

## Questions and Answers

1. Please confirm that the requirement for a "Narrative Proposal" which was part of the withdrawn IFB has been deleted and is not required for this IFB.

**Answer:** Confirmed. Bid Format and Content requirements can be found on page 13 of the IFB.

2. The IFB specifies four separate parts for submission: Cover Letter, Minimum Qualifications, Pricing, and Administrative Submission. Should all four parts be included in a single submission/binder (in the appropriate number of originals/copies) or should each part be submitted separately?

**Answer:** These parts may be packaged together.

3. Is the current contractor or contractors for Centralized Complaint Intake, Triage, and Surveillance and Quality Assurance Reviews for Nursing Homes eligible to submit a bid?

**Answer:** Page 6, Section C.1., of the IFB describes the Eligibility Requirements for bidders. Any vendor meeting these requirements are invited to submit a bid.

4. Are the services requested in this IFB for Nursing Homes different from those that were part of RFP # 16113, Surveillance and Investigation Activities for Adult Care Facilities, Licensed Home Care Services Agencies, Nursing Homes, Intermediate Care Facilities and Psychiatric Residential Treatment Facilities, i.e. the Nursing Home Component?

**Answer:** RFP #16113 as it relates to Nursing Homes did not include the Central Complaint Intake Program (CCIP). In addition, this RFP did not contemplate using surveyors other than Registered Nurses.

5. RFP # 16113 was issued in June 2015, for many of the same staffing needs. Has the number of complaints and/or nursing homes in New York State increased significantly since that time, to warrant the need for "supplemental" staff?

**Answer:** RFP #16113 was not issued for the Central Complaint Intake Program. In addition, surveys and complaint intake functions have historically conducted by a blend of State and Contractor staff and the need for supplemental contractor staff can arise for many reasons.

6. When was the last time that Centralized Complaint Intake and Triage was bid for nursing homes?

**Answer:** 2005

7. If the bidder is applying for the positions in both Albany and the Metropolitan Area, should both Cost Proposals be submitted together?

**Answer:** Yes. The bidder should complete both cost proposal forms and submit them with a single technical and administrative proposal.

8. The staff for Nursing Home Centralized Complaint Intake and Triage is required to be on a rotational team providing weekend and holiday on-call coverage. The IFB indicates that the rotational schedule is determined by a team of 4 total CCIP staff, but does not indicate the size of the rotational team. This is needed to estimate how often weekend and holiday on-call coverage is needed.

**Answer:** The rotational schedule is dependent upon a full complement the number of four (4) CCIP staff; therefore, if there are four CCIP staff, then the call would be every 4<sup>th</sup> weekend.

9. In Section C.4.a, Nursing Home Supplementary Surveillance Staff, pages 8-9; fourth bullet under Surveyor-Dietician, page 9; and third bullet under Surveyor-Social Worker, page 9: please define what is meant by "SMQT qualified" as the word "qualified" is ambiguous.

**Answer:** The Surveyor Minimum Qualifications Test is a national certification examination required for surveyors of skilled nursing facilities.

10. IFB Section C.4.a, Nursing Home Bureau of Quality Assurance, pages 9-10; first bullet under Nurse Reviewer-Quality Assurance, page 10: Please define what is meant by "SMQT qualified" as the word "qualified" is ambiguous.

**Answer:** The Surveyor Minimum Qualifications Test is a national certification examination required for surveyors of skilled nursing facilities.

11. Is the information regarding Minimum Qualifications the only Narrative required for this IFB?

**Answer:** In addition to the Minimum Qualifications section, it is expected the cover letter will contain narrative and in some cases, and the forms in the Administrative Submission may require narrative explanation.

12. The Method of Award states that the primary contract will be given to the responsible and responsive bidder who offers the lowest total bid per region. Is anything else that is submitted scored? If so, how?

**Answer:** No.

13. This IFB indicates that interested contractor should submit three (3) originals, and three copies of their Bid Proposal. But instead of the number 3 in regard to copies, the number in the parentheses is 2. Please clarify how many copies should be submitted.

**Answer:** Interested Contractors should submit three (3) handwritten signed originals and three (3) copies of their Bid Proposal.

14. Please clarify what "Time spent in travel status" means. Does this mean that if a surveyor takes 2 hours to reach an off-site survey location, that those 2 hours may be billed as work time? Wouldn't that shorten the work day by 4 hours (round-trip)?

**Answer:** Time spent in travel status to an off-site survey location and time spent in training with DOH staff is considered billable time. Therefore, if a surveyor takes 2 hours to reach an off-site survey location, those 2 hours may be billed as work time. This would shorten the work day by 4 hours (round-trip).

15. After reading the IFB, it appears that a contractor may choose to bid on only one of the two regions. Can you confirm?

**Answer:** No. A contractor may choose to bid on one or both regions. To bid on both regions, the bidder must submit both cost proposal forms with their bid.

16. Please confirm how many copies of the bid proposal must be included with submission, two or three?

**Answer:** Three

17. Because this is a contract to provide staffing services, is there an MWBE goal established for this IFB? If yes, how should contractor determine the total amount of the contract (given that total billable hours is unknown) and the corresponding dollar amount of the goal(s)? If yes, what forms included in Attachment 5 are required to be submitted with proposal?

**Answer:** The MWBE goal is stated on page 24 of the IFB under #17. "For purposes of this solicitation, New York State Department of Health hereby establishes an overall goal of 30% for MWBE participation, 15% for Minority-Owned Business Enterprises ("MBE") participation and 15% for Women-Owned Business Enterprises ("WBE") participation."

Bidders should use hour estimates provided in the IFB to complete the M/WBE forms.

Refer to Attachment 5 instructions for when each form should be completed.

18. How many vendors received this IFB?

**Answer:** More than 200 vendors were included on the mailing list for this IFB. Other vendors may have viewed it on the New York State Contract Reporter.

19. How many temporary staffing vendors do you currently work with?

**Answer:** The Department is continuously recruiting temporary staff. The aggregate number of vendors providing temporary services at any one time is not available.

20. Have you contracted for RN, Social Work and/or Dietician services in the past? If yes, what was the rate per hour you were billed for RN, Social Work and/or Dietician titles?

**Answer:** Yes. Specific contract information is only available through the Freedom of Information Law Process through the Department's Record's Access Office. Visit: <https://health.ny.gov/regulations/foil/>.

21. In regard to supervision, what type of oversight is provided?

**Answer:** For all staff, direct supervision will be provided by the Manager or designee of each assigned location.

22. What are your expectations for training and orientation? How long will it be, and who will be responsible?

**Answer:** Training and orientation for a new staff depends on whether they previously had Nursing Home survey experience (SMQT). If the staff were SMQT certified, it may take two (2) to four (4) months. For non SMQT staff, it may take six (6) to twelve (12) months for orientation including successful passing of the SMQT certification examination. Training includes but is not limited to the

following: on line federally mandated educational modules, webinars, class room based study involving lectures and instructions, direct onsite observation of the long-term care survey process in a nursing home. The Manager or designee of each assigned location are responsible for the coordination of training and orientation.

23. What is the expected spend on this contract?

**Answer:** There is no designated budget for this service. The Department is looking for the lowest cost responsive bidder.

24. Will the RNs, Social Workers and Dieticians work full time hours for the duration of the contract?

**Answer:** Yes.

25. Are we required to submit bids for both regions?

**Answer:** No. A contractor may choose to bid on one or both regions. To bid on both regions, the contractor must submit both bid forms.

26. Will staff get reimbursed for travel costs (tolls, gas, etc.)?

**Answer:** See page 18 of the IFB. "Travel related to the surveys and/or training 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."

27. What date will we hear back on whether or not we won the IFB?

**Answer:** The Department anticipates making an award announcement by July 2018.

28. Will this bid get awarded based on lowest price? If not, what other factor (s) will NYSDOH be taking into consideration?

**Answer:** The Method of Award states that the primary contract will be given to the responsible and responsive bidder who offers the lowest total bid per region.

29. Is this a pure direct placement opportunity?

**Answer:** No.

30. Is this a request for temporary staffing or an attempt to hire?

**Answer:** Temporary.

31. What, if any, incumbent vendors have either previously provided or currently provide the client with these staffing services?

**Answer:** Island Peer Review Organization.

32. What is the current size of the department(s) in scope?

**Answer:** All relevant metrics have been provided in the IFB.

33. What is the current interview process for the positions detailed in the Scope of Work?

**Answer:** Candidates will be requested to meet with Department staff for a discussion of their past employment, education, certifications, skills, and other experiences.

34. Can you provide the case load per role?

**Answer:** No.

35. What is the expected travel requirement (i.e., % of time required for travel)?

**Answer:** For the Supplementary Surveillance Staff described on page 8 of the IFB, the surveyor staff can expect to be in travel status 80% of the time performing on-site surveys of nursing homes.

36. Is this a new requirement for NYSDOH?

**Answer:** No.

37. If it is not a new requirement, who is the current incumbent for each geographic area?

**Answer:** Island Peer Review Organization is the current incumbent for both areas.

38. What is the approx. annual spending for the Metropolitan area requirement? And similarly, for Albany's requirement?

**Answer:** The Department roughly spent \$581,000 spent on NYC positions and \$508,000 on Albany positions in 2017.

39. As a 100%-owned MBE, if awarded, may we perform the contract ourselves or are we required to subcontract a portion of the contract to a NYS certified WBE?

**Answer:** Yes. An M/WBE can propose to directly fill the requirements under the contract on the M/WBE Form 1 (Attachment 5).

40. Is funding included currently in the recently approved State budget?

**Answer:** Yes, although a specific funding level is not dictated for this service.

41. Based on history, about what per cent of time is spent in the office and what per cent traveling and visiting facilities? Is this about the same for Albany and for the Metropolitan area?

**Answer:** None of the staff for the Albany area have travel requirements. The Metropolitan Area Surveillance Staff are expected to be in travel status 80% of the time.