

## Request for Proposals

RFP # 20070

### New York State Smokers' Quitline

Amendment #1

July 20, 2022

The following are official modifications, which are hereby incorporated into the New York State Department of Health, New York State Smokers' Quitline Request for Proposals (RFP) #20070, issued June 14, 2022. The information contained in this amendment prevails over the original RFP language. For all amendments below, deleted language appears in red and strikethrough ("~~xxx~~") and added language appears in underline ("xxx").

#### 1. Page 10, Section 4.2.1., Program Area 1 Contract Deliverables has been revised.

##### A. Telephone Services:

- Within the first three (3) months of contract start date, provide voicemail, recorded messages and tips, and messages for managing, triaging, and servicing calls during hours when the Quitline is not staffed. In addition, provide messages for managing, triaging and servicing calls when callers make initial contact with the Quitline during business hours. Callers may be connected with a message verification system or pre-recorded message before connecting to a live operator.