

**New York State Department of Health  
Division of Chronic Disease Prevention  
Bureau of Tobacco Control**

**RFP No. 15598**

**New York State Smokers' Quitline**

**July 9, 2015**

**Amendment 2**

**Section C. 1. Scope of Work, Program Deliverable 1 – Statewide Tobacco Cessation Quitline - Monthly Report (on page 10) of the above referenced RFP is hereby deleted in its entirety and replaced with the following:**

**Monthly Report**

- Monthly Report
  - Call volumes, wait times, abandonment rates, incoming call dispositions, outgoing call dispositions, number of coaching calls, cessation medication distribution, satisfaction data, client demographics and tobacco use history, numbers enrolled in basic and relapse prevention services, electronic referral dispositions, and Quitsite metrics.
  - Reporting monthly on the annual Marketing and Public Relations Plans.