apply for this? (like, from India or Canada); Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

Answer: The IFB does not prohibit foreign vendors, but 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.

14. Whether we need to come over there for meetings?

Answer: No in person meetings are anticipated.

15. Can we submit the proposals via email?

Answer: No, all bid proposals must be mailed, or hand delivered.

Budget Questions and Answers:

16. What will be the estimated annual budget for this project?

Answer: OPWDD does not have an estimated annual budget for this project.

17. When was the existing contract started, and what is the annual monetary spent value of the current contract since inception?; Can you please share the amount of business each vendor did under this contract in previous years?; Please share the historical spending for the year 2021 and 2022?

Answer: The current contract began 11/1/2018 and has a 5-year Total Contract Value equaling \$238,735.16 of which \$104,374.77 has been distributed as of 5/9/2023.

Current Contract Questions and Answers:

18. Could you please the name of Current Suppliers (who are currently providing services to Agency)?; Who is the incumbent, and how long has the incumbent been providing the requested services?; Who is/are your current provider(s) for Telephone Triage Nursing Services?

Answer: The current contractor is Amalgamated Medical Care Management.

19. Could you please share current Supplier’s pricing and Proposals?; How are fees currently being billed by any incumbent(s), by category, and at what rates?; What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?; What are the current rates for Telephone Triage Nursing Services?

Answer: See Below for current contract rates.

Telephone Nursing Triage Pricing Detail	
Service	Cost Per Call
Non-Holiday Pricing	\$18.00
Holiday Pricing	\$21.00
	Other Costs
Monthly Admin Fee	\$225.00

20. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable. Is there any issue that the agency is currently facing with the incumbents?

Answer: OPWDD finds the current vendor satisfactory as they have proven to be responsible and reliable.

21. Has the current contract gone full term?

Answer: Yes

22. Have all options to extend the current contract been exercised?

Answer: Yes

Scope of Work Questions and Answers:

23. Can you confirm whether video is a part of this solicitation or is this only telephone/audio?

Answer: Video telehealth is not included in this solicitation.

24. While it does not state that an Executive Summary is mandatory is there a requirement and if not, is it recommended?

Answer: Executive summaries are not required.

25. What is average response time to provide resume of qualified resources?

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

26. Is previous experience with any specific customer information systems, phone systems, or software required?

Answer: No

27. What is the minimum required total call capacity?

Answer: There is no minimum requirement, but 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 of initial contact.

28. What is the minimum simultaneous inbound call capacity?

Answer: There is no minimum requirement, but 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 of initial contact.

29. What is the maximum wait time?

Answer: There is no wait time limit, but 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 of initial contact.

30. What percentage of inbound calls must be answered by a live operator?

Answer: There is no requirement regarding live operators, but 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 of initial contact.

31. What percentage of calls must be resolved without a transfer, second call, or a return call?

Answer: There is no requirement, but 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 of initial contact.

32. What is the maximum percentage of calls that can be terminated by the caller without resolution?

Answer: No calls may be terminated without resolution. All calls must be resolved according to the specifications in the Scope of Work.

33. What are the required language options?

Answer: English is the only required language.

34. 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?

Answer: The Scope of Work does not prohibit connection with a message verification system or pre-recorded message before connecting to a live operator, but 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 of initial contact.

35. Will tele triage nursing providers need to be fingerprinted even though this is not in person service?

Answer: No

M/WBE Questions and Answers:

36. Are there any Subcontracting requirements to comply with the bid requirements? if yes, please confirm the subcontracting goal for the bid?; 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: There are no subcontracting requirements for this procurement. This procurement is exempt from M/WBE goals.

37. We are a Virginia-based MBE firm certified by NMSDC, are we qualified to bid as an MBE?; If not, can you please share the list/directory of qualified MBE/WMBE?

Answer: To be considered as having M/WBE status, the vendor must be a NYS certified M/WBE. Information may be found on page 11 of IFB CAP 052523.

38. Will an agency/provider still be considered if not an M/WBE certified organization?

Answer: Yes

DOL Questions and Answers:

39. What is weekend and holiday shift work rate policy of County such as 1.5-time standard hourly rate? Please confirm.

Answer: Labor rates are determined by NYS DOL. Visit <https://dol.ny.gov/> for information.

Unknown or Unavailable Questions and Answers:

40. Can you share details from where we can get old IFB details?

Answer: Old IFB details are not relevant to this procurement. Vendors may request documents by filing a FOIL request. A FOIL request may be submitted online or by mail. The website is: <https://opwdd.ny.gov/new-york-state-freedom-information-law-foil>. If using regular mail, the address is: Records Access Officer, New York State Office for People With Developmental Disabilities, 44 Holland Avenue, Albany, NY 12229.

41. Can you please tell us where we can see the records for the old contract?

Answer: Vendors may request documents by filing a FOIL request. A FOIL request may be submitted online or by mail. The website is: <https://opwdd.ny.gov/new-york-state-freedom-information-law-foil>. If using regular mail, the address is: Records Access Officer, New York State Office for People With Developmental Disabilities, 44 Holland Avenue, Albany, NY 12229.

42. Can you please share the email id/details where we can raise the public record request for old RFP?

Answer: Vendors may request documents by filing a FOIL request. A FOIL request may be submitted online or by mail. The website is: <https://opwdd.ny.gov/new-york-state-freedom-information-law-foil>. If using regular mail, the address is: Records Access Officer, New York State Office for People With Developmental Disabilities, 44 Holland Avenue, Albany, NY 12229.

43. How many resources are currently engaged in the current contract? Can you please share the no. of positions served in previous years under this contract? Are these full-time positions or weekly assignments? Can you please confirm the weekly assignments duration (7 week/13 week or more) if any? Is there a minimum or maximum number of operators and supervisors? What is the current number of seats for operators and supervisors at your existing call center?

Answer: OPWDD does not collect this data.

44. What is the current average wait time for phone calls? What is the current average handle time for phone calls and other types of communications? What is the current average after-call work time for operators? What is the maximum wait time? What is the maximum hold time?

Answer: OPWDD does not collect this data.

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

Answer: OPWDD does not collect this data.

Respectfully,

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