

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-IFB 17660

Question Number	IFB Reference	Questions	Answers
1.	Section C.4, page 8.	Do names and/or resumes of staff who the vendor is planning to recommend for any of the required positions need to be included in the proposal?	No. Per page 15 of the IFB, the bidder must include a narrative that describes how they will ensure qualified staff are hired. For information on when resumes are required after award, see Section 3, Scope of Work, Staffing (iii) on page 7.
2.	Section C.3.a), page 7.	Are staff provided under this contract considered temporary employees or permanent employees? Temporary employees are generally engaged for less than six months and are subject to different labor laws than permanent employees.	The Department is procuring a contractor that can place up to 11 contract staff for up to a five-year term. Classification of the staff for purposes of Labor Law compliance is the responsibility of the selected vendor.
3.	Section C.3.a), page 7.	Will staff be subject to working overtime? How will this be accounted for in the billing rate since overtime is compensated at a higher rate?	No. All positions are full-time, Monday through Friday. It is expected each employee will work 7.5 hours a day, and staff the programs during the hours dictated for each position under Section 4 in the IFB. A provision for the payment of weekend/holiday on-call hours required by some of the positions has been added in Amendment #1.
4.	Section C.3.a), page 7.	For onsite activities, how is travel time to/from a facility calculated for billing purposes?	Per Amendment #1 to the IFB, travel related to survey deliverables will be reimbursed directly to the contractor 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 is available at: http://www.osc.state.ny.us/agencies/travel/travel.htm

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5.	Section C.3.a), page 7.	Is time spent receiving required training billable time? If not, is this cost to be included in the hourly rates?	Yes. Time spent receiving training is billable time.
6.	Section C.3.a), page 7.	How many hours per year are billable for a full-time employee?	Per page 15 of the IFB, the estimated number of hours per staff required by the Department for each contract year is based on a 37.5-hour work week and 52 weeks per year and calculated using the formula 1,950 hrs. per staff, per year.
7.	Section C.2, page 6.	The RFP states: " <i>Staff will be assigned to work full time...</i> " How many hours per week constitutes "full time"? Is it 37.5 hours or 40 hours per week?	Full time is considered 37.5 hours per week.
8.		How many vendors received this request for RFP?	This IFB was sent to a mailing list of over 200 vendors. In addition, it was posted on the Contract Reporter and on the Department of Health Funding Opportunities website at the following link: https://health.ny.gov/funding/ifb/17660/index.htm .
9.		Would you award a MSP agreement for a firm to manage all temporary staffing if they propose a competitive pricing plan, and if that firm is capable of staffing all positions?	The Department will consider bids from any vendor meeting the minimum qualifications set forth in Section C.1. page 6 of the IFB. The agreement that the Department will enter into with the selected vendor will include the terms and conditions of Attachment 8 of the IFB.

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10.		How many temporary staffing vendors do you currently have?	This question has no relation to the requirements of the IFB.
11.		What is the current salary range for staff services? How many days of vacation and sick time do they receive?	Current contractor staff compensation packages are proprietary. The Department currently pays for these services through multiple contracts, some hourly and some deliverable based. Through this new contract, the Department will only pay a bill rate to each vendor and will not dictate the amount paid to each staff person. There is no requirement in the IFB for any specified compensation package.
12.		Have you contracted for services in the past? What was the rate per hour you were billed?	Yes, The Department has contracted for similar services in the past. However, the specific services requested through this IFB are not identical to any services previously procured under a single contract. In addition, some prior contracts have had deliverable based pricing, not hourly based. Therefore, this data cannot be provided accurately.
13.		What is/are the current hourly pay rate and/or yearly salary for each position of Registered Nurse, Social Worker, and Dietician?	See answer to Question 11.
14.		Can a vendor bid on Registered Nurses and not Social Workers and Dieticians?	Vendors must submit a bid for all positions for the given region.

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15.		What is the minimum amount of experience you are seeking for the nurses, social workers, and dieticians? Are you open to newly licensed nurses, social workers, and dieticians?	See Section 4. Contracted Staff Qualifications and Duties beginning on page 8 of the IFB.
16.		Are these roles office, clinic, or field based?	As described in the IFB, the positions for complaint intake and QA activities are office-based. The supplemental surveillance positions for the nursing home program are field based.
17.		In the contract you mention the location of work will be at The New York City office, The New Rochelle office or the Albany office, please clarify if the RNs, Social Workers, and Dieticians will be at those sites or at the Hospital, Nursing Home, or DTC.	All staff will be assigned to work full time in either a Metropolitan Area regional office (New York City or New Rochelle) or the Albany Regional office, as their official station, as described in Section 4a. Additionally, travel to facilities will be required for the four Nursing Home Supplementary Surveillance Staff positions described on page 10 of the RFA.
18.		What are your expectations for training and orientation? How long will it be, and who will be responsible?	Individuals hired for the supplemental surveillance activities for Nursing Homes will be expected to be SMQT certified. The Department will provide training and orientation for staff. The duration of the training and orientation will vary depending on the job assignment.

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19.		What was the spend on this contract for 2017?	As stated in the answer to question 12, the services in the IFB are not identical to any services previously procured under a single contract. There is no comparable spending data that can be provided. In addition, prior contracts have had deliverable based pricing, not hourly based. Therefore, this data cannot be provided accurately.
20.		Do you have a budget estimate for 2018, and if so, what is it?	No. The Department is seeking to award the lowest bidding responsive offeror.
21.		Last year's Volume/ Spend for this program or is there any set aside stipulated budget for this program?	No, there is no set aside stipulated for these services.
22.		How many Incumbents you currently have in this program and how many do you wish to include?	Per the IFB, the total number of positions the Department is seeking is 11. Five positions are located in the Metropolitan Area (New York City or New Rochelle) and 6 are located in the Albany Region. Bidders can choose to bid on the positions in one or both regions. Bidder's must, however, propose for all positions within a given region.
23.		Do you have a Local Preference for this RFP?	Bidders can opt to bid on the positions in one or both regions. Bidder's must, however, propose for all positions within a given region.

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24.		Can you share the billable hours in 2017 for positions provided in this RFP?	The Department has estimated each position bills at 1950 hours per year.
25.		We have applied for MBE certificate are we eligible to comply with the MWBE Goal?	Only vendors that are certified in New York State as Minority and/or Women- Owned Businesses can be used to meet the goal.
26.		Since the deadline for questions was extended, when do you anticipate the release of the response to written questions and will extend the bid due date?	The bid due date has been extended to March 14 th . 2018.
27.		In response to the above-mentioned RFP, do we need to bid on ALL job titles?	Bidders can choose to bid on the positions in one or both regions. Bidder's must, however, propose for all positions within a given region.
28.		If a company provides staff for a facility that will be subject to the complaint intake or surveillance activities provided under this contract, is that considered a conflict of interest? Can the company submit a bid?	Any possible conflict of interest should be disclosed in the company's response to the IFB.

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29.	RFP Section E, page 16.	The RFP states: “ <i>The Department will award one (1) primary regional contract in each region described in this IFB to the responsible and responsive bidder who offers the lowest total bid per region. The Department will also award one (1) secondary regional contract in each region to the responsible and responsive bidder who offers the second lowest total bid per region.</i> ” Does this mean that the technical proposal is basically a Pass/Fail determination and the final selections will be based on only the cost proposal from among the bidders that pass the technical review?	Yes, that is correct.
30.	RFP Section E, page 16.	Please confirm that there is no scoring of the technical and cost proposals and then a weighting of the scores. Rather, of the bidders that pass the technical review, the bidder with the lowest cost as shown on Attachment 3 and Attachment 3A will be selected.	Yes, that is correct.
31.	RFP Section E, page 16	The cost proposal consists of two sets of hourly rates (one for Albany and one for MARO). If competing bids have hourly rates, some of which are higher and some of which are lower, how will the two bids be compared to determine which one is the lowest bid?	The cost evaluation will be conducted by applying the appropriate hourly bid rate to the annual estimated number of hours for each position required in the region, and then aggregating the total bid price for each bid over the five-year term of the contract.

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Question Number	IFB Reference	Questions	Answers
32.	RFP Section C.4.a), page 8	Will the Supervising Nurse for Nursing Home Centralized Complaint Intake and Triage be responsible for supervision of any DOH staff or any staff from other DOH contracts in addition to supervising the one Nurse Reviewer indicated in this section of the IFB?	The Supervising Nurse for the Nursing Home Centralized Complaint Intake and Triage Unit will be responsible for supervising a total of four staff, including the Nurse Reviewer indicated in this section of the IFB.
33.	RFP Section C.4.a), page 8.	Will the Supervising Nurse for Hospital and DTC Complaint Receipt and Triage be responsible for supervision of any DOH staff or any staff from other DOH contracts in addition to supervising the one Nurse Reviewer indicated in this section of the IFB?	The Supervising Nurse for Hospital and DTC Complaint Receipt and Triage will be responsible for supervising a total of three staff, including the Nurse Reviewer indicated in this section of the IFB.
34.	RFP Section D.3.a), page 8.	The RFP states: "Hourly rates must be inclusive of all costs including salaries, fringe benefits, administrative costs, overhead, travel and conference fees." Please define what components are included in fringe benefits.	The fringe benefit package a vendor offers its employees is not dictated by the Department. The Department is seeking a vendor capable of providing the staff described in the IFB at the lowest cost.
35.	RFP Section C.4, page 8	In evaluating proposals, how will a vendor be benefited if the proposed staff exceed the minimum qualifications?	No additional credit will be given to vendors proposing more than the minimum qualifications.
36.	RFP Section C.4, page 8	If all vendors are evaluated the same if proposed staff meet minimum qualifications, please confirm that a vendor has no advantage in proposing staff that exceed the minimum qualifications.	Confirmed.