

Medical Director and Physician Support Staff Services
RFQ # C043779



Department
of Health

REQUEST FOR QUOTE (RFQ)

Medical Director and Physician Support Staff Services

RFQ #: C043779
Issued: 07/17/2026

Designated Contact:

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1 Calendar of Events

RFQ C043779 – <i>Medical Director and Physician Support Staff Services</i>	
<u>Event</u>	<u>Date</u>
Issuance of Request for Quote	July 17, 2026
Deadline for Submission of Written Questions	July 24, 2026, 4:00 p.m. ET
Answers to Questions Posted	July 31, 2026
Request for Quote Response Deadline	August 13, 2026, 4:00 p.m. ET

2 Background and Purpose

Background

The New York State Department of Health, Oxford Veterans Home (Department) is a 242-bed skilled nursing and rehab facility including a 32-bed enhanced memory care unit for residents with cognitive impairment and Alzheimer's disease, located in Chenango County, Hwy 220, Oxford, New York 13830. The Department provides care to a population of Veterans, Veteran Spouses and Gold Star Parents.

The Oxford facility is one of four Veterans Homes and is part of the New York State Department of Health.

Purpose

The Department is seeking to identify experienced, responsive vendors to provide quotes for Medical Director and Physician Support Staff services.

The quotes obtained through this Request for Quote (RFQ) will be used by the Department to award one five (5) year contract. The Department reserves the right to make an award for Medical Director Services only, or to make a combined award that includes both Medical Director Services and Physician Support Staff Services, based on what is determined to be in the best interest of the Department.

3 Who Should Respond

This RFQ is seeking quotes from interested parties who meet the following specified minimum requirements:

- Bidder must be a medical practice or an agency having a minimum of three (3) years' experience with, or placement of, Medical Directors, Physicians and Advanced Practice Providers (APPs) who possess a license and current registration to practice medicine in New York State.
- Bidder must be a medical practice or an agency, having three years' experience with, or placement of Medical Directors who have at least two (2) years of experience acting in a medical administrative or supervisory capacity.
- Physicians (other than the Medical Director) and APPs must have at least one year of post licensure medical experience in a skilled nursing facility or hospital based skilled nursing/long term care unit.

4 Scope of Work

The Department is seeking qualified vendors to provide a Medical Director and Physician Support Staff services at the New York State Veterans Home at Oxford, Chenango County, New York. The selected vendor will be responsible for delivering comprehensive clinical oversight and medical services necessary to support the health, safety, and regulatory compliance of the resident population.

The Department requires one (1) Medical Director. Medical Director services are generally provided between the hours of 8:00 AM and 4:30 PM, Monday through Friday, with potential weekend days as determined by Department. Medical Directors are expected to be on-site at least 1-2 full working days per week. Medical Directors are also expected to be "on call" (outside of the 1-2 full working days per week) as needed, for emergencies or to address regulatory requirements, such as CMS/DOH/VA unannounced inspection surveys.

Services shall include, but not limited to, a combination of regularly scheduled onsite coverage, availability for on-call consultation, and timely response to urgent and emergent resident care needs. The Medical Director will provide clinical leadership, oversight of medical policies and procedures, and collaboration with interdisciplinary teams to ensure

adherence to applicable federal and state regulations, including those governing skilled nursing facilities.

In addition to the Medical Director, the Department also requires: no more than two (2) Physicians, and two (2) Advanced Practice Providers (APPs). These positions are to provide services onsite at least five (5) days a week between the hours of 8:00 AM and 4:30 PM, Monday through Friday. They must also provide on-call medical coverage at all times (24 hours, 7 days a week) in the event there is no provider in the facility.

Physician support staff services shall include, but are not limited to, routine and as-needed resident evaluations, coordination of care, documentation in the facility's electronic medical record system, and participation in care planning processes. The vendor must ensure adequate staffing levels to meet the clinical demands of the Department, maintain continuity of care, and support quality outcomes.

The selected vendor will be expected to work collaboratively with Department administration, nursing leadership, and other healthcare professionals, while maintaining consistent communication, availability, and responsiveness across onsite and on-call services.

A. Medical Directorship:

1. Services: The Medical Director will have such medical management, supervision and administrative duties as typically provided by a medical director of a Medicare and Medicaid certified skilled nursing facility and a licensed long term care facility. These duties and responsibilities shall include, but are not limited to:
 - a) Assume the administrative authority, responsibility, and accountability of implementing our medical services, policies, and procedures according to federal, state, and local regulations and current geriatric practice.
 - b) Coordinate medical care, including emergency treatment procedures, serve as the main liaison with attending physicians, and implement methods to keep the quality of care under constant surveillance.
 - c) Work with attending physicians and monitors to meet regulatory requirements. If the Medical Director identifies a potential clinical performance issue of an attending physician, including the attending physician's refusal to work with the Medical Director, the Medical Director will advise and work with the Department on an appropriate resolution.
 - d) Participate in the development of written policies, rules, and regulations to govern the nursing care, resident care and related medical and other health services provided. The Medical Director is responsible for seeing that these policies reflect an awareness of and provisions for meeting the total needs of the residents and will review annually.
 - e) Monitor that residents receive adequate services appropriate to their needs.
 - f) Monitor that the medical regimen is incorporated into the resident care plan.
 - g) As necessary, help to develop resident transfer procedures.
 - h) Develop and participate in in-service training programs for nursing and other related services.

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- i) Maintain high-quality medical services in nursing care and, as appropriate, special care units and other supportive environments. Advise the administrator about future resident care programs.
 - j) Implement methods that ensure continuous surveillance of the health status of employees including freedom from infection and performance of pre-employment physicals. Provide, as necessary, advice on employee health policies and related employee health issues impacting the workplace.
 - k) Participate in Quality Assurance and Assessment Committee, or other committees designated by the Veterans Home Administrator to assist in assuring quality care.
 - l) Review written reports of surveys and inspections and make recommendations in writing to the administrator.
 - m) Provide input, support and recommendations for the resident care management system, medical record system, incident, and accident reporting process. Chronic or significant problems identified shall be reported to the Veterans Home Administrator to discuss and execute an action plan to address the concern.
 - n) Monitor the quality and scope of care and services provided and submit written reports as required by Federal/State regulations.
 - o) Provide continuous services to the Department during the term of this agreement and, in accordance therewith, arrange to provide the services of another licensed physician during any absence, vacation, period of illness, or limited period when the Medical Director is not available for medical emergency.
 - p) Stay abreast of all other responsibilities required of the Medical Director as set forth in any federal or state laws, public health policies, statutes, or regulations as enacted or as may be enacted or amended. Acquire continuing education in geriatric medicine and/or consider certification from the American Medical Director's Association (AMDA).
 - q) Follow and comply with generally accepted policies and practices established by State regulatory authorities and applicable accrediting agencies.
 - r) Act as the Veterans Home medical representative in the community.
 - s) Assist in the management of roles and credentialing process of physicians and professionals providing services and practicing medicine in the Veterans Home. The Medical Director shall assist the Administrator in monitoring and assessing the care delivered by these health care professionals according to established policies and procedures, applicable rules and state licensure regulations and other accreditation standards and, act accordingly when issues are identified. Also, serve as a liaison with attending physicians to promote compliance with attending physician responsibilities.

B. Physician Support Staff Services

1. Contractor will provide medical services for all Veterans Home patients/ residents as required by State, Federal, and VA regulations.
2. VA Services. Department desires that Contractor provide clinical services for certain patients who are 70% or greater service-connected/related Veterans Administration ("VA") patients, and Department agrees to reimburse awarded bidder at a fair market rate for the VA Services rendered and provide a monthly roster of these 70% or greater service-connected Veterans. An example of fair market rate being a proposed percentage of the Medicare CPT Allowable Rates per medical encounter.

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3. Patient Roster. Monthly roster of these 70% or greater service-connected Veterans will be sent via email by Department representative to vendor no later than the fifth (5th) calendar day of each month.
 4. Billing
 - a) Provider shall be responsible for billing all appropriate parties regarding non 70% or greater service-connected veterans.
 - b) Sole Responsibility for Payment. Department shall be solely responsible for payment to Practice for all VA Services rendered under this Agreement provided to 70% or greater Service-Connected Veterans. Contractor shall not bill any patient, resident, or third-party payor (including the Veterans Administration) for any services provided to residents with 70% or greater Service-Connection. Contractor will be responsible for billing insurance, patient, resident, or third-party payor for services rendered under this agreement to any resident of Department without 70% or greater Service-Connection.
 - a. Compensation. For each encounter with a service-connected/related VA patient, Department shall pay Contractor at a fair market value for the VA Services rendered, such as a percentage of Medicare CPT Allowable Rates per medical encounter.
 - b. Invoicing and Payment. Contractor shall provide Department with a detailed monthly invoice identifying each VA patient encounter, including patient name, date of service, CPT code, units, and amount due for each such encounter, and shall be based on and reasonably reconcile to the census provided by Department. Contractor shall submit such invoice to Department's designated billing contact via email (or such other method as Department may designate in writing) no later than the fifteenth (15th) calendar day of each month for VA Services rendered in the immediately preceding month; provided, however that failure to submit an invoice by such date shall not relieve Department of its obligation to pay amounts due hereunder, and the payment period shall run from Department's receipt of such notice.

C. Historical Patient Census Data

The Department has a licensed capacity of 242 beds and has been increasing its census to reach at least a 95% occupancy, or daily census average of over 230 residents. While this census will comprise primarily of long term stay residents, approximately 95-98% of census, there will be a small percentage (2-5%) made up of short term, or subacute care residents. The Department expects to admit approximately 150 new residents annually.

As of July 8th, 2026, the Department has 61 residents with 70% or greater Service Connection Status. Historically, the Department serves an average of 50–60 individuals within this classification. For the purposes of this RFQ, all bidders shall base their cost proposals on an assumed population of 60 individuals, representing the standard upper-bound estimate.

4.1 RFQ Response and Electronic Submission Requirements

The Cost Proposal must be received by the Department, no later than the Request for Quote Response Deadline specified Section 1 (Calendar of Events). Late bids will not be considered.

The completed Attachment B - Cost Proposal must be received electronically at the following Email address, OXFORDVETS-CONTRACTS@LIST.NY.GOV, with a Subject Line "RFQ #C043779 Medical Director and Physician Support Staff Services", by the Request for Quote Response Deadline date/time listed in Section 1, Calendar of Events.

All electronic quote submissions should be clear and include page numbers on the bottom of each page. NOTE: Bidders should request a receipt containing the time and date received. Submission of quotes in a manner other than as described in these instructions (e.g., fax) will not be accepted.

In the event an electronic submission cannot be read by the Department, the Department reserves the right to request a hard copy and/or electronic resubmission of any unreadable files. The Bidder shall have two (2) business days to respond to such requests and must certify the resubmission is identical to the original submission. Hardcopy will prevail.

Email PDF Submission Instructions:

1. All electronic quote submissions should be in PDF Optical Character Recognition (OCR) searchable format.
2. A font size of eleven (11) points or larger should be used. All submitted documents should contain appropriate header and footer information.
3. Where signatures are required, the quotes should have a handwritten signature (wet ink) and be signed in blue ink. A scan of the handwritten (wet ink) signature can be used for electronic submission in the PDF. The Department reserves the right to request hard copy originals of all signature pages at any time.
4. The Department discourages overly lengthy Quotes. Therefore, marketing brochures, user manuals or other materials beyond that sufficient to present a complete Quote, are not desired and will not be reviewed or evaluated. Elaborate artwork or expensive paper is not necessary or desired. In order for the Department to evaluate bids fairly and completely, all Quotes should follow the format described in this RFQ and provide all requested information and no extraneous or additional information or material.
5. Audio and/or videotapes are not allowed. Any submitted audio or videotapes will be ignored by the evaluation teams.

4.2 Questions

All questions concerning this RFQ must be emailed to OXFORDVETS-CONTRACTS@LIST.NY.GOV with the Subject Line "RFQ-C043779 Question Submission", no later than the date and time specified as the Deadline for Submission of Questions specified in **Section 1. (Calendar of Events)**.

Questions and answers to all questions will be compiled and shared publicly on the Department's website as well as distributed to all vendors that have either submitted questions or registered their interest in the RFQ.

Any amendments the Department makes to this RFQ as a result of questions and answers, if applicable, will be publicized on the Department's website as well as distributed to all vendors that have either submitted questions or registered their interest in the RFQ.

5 Review Process

Responses received on or before the due date listed **Section 1 (Calendar of Events)** will be reviewed by the Department. The Department has no obligation to use or return any information or material submitted in response to this RFQ. Further, the Department is under no obligation to inform any responders as to the outcome of the review of responses submitted to this RFQ.

5.1 Responder Submission Clarifications

The Department may ask responders to clarify the contents of their quote submissions. Other than to provide such information as may be requested by the Department, responders will not be permitted to alter responses or add information after the Deadline for Submission of Quotes listed in **Section 1(Calendar of Events)**.

5.2 Reserved Rights

With regard to reviewing vendor responses received for this RFQ, the Department reserves the right to:

1. Reject any or all responses received to this RFQ;
2. Withdraw the RFQ at any time, at sole discretion of the Department;
3. Contact responders to this RFQ to obtain clarification or additional information;
4. Request to meet with vendors.

6 Method of Award

At the discretion of the Department, all Bids may be rejected. The Department will award one contract as described in this RFQ to the responsible and responsive Bidder who meets the minimum requirements at the lowest total bid price. In the event of two or more Bidders offering identical bid prices, the tied bidders will be given the opportunity to provide their best and final bid price to the Department, and, after evaluation of these revised bids, the award will then be made to the lowest bidder.

The Evaluation Committee will submit to the Commissioner a recommendation for award to the responsible and responsive Bidder with the lowest total bid. The Department will notify the awarded Bidder and Bidders not awarded. The awarded Bidder will enter into a written Agreement substantially in accordance with the terms of Attachment 8, DOH Agreement, to provide the required services as specified in this RFQ. The resultant contract shall not be binding until fully executed and approved by the New York State Office of the Attorney General and the Office of the State Comptroller.

7 General Terms

7.1 New York State Standard Contract-Attachment 8

The Bidder **must** review, and is requested to have its legal counsel review, [Attachment 8](#), the DOH Agreement (Standard Contract), as the successful Bidder must be willing to enter into the Contract awarded pursuant to this IFB in the terms of [Attachment 8](#), **subject only to any amendments to the Standard Contract agreed by the Department during the Question and Answer Phase of this RFQ**. Please note that this IFB and the awarded Bidder's Bid will become part of the Contract as Appendix B and C, respectively.

It should be noted that Appendix A of [Attachment 8](#), "Standard Clauses for New York State Contracts", contains important information, terms and conditions related to the Contract to be entered into as a result of this RFQ and **will be incorporated, without change or amendment**, into the Contract entered into between the Department and the successful Bidder. By submitting a response to this RFQ, the Bidder agrees to comply with all the provisions of the Contract, including all of the provisions of Appendix A.

7.2 Reimbursement

Payment of invoices submitted by the successful Bidder pursuant to the terms of the Contract entered into pursuant to this RFQ by the Department shall be made in accordance with Article XI-A of the New York State Finance Law. Payment terms will be:

If awarded a contract, the Contractor shall submit detailed monthly invoices on such forms and in such detail as the Department may require.

Bidder shall submit invoices electronically with the contract number clearly indicated to: OXFORDVETS-CONTRACTS@LIST.NY.GOV.

7.3 Freedom of Information Law (FOIL)

Any content that is proprietary and/or confidential should be marked as such in the response. Failure to mark content as proprietary and/or confidential may result in its disclosure in the event a response is the subject of a Freedom of Information request under Public Officers Law Section 87.