

IFB: Telephone Triage Nursing Services in the Capital District

OVERVIEW

On March 31st, the New York State (NYS) Office for People with Developmental Disabilities (OPWDD) released an Invitation for Bids (IFB) for one contractor to provide Telephone Triage Nursing Services in Albany, Rensselaer, Saratoga, Schenectady, Schoharie, Warren, and Washington Counties. Telephone Triage Nursing is a service in which a Registered Nurse (RN) screens an individual's symptoms during a telephone call and triages care. These services will support staff caring for individuals living in OPWDD Community Residences, comprising approximately 460 individuals living in approximately 80 homes throughout the identified region. OPWDD anticipates an average utilization of 190 calls per month.

The IFB is available [here](#). Applications are due on May 10th.

FUNDING

Applicants are required to estimate the total annual cost inclusive of the annual cost of triage calls and a monthly administrative fee. OPWDD will make payments to the contractor based on actual services rendered. Payment will be based on the monthly administrative fee plus a rate per call. The contractor will be responsible for tracking and billing for services provided monthly.

Contracts will last for five years beginning on October 1st.

ELIGIBLE APPLICANTS

Eligible applicants include not-for-profit or for-profit organizations. Applicants must employ RNs who are licensed to practice in NYS and who have any specialized training or qualifications necessary to perform the triage service.

REQUIRED SERVICES

Triage services consist of:

- Assessing the individual's complaint as documented by OPWDD staff;
- Documenting nursing assessments, including prior diagnoses and current medications;
- Providing recommendations based on established clinical protocols and nursing assessment;
- Assisting callers with accessing local health services based on nursing assessment and individual/residence preferences;
- Providing direction with method of transport if a hospital visit is necessary; and
- Providing home care advice and/or health information as indicated.

The RN should not diagnose symptoms provided by the caller. Services must be provided seven days per week, including on observed holidays. RNs must respond to calls within 30 minutes.

APPLICATION

OPWDD will select the applicant that provides the lowest Combined Estimated Annual Total Cost. In the event of a tie, the award will be made by random selection.

Timeline

Proposals must be submitted by May 10th. Awards are expected to be announced on May 24th.

Questions may be submitted to eny.ny.li.contracthub@opwdd.ny.gov through April 14th. Answers to questions will be posted on the OPWDD website on April 28th.