

## **Amendment 1**

**IFB#17660**

Staffing Services to Perform Centralized Complaint Intake and Triage for Nursing Homes and Hospitals and Diagnostic and Treatment Centers AND Staffing Services for Supplementary Surveillance and Quality Assurance Reviews for Nursing Homes

### 1- Cover Page

Changed Date: Response to Written Questions on or About: **March 1, 2018**

Changed Date: Bid Due Date (no later than 4 P.M. EST) : **March 14, 2018**

### 2- Page 9.

In first paragraph of page 9, note modifications and insert underlined sentence.

**Nursing Home Centralized Complaint Intake and Triage (2 positions).** The contractor will provide staff for the Nursing Home Centralized Complaint Intake Unit (NH CCIU) based in Albany, New York. The NH CCIU receives approximately 12,300 complaints and incident reports requiring review for possible regulatory noncompliance annually. Staff are expected to work 7.5 hours a day, and staff the program from 8:30 AM – 4:45 PM. Mon-Fri. In addition, both staff will be required to be on a rotational team providing one weekend and/or Holiday ~~/after hours~~ a month of on-call coverage. For all positions, preference would be given to candidates with experience using the Federal CMS ASPEN software suite. Staff that are required to be on a rotational team providing one weekend and/or Holiday a month of on-call coverage will be reimbursed at 15% of a normal 7.5-hour day for each day on-call. If these staff are required to work during on-call coverage, staff will be paid a minimum of half-day pay (3.75) hours or for total number of hours worked beyond the minimum.

### 3- Page 16, 3. Cost Proposal

Added new paragraph, d.

d.) Travel related to survey deliverables will be reimbursed directly to the contractor as a pass-through cost for actual expenses, and cannot exceed the amount allowed for state employee travel as outlined by the NYS Office for the State Comptroller. Additional information on state rates is available at: <http://www.osc.state.ny.us/agencies/travel/travel.htm>.