



**State of Rhode Island
Department of Administration / Division of Purchases
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**Solicitation Information
June 19, 2020**

ADDENDUM #4

RFQ #7606780

TITLE: CALL CENTER VENDOR FOR CONTACT TRACING SURGE CAPACITY

Bid Closing Date & Time: **July 2, 2020 @ 10:00 AM Eastern Time (ET)**

Notice to Vendors

Attached are vendor questions with State responses. No further questions will be answered.

**Dawn Vittorioso
Buyer II**

Interested parties should monitor this website, on a regular basis, for any additional information that may be posted.

**Vendor Questions with State Responses for RFQ #7606780 - CALL CENTER
VENDOR FOR CONTACT TRACING SURGE CAPACITY**

Question 1: Please confirm the due date for this procurement by providing it in response to answers to questions.

Answer to question 1: As indicated on page 1 of the RFQ, the submission deadline is July 2, 2020 @ 10:00 AM Eastern Standard Time (ET).

Question 2: Why has the bid been released at this time?

Answer to question 2: Rhode Island is seeking a Call Center vendor for Contact Tracing surge capacity as part of the State's larger strategy around COVID 19 readiness and mitigation. Rhode Island has released this bid to find a suitable Vendor in a timely manner as the State plans the necessary support for the next 12-18 months, which includes resources to do Contact Tracing work as the virus has its peaks and surges.

Question 3: Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.

Answer to question 3: Not applicable

Question 4: Has the current contract gone full-term?

Answer to question 4: The current contract has no bearing on this procurement.

Question 5: Have all options to extend the current contract been exercised? .

Answer to question 5: The current contract arrangement and term has no bearing on this procurement.

Question 6: Who is the incumbent, and how long has the incumbent been providing the requested services?

Answer to question 6: There are no active surge capacity services being provided at the current time.

Question 7: How are fees currently being billed by any incumbent(s), by category, and at what rates?

Answer to question 7: The rates and invoices of other Vendors are not relevant to this procurement.

Question 8: What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?

Answer to question 8: The rates, invoices and payments of other Vendors are not relevant to this procurement.

Question 9: Please provide a complete list of the means of inbound and outbound communication the call center must accommodate.

Answer to question 9: The call center must be able to provide a phone system to support inbound and outbound calls for up to 100 agents, queues, recorded messages and reporting.

Question 10: Is previous experience with any specific customer information systems, phone systems, or software required?

Answer to question 10: No prior experience is required. The State uses a tool custom made for RI's testing, case investigation and contact tracing of COVID 19. The intent is to train the Vendor and staff on that program.

Question 11: What is the minimum required total call capacity?

Answer to question 11: The minimum required call capacity needed to support up to 100 FTE making inbound and outbound calls at a given time.

Question 12: What is the minimum simultaneous inbound call capacity?

Answer to question 12: As referenced in question 11, telecom capacity should be estimated in terms of the 100 FTE that the Vendor is being asked to provide. Most of the work of a Contact Tracer is to make outbound calls to impacted individuals. The successful Vendor will need to have inbound call functionality available as well. Inbound capacity will be required for Contacts who must return calls to the CT unit, or for other solutions that the State may put in place to support successful and expeditious Contact Tracing.

Question 13: What is the maximum wait time?

Answer to question 13: Inbound calls should be answered as quickly as possible. This work supports Rhode Island's efforts to mitigate the spread of COVID 19. The speed and accuracy with which Contacts are reached is critical.

Question 14: What is the maximum hold time?

Answer to question 14: The Vendor should apply best practice and standards for Agents around hold times. The goal is to minimize the time that a Contact is on hold and the successful Vendor will use performance monitoring, quality assessments and/or reporting to evaluate each agent.

Question 15: What percentage of inbound calls must be answered by a live operator?

Answer to question 15: The expectation is for each contact to speak to an Agent. It is reasonable to have an up-front greeting or message that the caller listens to before speaking to a live person.

Question 16: What percentage of calls must be resolved without a transfer, second call, or a return call?

Answer to question 16: When the Agents speaks to a contact, they will not have to transfer the call. Agents will be able to complete the requirements of the Contact Tracing questionnaire in one call. If the Contact does not answer the call, the Agent will have to make up to three attempts to reach the individual.

Question 17: What is the maximum percentage of calls that can be terminated by the caller without resolution?

Answer to question 17: If an Agent cannot reach an individual within three attempts the Agent can close the contact.

Question 18: Is there a minimum or maximum number of operators and supervisors?

Answer to question 18: The RFQ explains that the State is looking for a Vendor who can provide a minimum of 10 and up to 100 FTE's for surge capacity.

Question 19: What are the call center's hours of operation?

Answer to question 19: 7-days per week from 8:00 am – 7:00 pm.

Question 20: What are the required language options?

Answer to question 20: The State is requiring English and Spanish speaking staff. Portuguese speaking staff are also desired, but this need may also be fulfilled using a language line service. The Vendor is required to provide a full service, multi-language line to facilitate the successful outreach to all Contacts.

Question 21: What is the required degree of dedication for the call center?

Answer to question 21: The State has requested that the successful Vendor provide a minimum of 10 and up to 100 FTE's for surge capacity during the standard hours of operation, which is Monday through Sunday from 8:00 am – 7:00 pm.

Question 22: What is the required degree of dedication for the operators?

Answer to question 22: See answer to question 21.

Question 23: Are callers required or allowed to connect with a message verification system or pre-recorded message before connecting to a live operator, or must a live operator be the initial contact?

Answer to question 23: The Vendor will have to provide details on the message verification system before the State approves, as well as any pre-recorded messages. Upon approval, the State is open to greetings, including educational info for individuals to listen to before reaching a live person.

Question 24: What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?

Answer to question 24: The State requires that 100% of calls be recorded and maintained for 30 days.

Question 25: What are the recording and storage requirements for non-phone communications?

Answer to question 25: The Vendor will have to provide more detail on non-phone communications that they are proposing be stored.

Question 26: What information is to be included in call logs?

Answer to question 26: 100% of contacts are required to be logged in Rhode Island's COVID 19 case investigation and contact tracing system in Salesforce. Agents are required to complete all data fields in the Contact Tracing questionnaire.

Question 27: What was your average monthly call volume over the past year?

Answer to question 27: The Contact Tracing operation has been active since March 2020. The State has an estimate that the current team has made 14,546 outbound calls.

Question 28: What is the current number of seats for operators and supervisors at your existing call center?

Answer to question 28: We have had anywhere from 35-100 members of the Rhode Island National Guard doing Contact Tracing throughout the pandemic response.

Question 29: What is the current average wait time for phone calls?

Answer to question 29: The Contact Tracing team primarily makes outbound calls. There is no wait time on an inbound phone line.

Question 30: What is the current average handle time for phone calls and other types of communications?

Answer to question 30: As stated in the RFQ, on page 2, the average handle time for an outbound call for contact tracing is 20-25 minutes.

Question 31: What is the current average after-call work time for operators?

Answer to question 31: The work to complete the contact questionnaire is done while on the call with the individual being contact traced.

Question 32: Over the past year, what is the percentage of calls received in English versus non-English?

Answer to question 32: The State doesn't currently have language data available for the Contact Tracing call center. In other call centers in the State the percentage is approximately 17% Spanish and the remainder other languages, with predominantly English-speaking callers.

Question 33: Over the past year, what percentage of calls received were in Spanish?

Answer to question 33: The State doesn't currently have language data available for the Contact Tracing call center. In other call centers in the State the percentage is approximately 17% Spanish and the remainder other languages, with predominantly English-speaking callers.

Question 34: What time of day, days of the week, or times of the year do calls typically peak?

Answer to question 34: The volumes and patterns have remained fluid and difficult to anticipate. There haven't been significant daily trends, but more of a gradual trend up or down over weeks. There is no historical data to predict how the trend line will change over the coming year. Rhode Island continues to rely on the same types of data models that are being used throughout the country. For more information on data modeling that Rhode Island uses, please refer to the Department of Health website at <https://health.ri.gov/covid/>.

Question 35: The RFQ states the following: “The Contract Tracing call center will be run by the State and staffed also with State FTE’s. The Vendor will work collaboratively with that team”

We are a contact center vendor with facilities and personnel in Florida. Are you all open to a vendor that provides agents in facilities and in another state or only in Rhode Island? Are you simply looking for someone to hire personnel for a contact center in Rhode Island?

Answer to question 35: The State is looking for a call center, not a staffing contract. One of the State’s priorities is to get Rhode Islander’s back to work. Vendors are encouraged to hire Rhode Island staff, including staff working remotely for a Vendor in another state.

Question 36: Required knowledge skills and abilities – Portuguese languages – For Portuguese speaking agents, since there is a significant difference in dialects, can we assume you are more referring to Brazilian Portuguese?

Answer to question 36: The Vendor should be able to provide a seamless transfer to a language line service for any language that is not spoken by Agents in their call center.

Question 37: Please clarify how the response is scored.

Answer to question 37: This solicitation is a Request for Quotes “RFQ”; therefore, responses are reviewed and scored solely on cost in the associated zip file attached. The bidder with the lowest cost proposal shall be tentatively awarded. This tentative selection may be revoked by the Division of Purchases if bidder fails to satisfy any of the requirements.

Question 38: Please confirm that the State is requesting a hard copy submission and an electronic copy is not requested. If an electronic copy is requested, please identify the submission protocols.

Answer to question 38: As this is an RFQ, we do not require an electronic copy of the proposal. However, the cost sheet, which has been uploaded as a ZIP, can be submitted with the proposal either one of two options:

1. Printed (typed responses on the form)
2. Printed (typed responses on the form and saved to a CD-R)

Question 39: Is the technical proposal required to be separately sealed from the price proposal.

Answer to question 39: No.

Question 40: How many copies of the technical proposal are required?

Answer to question 40: 1 (one)

Question 41: May bidders submit a separate proposal that blacks out confidential information and can be released upon a public records request?

Answer to question 41: Vendors are advised that all materials submitted to the Division of Purchases for consideration in response to this RFP may be considered to be public records as defined in R. I. Gen. Laws § 38-2-1, *et seq.* and may be released for inspection upon request once an award has been made.

Any information submitted in response to this RFP that a vendor believes are trade secrets or commercial or financial information which is of a privileged or confidential nature should be clearly marked as such. The vendor should provide a brief explanation as to why each portion of information that is marked should be withheld from public disclosure. Vendors are advised that the Division of Purchases may release records marked confidential by a vendor upon a public records request if the State determines the marked information does not fall within the category of trade secrets or commercial or financial information which is of a privileged or confidential nature.

Question 42: Please identify the specific contents of a response (e.g., questions the bidder is to answer, spreadsheets to complete, documents to provide, etc.)

Answer to question 42:

1. RIVIP Certification Cover Form;
2. References of three (3) existing clients;
3. Sample reports or dashboards from two (2) current contracts;
4. Cost form – specific hourly rates by position and number of FTEs per position, rates should be fully loaded, and other material costs should be detailed. The Vendor must outline, in detail, any expenses included in the implementation costs included in the budget.
5. Signed Business Associate Agreement.

Question 43: The cost proposal indicates beginning work by 7/13, but the RFQ indicates beginning work on 7/27. Please clarify.

Answer to question 43: 7/13/2020

Question 44: Please clarify item 6 – “Will you be able to comply with Performance Metrics outlined above?” What Performance Metrics are required for the contract?

Answer to question 44: The Vendors can find the Performance Metrics for the contract outlined on page 2, item 7 a-h.

Question 45: Please define the contents the bidder is to include in the cells for the PO line items. Are these hourly rates only?

Answer to question 45: The cells should include as much information as the bidder can provide in getting to a monthly cost estimate for the scenarios provided by the State. Please see page 2 of the RFQ, the cost should include hourly rates, number of hours that quantify one FTE's work week and any other details that lead to the Vendor's final cost assumption for a minimum of 10 FTE, up to 100 FTE.

Question 46: How are number of FTEs to be represented in the cost proposal?

Answer to question 46: State the number of FTE's involved in any pricing scenarios in Attachment A.

Question 47: Will the successful Contractor be paid the hourly rate for training?

Answer to question 47: Training is listed as a separate line item in Attachment A. The Vendor should estimate any training costs in this line.

Question 48: For each position identified, please indicate if the successful Contractor will be paid for time scheduled or time on call?

Answer to question 48: The Vendor will be paid on a time and materials basis, please see page 3, number 3 under Required Experience and Credentials which explains billing and payment.

Question 49: Required Experience and Credentials – The section states “The contact tracing call center will be run by the State and staffed also with State FTEs. The vendor will work collaboratively with that team.” Will the vendor be required to provide and integrate a solution for warm transfer from the state contact tracing center to the vendor provided surge staff?

Answer to question 49: The State anticipates the need to transfer calls between the two CT teams. The expectation is to make it as simple and seamless as possible, but should not require additional technology, or integration of telecom platforms.

Question 50: Required Experience and Credentials – The section states “The contact tracing call center will be run by the State and staffed also with State FTEs. The vendor will work collaboratively with that team.” Please confirm the vendor is not required to maintain a publish a separate contact phone number for surge staff.

Answer to question 50: The Vendor will not have a separate public facing phone number. The goal is to have one phone number for RI COVID 19 CT, and the teams will work behind the scenes to collaborate where needed.

Question 51: Required Experience and Credentials – The section states “surge capacity services is dependent upon the global pandemic, and how the virus runs its course in Rhode Island. The extent to which the surge capacity will be leveraged is difficult to predict.” How will the State notify the vendor that surge staff will be

required? For example, will the State provide a requested headcount and approved hours for the monthly billing cycle?

Answer to question 51: The State will notify the Vendor as soon as possible of any anticipated surge staffing needs. The State will provide a minimum of 5 days of notice to the Vendor with any request to ramp up or down in staffing.

Question 50: Required Experience and Credentials – Please confirm that one a surge resource (an FTE) is requested by the State, they will be expected to work and be paid for an 8-hour day during the defined duration of the surge period.

Answer to question 50: The State will pay the Vendor the hourly rate for 8 hours per day for each FTE requested.

Question 51: Terms and Conditions, Insurance requirements - This section requires that bidders provide Build’s Risk Insurance, School busing auto liability, Environmental Impairment (AKA Pollution Control) and Vessel Operation, (Marine or Aircraft). The work to be performed on the contract does not appear to require these types of insurance. Please clarify exactly what insurance is required of the bidder for this contract.

Answer to question 51:

- Liability – combined single limit of \$1,000,000 per occurrence, \$1,000,000 general aggregate and \$1,000,000 products/completed operations aggregate
- Workers compensation - \$1,000,000 each accident, \$100,000 disease or policy limit and \$1000,000 each employee
- Automobile liability - \$1,000,000 each occurrence combined single limit
- Crime - \$500,000 per occurrence or 50% of contract amount, whichever is greater
- Professional liability (“errors and omissions”) - \$2,000,000 per occurrence, \$2,000,000 annual aggregate

Question 52: What is the budget for this project?

Answer to question 52: The State will provide any budget parameters to the Vendor that wins the bid.

Question 53: Will the initial training be on site or will it use a remote platform such as zoom?

Answer to question 53: The initial training is not required to be on site.

Question 54: What is the anticipated percentage of Spanish bilingual calls?

Answer to question 54: In other State call centers, Rhode Island sees about 17% of its calls from Spanish speaking citizens.

Question 55: What is the anticipated percentage of Portuguese bilingual calls?

Answer to question 55: The State estimates less than 5% of calls are from Portuguese speaking citizens.

Question 56: How long is the initial training?

Answer to question 56: The initial training is partially dependent upon the Vendor's training modules on soft skills and other organizational training that they must do for employees. The State recommends the Vendor plan for approximately 12-18 hours of training.

Question 57: In reference to the cost sheet should we list the hourly rate for 1 supervisor, 1 lead and 1 agent? Or should we list the hourly rate for 10 FTEs on agents?

Answer to question 57: Vendors should list rates for each position. If the rate changes based on the number of staff being deployed, or if there is any type of sliding scale, that rate information should be included in Attachment A.

Question 58: In terms of acceptable means of communication, are only phone calls permitted? Would SMS or secure email be valid?

Answer to question 58: The State is open to consideration of innovative ideas for reaching citizens. Privacy, confidentiality and communicating PII must be taken into account, and policies must be reviewed and approved by legal counsel within the State.

Question 59: Are in-person visits required by vendor or is this strictly call center based (virtual) in terms of what is expected for the vendor?

Answer to question 59: The State is not looking for a Vendor to provide in person visits to citizens being Contact Traced for COVID 19. The scope of work for this RFQ is for a call center vendor.

Question 60: After three attempts, will communication need to be sent via certified mail? Will DOH or vendor have to make an in-person visit?

Answer to question 60: No in person visits or certified mailings will be required for persons being contacted.

Question 61: What is training/certification requirements for vendor team? How will the process be reviewed?

Answer to question 61: The State will provide content for the training program, including any certifications or training resources used by the State.

Question 62: Preference of call center being based in RI or can it be elsewhere?

Answer to question 62: The State's goal is to employ Rhode Islanders, so any way that the Bidder can promote that, whether it be in hiring virtual staff, or setting up shop in Rhode Island.

Question 63: What salesforce tool is RIDOH using? Could we collect data leveraging our proprietary platform to integrate with their platform?

Answer to question 63: RIDOH has customized Salesforce and developed the tool specific to the State's needs. The Vendor would be required to use Salesforce as the single system for data collection and tracking of cases/contacts. Beyond that, if the Vendor has data that will further the mission of RI's COVID 19 response, the State would welcome the opportunity to review and discuss.

Question 64: How will contacts be communicated to vendor and how frequently?

Answer to question 64: Contacts will be communicated to the Vendor primarily through RI's COVID response Salesforce tool. There may be times where CT staff receive contacts through RIDOH's case investigation team in a list format outside of Salesforce. The contacts are presented in Salesforce for CT to pick up and work in real time, as they are logged by the Case Investigation team.

Question 65: Can this contract be extended past the one-year mark? Is there a cap?

Answer to question 65: The current plan is for the contract to be one year. The contract duration will be assessed as the end date approaches.

Question 66: Will a virtual vendor be expected to make in-person visits to RI?

Answer to question 66: There is no requirement for a vendor who is not located in RI, to come to RI for in person visits. There may be business or partnership needs that arise and create opportunities for in person visits that would be beneficial to the Vendor.

Question 67: Will any training be required for vendor staff in relation to RIDOH procedures or software?

Answer to question 67: Yes. The Vendor and staff will have to be trained on the RIDOH Salesforce tool used to manage and track COVID 19 in the State.

Question 68: How will contacts who develop COVID-19 (and thus become a case) be handled? Will vendor be expected to perform assessment or will case investigators from RIDOH take responsibility?

Answer to question 68: RIDOH's case investigation team will handled all positive case evaluation and next steps.

Question 69: Will there be a questionnaire for vendors to fill out in response to this initial RFQ?

Answer to question 69: Vendors are asked to complete Attachment A, the budget template and questionnaire.

Question 70: How important is the location of the call center in the U.S.?

Answer to question 70: See the answer to Question 62 and Question 35.

Question 71: Due to COVID-19 concerns a large percentage of our workforce are now remote agents working from their homes throughout the country. Is this business model acceptable?

Answer to question 71: Yes, remote work is acceptable to Rhode Island. Providing the Vendor has the technology, policies and procedures in place to monitor quality and productivity and will be able to meet the needs of the contract in this model. Please see page 2, number 3 under Required Knowledge Skills and Abilities as well as page 3, number 5 under Special Conditions.

Question 72: My company manages the call center campaigns. The call centers we assign the work to are subcontractors, not direct employees. Is this permitted?

Answer to question 72: The State would like to contact directly with the Call Center vendor and staff doing the work.

Question 73: How will the call center receive the lists each day of people to be surveyed?

Answer to question 73: Please see the answer to Question 64.

Question 74: What is your estimate of the percentage of the state's population that does not speak either English or Spanish?

Answer to question 74: Please see the answer to Question 32.

Question 75: Can the cost of the language line be priced out as a separate line item on an "As Needed" basis?

Answer to question 75: The pricing should be reflective of an hourly rate for each position that are required for staffing a Surge Capacity Vendor. There should not be separate pricing, line items for other costs incurred by the Vendor in order to provide the services.

Question 76: Does your salesforce tool allow for reporting, or do we need to create our own?

Answer to question 76: The State's COVID 19 Salesforce tool provides reporting based on the State's requirements for program reporting related to Contact Tracing. The Vendor should be able to provide reporting on the performance metrics referenced on page 2, number 7, some of which assumes reports pulled from a Vendor telecom system.

Question 77: Can calls be made using salesforce?

Answer to question 77: No

Question 78: Can emails be sent using salesforce?

Answer to question 78: Rhode Island is not currently using email functionality through Salesforce.

Question 79: What telecom solution do you require? Making phone calls? Sending texts? Anything else?

Answer to question 79: The State of Rhode Island doesn't require a specific telecom solution. The Vendor should provide a telecom solution that enables them to do the work outlined in the RFQ.

Question 80: Do you anticipate using agents on premise?

Answer to question 80: The Vendor should decide on whether they plan to have staff working remotely, on premise or a combination. Please see the answer to question 71.

Question 81: Do you have an office, or would on-premise be at our facility?

Answer to question 81: On premise for Contact Tracing Surge Capacity staff would be at the Vendor's facility.

Question 82: Are you open to having a completely remote contract for surge support?

Answer to question 82: Please see the answer to question 71.

Question 83: Are you providing any training materials? If yes, what will your training materials cover? How long should a training period last?

Answer to question 83: Please see the responses to Questions 56, 61 and 67.

Question 84: Can the state provide training materials specific to contact tracing functions and salesforce?

Answer to question 84: Yes.

Question 85: Can we assume that our training materials only need to cover phone etiquette and using our telecom system?

Answer to question 85: Please see the answers to Questions 56, 61 and 67.

Question 86: "The State will pay for a minimum, agreed upon number of staff per month, outside of surge needs." Please clarify what this means?

Answer to question 86: The State is looking for a Vendor who can ramp up to 100 FTE's during a surge. The State assumes that surge staffing won't be required for the entire contract period and anticipates engaging a minimum number of staff to perform the work outside of the high volume, maximum staffing, surge periods. Please refer to page 3, under Notes, number 3.

Question 87: Page 1: Sensitive Medical Information – Is the state looking for HIPPA compliance?

Answer to question 87: Yes.

Question 88: Page 2: Provide agents who are computer literate, can use phone and salesforce technology on premise and remotely – Can agents be 100% remote?

Answer to question 88: Please see the Answer to Question 71.

Question 89: Page 2: The vendor must be able to staff from a minimum of 10 and up to 100 FTEs with a minimum of 5-day notice for ramp up – Given the quality agent sought by the state, it is unrealistic to expect that the agents could be hired,

equipped and ready to make calls in 5 days. Is the state willing to adjust this requirement? 10 days would be challenging but doable?

Answer to question 89: The State is not willing to adjust this requirement.

Question 90: Page 2: The vendor must supply their own telecom system, be able to accept inbound and make outbound calls – Does the state have a preference of a telecom system?

Answer to question 90: No.

Question 91: Page 3: Vendor should provide state with at least 5 recorded calls per week for quality monitoring as well as provide quality scores for each agent on a monthly basis based on approved metrics – Is the state interested in live monitoring of calls?

Answer to question 91: Yes. The State would live monitor calls in combination with receiving recorded calls and quality scores for Agents.

Question 92: Page 3: The successful vendor must be providing call center services successfully and furnish references of existing clients to be contacted by the state – Are subcontracts allowed for this RFQ? Can the references and reports or dashboards of subcontractor partners be used to fulfill this requirement?

Answer to question 92: The State prefers to contract directly with the Vendor providing the services.

Question 93: Page 3: Assume the duration of each surge will be approximately one month to include ramp up, surge and ramp down – What is the basis of this assumption? Can you clarify?

Answer to question 93: The assumption is based on patterns that may occur as surges are identified. Surges may occur based on more activity, for example, schools re-opening. It may take a couple of weeks to see the impact on Contact Tracing, which gives us time to ramp up staff and handle the surge.

Question 94: The contact tracing call center will be run by the state and staffed also with state FTEs. The vendor will work collaboratively with that team – Is this contact tracing call center currently operating? If so, where and under what department? How large is the staff of the contract tracing call center? Does this call center exclusively handle contact tracing?

Answer to question 94: Yes, there is currently a Contact Tracing team working for the State of Rhode Island under the Department of Health. The team is comprised of up to 100 staff, who are dedicated to Contact Tracing work.

Question 95: Addendum 1 Page 7 ¶11 Subcontracts – Where is the addendum XVI Bid Proposal? This addendum is not available on the procurement site except for Addendum 1? Are subcontractors allowed for this bid and if so, can subcontractor references be used?

Answer to question 95: See the Answer to Question 92.

Question 96: Page 4 Point 1 (bullet 1): Requests Spanish and Portuguese, yet later in special conditions section page 5 you specify Spanish as critical, with multi-language support to support rest. Are English/Spanish speaking agents the minimum requirement, and other languages with direct agents or multi-language line services acceptable?

Answer to question 96: See the answer to Question 20.

Question 97: Page 5 (bullet 3): The bullet suggests that you expect agents to be working on premise or remotely. Is a full remote model acceptable? If not, what are the expectations of vendor staff to be on-premise, as we consider NOTE section, bullet 3 (page 6) and inclusion of potential travel/other costs?

Answer to question 97: Please see the answer to Question 71.

Question 98: Page 5 (bullet 5): Are the best practices and processes for performance/quality management, staff retention and training capabilities requested solely focused on vendor staff?

Answer to question 98: Yes.

Question 99: Page 5 (bullet 7): The bullet suggests vendor needs to ramp up from 10 minimum to 100 FTEs in 5-days, and the NOTE section in Page 6 says duration of each surge is approximately one month. Could the state clarify that after a request for surge, the vendor needs to respond within 5-days and expect that surge to last for about at least one-month?

Answer to question 99: The State is asking the Vendor to be able to staff up to 100 staff but may request smaller increments of FTE. The Note is provided to help provide Vendor with State thinking around support activities. One month for surge durations is a good benchmark. It will depend upon the virus.

Question 100: Page 5 (bullet 6): What are the expectations to integrate inbound/outbound telecom capabilities from the vendor with State-provided staff in the State-run contact tracing call center?

Answer to question 100: Please see the answer to Question 49.

Question 101: Page 5 (bullet 6): On the performance metrics, does the State expect that these will also be collected for State provided contact tracing call center staff using vendor provided tools?

Answer to question 101: The Vendor will be responsible for the performance and reporting on performance of their employees.

Question 102: Page 6 (bullet 5): Could the State describe the relationship and integration expected with the vendor's telecom, performance management and metrics system, and the State contact tracing call center and FTEs staffed by the State? A vision of the model that the State has.

Answer to question 102: The State and the Vendor will be responsible for managing their own staff and systems. They will be required to make hand offs across teams via phone and the RI COVID 19 Salesforce tool.

Question 103: Page 6 (bullet 5): Could the State describe the level of integration expected with the telecom / communications system and the state salesforce system to exchange information around communications?

Answer to question 103: Please see the answer to Question 49.

Question 104: Can the vendor add specific offering line items aligned with their specific offerings to include software pricing that enables state employees in telecom or performance metrics reporting? Section NOTE, Bullet 3, primarily assumes hourly rates for vendor only enabled contract tracing staff.

Answer to question 104: No. The Vendor should not add new line items to the pricing requested in Attachment A.

Question 105: Database: Could you provide a sample of the questionnaire for the interview?

Answer to question 105: No, there is no hard copy questionnaire. Many of the questions asked by the Contact Tracing Agents are common to Contact Tracing questions being used across the country. To get an idea of the questions, the State suggests reviewing some of the resources available through the CDC, or other reputable sites.

Question 106: Multilingual capabilities: What other languages would you like to have supported (besides English, Spanish and Portuguese)?

Answer to question 106: Please see the answer to Question 20.

Question 107: Pricing: Please confirm that the pricing is to be entered as a fully burdened per agent hourly rate.

Answer to question 107: Yes.

Question 108: State's FTEs: How will the State's FTEs handle calls? Will the vendor be required to provide State employees with access to the phone system to make/receive calls?

Answer to question 108: No.

Question 109: Can the Department of Health provide details on the number of resources currently conducting its ongoing contact tracing efforts by resource type (e.g., State employees, contractors, National Guardsmen)?

Answer to question 109: Please see the answer to Question 28.

Question 110: Can the Division of Purchases provide proposal response instructions (i.e., formatting requirements, font specifications and page constraints) if any?

Answer to question 110: See response to question 42.

Question 111: What is the expected percentage of the team members that will be required to perform on-premise work?

Answer to question 111: Please see the answer to Question 71.

Question 112: Will the State-run call center adopt the usage of the awarded vendor's telephone system or will vendor's telephone systems only be used for surge resources and activities?

Answer to question 112: The Vendor's telephone system will be used only by the Vendor staff for surge capacity Contact Tracing work.

Question 113: There appears to be a discrepancy in the proposal delivery/submission requirements. If this is a hard copy submission, please clarify the address proposals should be mailed or hand delivered to.

Answer to question 113: Bid proposals in electronic format are not accepted at this time. Bid submissions must be delivered via mail, messenger services, or personal delivery to the Division of Purchases and date-stamped received by the date and time specified for the bid proposal submission deadline. Bidders should mail bid proposals sufficiently in advance of the bid proposal submission deadline to ensure timely delivery to the Division of Purchases or when delivering a bid proposal in person or by messenger, should allow additional time for parking and

clearance through security check points. Bid proposals must have the Bid Number and the bid opening date and time on the outside of the envelope and addressed to:

Rhode Island Department of Administration
Division of Purchases, 2nd Floor
One Capitol Hill
Providence, RI 02908-5855.

Question 114: Insurance requirements: Given the assumption that field visits are out of scope for this RFQ, are #5 (Environmental Pollution Liability Insurance) and #6 (Working with children, elderly or disabled persons – Physical Abuse and Molestation Insurance) mandatory requirements to respond to this RFP given the scope of work and delivery method for contact tracing?

Answer to question 114: See response on question 51.

Question 115: RIVIP submission requirements: Would the Division of Purchases reconsider electronic submissions of the RFP response documents rather than delivered hard copies?

Answer to question 115: See response on question 113.

Question 116: Section A2: Professional services section 5 – Please confirm that there is no expectation that a vendor would provide medical advice during this engagement and that the medical malpractice coverage requirement would, therefore, not apply to this engagement.

Answer to question 116: No medical advice or clinical evaluations are included in the scope of work for Contact Tracing staff.

Question 117: Please provide the RIDOH's desired pricing methodology for this engagement (e.g. price per labor hour, per productive hour, fixed rate per agent per month, or other)

Answer to question 117: Please refer to the Required Experience and Credentials section of the RFQ, number 3, where it explains the format for pricing. Please also refer to Attachment A, where the specific rate requests are outlined in the budget document.

Question 118: Please confirm if RIDOH would consider setting the minimum number of agents required as a standard number for this engagement to be the same for all bidders, in order to receive comparable pricing proposals.

Answer to question 118: RIDOH has provided a standard pricing request. Please see Attachment A, which outlines the way in which the Vendor should provide cost information.

Question 119: The contacts are passed to the contact tracing team from the case investigators via the State's COVID-19 tool in the salesforce application. Please confirm RIDOH will be responsible for supplying the selected vendor with all necessary salesforce licensing. Please clarify if RIDOH will be providing the selected vendor's agent(s) with RIDOH email addresses (or RIDOH vendor email addresses) for login access to RIDOH's salesforce portal.

Answer to question 119: The State will provide the Vendor staff with Salesforce User licenses. The Vendor staff will be able to use their own organization email addresses.

Question 120: Page 1: "Some cases will need to be passed back to case investigation for more in-depth case management." Please clarify the method in which cases will be "passed back" to case investigation.

Answer to question 120: Cases can be directed back to Case Investigation through Salesforce workflows.

Question 121: Page 2 Item #3: Can RIDOH provide a complete list and description of all computer applications required to service this program? (Please include recommended browser platform and version, any specific document viewer/reader, any URLs outside salesforce that are needed, any PC Client or applications that must be loaded on the PC, etc.)

Answer to question 121: The technical requirements are Salesforce and access to the Internet. There is no preferred browser.

Question 122: Page 2 Item 6: Regarding training program, process and technology content, please clarify if RIDOH is providing the process and technology training (thus an instructor-training guide and a trainee guide).

- If not, are you asking the selected vendor to help develop the initial training materials for this engagement, as we were unclear?
- How many training days does RIDOH estimate for a new agent to be ready to handle calls?
- Will there be any nesting days, following training, and if so, how many?

Answer to question 122: Please refer to answers to Question 56 and 83 in response to the first two questions on materials and duration of training. Nesting days are at the discretion of the Vendor.

Question 123: Page 2 Item 7: Do you feel 5 days is sufficient given the training time and the time needed to recruit, hire and train staff?

Answer to question 123: Yes. The State feels that there is a Vendor model that will be able to support this requirement.

Question 124: Page 1: RIDOH wants multilingual agents who can specifically handle Spanish and Portuguese AND provide a language line to help with other languages. Page 2 (item 3) states Spanish is critical to the program. Please clarify – Provide an estimate percentage of the overall call volume that requires Portuguese multilingual agents. Can the Portuguese volume be handled by the language line service?

Answer to question 124: Please see the answer to question 20.

Question 125: Please advise if hours of operation will be CST or EST. Also, what is your estimated minimum starting FTE (agents) to cover the hours of operation at launch? Staffing 10 agents across a 7—day work schedule with the hours of 8 a.m. – 7 p.m. is not feasible in a dedicated environment.

Answer to question 125: Rhode Island is in EST. The State and the selected Vendor will discuss the best approach to engaging the minimum number of staff and their schedules outside of surge periods.

Question 126: “Hire Rhode Islanders to the extent possible”. Will scoring of the RFQ be weighted more favorable to vendors who can satisfy their requirement? Must agents be located in a vendor’s brick and mortar existing facility or are you open to having all or part of the staff work at home?

Answer to question 126: For response to the question about hiring Rhode Islanders, please see the answer to Question 62. For response to the question about staff being permitted to work from home please see the answer to Question 71.

Question 127: Please provide the minimum workstation requirements (including number of monitors needed per agent desk, monitor size, resolution, processor speed, operating system, RAM volume, Office Applications, PDF readers, etc.).

Answer to question 127: This is at the discretion of the Vendor based on their standard workstation set up for optimal performance of their staff. Any requirements of the State are listed on page 2, under Special Conditions. In addition, for more technical information please see the answer to Question 121.

Question 128: What are the Department’s specific security standards for work from home agents. Please provide a copy for review.

Answer to question 128: RIDOH security policies will be provided to the winning Vendor.

Question 129: Can RIDOH describe how calls will be delivered to the Vendor's telecom system (i.e. Carrier SIP delivery, PSTN call forwarding to a DID or Toll Free number, VoIP over VPN, etc.)

Answer to question 129: Most of the calls will be outbound calls to Contacts. Inbound calls should be received through one number that can be distributed to the available CT agent. The Vendor should provide technology that supports this requirement. At the current time the State doesn't have one public facing number that is used for Contact Tracing inbound calls.

Question 130: Can RIDOH detail the expected treatment of inbound calls when in queue?

Answer to question 130: Incoming calls should be set up to be answered as quickly as possible by a CT agent and serviced by that Agent.

Question 131: Can RIDOH detail the expected method for outbound calling? (i.e. manual dial only, use of an auto dialer, etc.)

Answer to question 131: Most of the calls will be a manual dial to an individual identified as a Contact who requires investigation. The State is open to evaluating the use of auto dialer technology to educate, inform, alert individuals if it will be advantageous and help reach program goals.

Question 132: Will RIDOH require voice only recording or voice and desktop recording and what is the required retention period as this impacts pricing?

Answer to question 132: Voice only recording is the only requirement. Recordings can be saved for 30 days.

Question 133: Assuming 100 FTE occupancy, how many contacts does RIDOH expect per hour?

Answer to question 133: Please see the performance metrics on page 2, under Special Conditions, number 7, which explains RIDOH's goal for Contact Tracing. It's difficult to anticipate how many contacts we will need to outreach to over the course of the contract. The attempts to contact between approximately 100-700 contacts per day since the information has been tracked during the pandemic.

Question 134: What is RIDOH's acceptable hold time duration for inbound calls based on 100 FTE and 25-minute handle times?

Answer to question 134: Most of the calls will be outbound calls, therefore the State anticipates a small volume of inbound calls. Contact Tracing is time sensitive and speaking with Contacts of positive cases quickly is essential. Inbound calls will be returned calls from Contacts who weren't reached. Those calls are expected to be answered as quickly as possible in order to meet the goals of the program, to stop the spread of COVID 19.

Question 135: What are the retention requirements for call recordings?

Answer to question 135: 30 days

Question 136: Page 3: “The contact tracing call center will be run by the State and staffed also with State FTE’s. The vendor will work collaboratively with that team”. Does this refer to the management of the facility and/or the management of the call center operations?

Answer to question 136: This refers to collaboration across teams to achieve the goals of the CT operation, which is to reach all Contacts of positive cases within 24 hours in order to slow the spread of COVID 19.

Question 137: Page 2: “In addition to the KPIs listed in the attachments provided, are there other KPI goals that the vendor would be required to meet/exceed? If so, please provide all of them for review.

Answer to question 137: No, the performance metrics are listed on page 2, number 7 under Special Conditions.

Question 138: Page 3: “Regarding the reference to the remote agents”. Would they be able to connect to the required applications and voice through the internet directly?

Answer to question 139: Yes.

Question 140: Please confirm that the vendor will be providing a minimum of ten full-time staff per month on day 1 of the contract outside of surge needs and will maintain that minimum level each month of the contract thereafter.

Answer to question 140: Yes.

Question 141: Page 4: When does RIDOH expect to award a contract on this engagement? Also, how many vendors are expected to receive awards?

Answer to question 141: RIDOH will provide an offer to one winning vendor in less than 30 days.

Question 142: Page 4: Please confirm if bidders are required to submit a signed BAA with the proposal. If so, would the State please provide the referenced Attachment to sign?

Answer to question 142: Yes. The BAA can be found in the attachment posted to the Purchasing website.

Question 143: Page 2: Please confirm that the Johns Hopkins COVID-19 contact tracing training course meets this training requirement for vendor use.

Answer to question 143: The John Hopkins class isn't currently part of our training requirements.

Question 144: COVID-19 Emergency Protocol for Bid Openings: Please confirm if vendors are required to submit a redacted version of the document submission for the public posting.

Answer to question 145: The RFQ solicitation does not require a public copy and therefore, does not apply. Submission should be sent as indicated on the response of question #42.

Question 145: Page 4: Please clarify how vendors should complete the cost proposal when the monthly FTE count is unknown.

Answer to question: Please see the answer to Question 45.

Question 146: Would the State please update the RIVIP Vendor Certification Cover Form to the latest Addendum?

Answer to question: All addendums are now up to date. Thank you.

Question 147: Please confirm that the contractor will develop and provide training on the contact tracing process, epidemiological foundations, and soft skills.

Answer to question 147: Please see the answer to Question 61 and Question 83.

Question 148: Under Required Knowledge Skills and Abilities, item 6(a), please clarify what "content" is in the statement "program, process and technology content will be provided by the State". Does this mean the state provides all training content and the vendor is only responsible for delivery?

Answer to question 148: Please see the answer to Questions 56, 61 and 83.

Question 149: Under Required Knowledge Skills and Abilities, item 6(b), will the soft skills modules developed by the vendor be integrated into the above content or provided as a separate training?

Answer to question 149: This is at the discretion of the Vendor, and whichever approach they feel is most effective to train their Staff.

Question 150: Does RI have a preferred training platform for virtual training, or should the vendor provide its own?

Answer to question 150: The Vendor should provide the virtual training platform.

Question 151: Please clarify the next step if a contact cannot be reached after three telephone attempts? Is it then closed in the system?

Answer to question 151: The Contacts are documented in the RI COVID 19 tool and then closed.

Question 152: Please confirm the state will provide Salesforce licenses for use by all contact tracers to enter contact tracing data into the RI Salesforce tool.

Answer to question 152: Yes.

Question 153: Please confirm the state will enter contacts from each positive case into the Salesforce tool from which each contract tracer will then call and track identified contacts.

Answer to question 153: Yes.

Question 154: What is the frequency of data uploads of positive cases to the Salesforce tool?

Answer to question 154: Positive cases are logged in the tool as they are identified via Case Investigation or electronic test results.

Question 155: In the RFQ under Special Conditions, item #6 states “the vendor must supply their own telecom system”. How will the vendor’s system connect with the State’s system referenced on page 4 of addendum #2, under note, item #4 which says “The contact tracing call center will be run by the state and staffed also with State FTEs.

Answer to question 155: Please refer to the answer to Question 49.

Question 156: The RFQ stipulates that the vendor is to provide specific hourly fully loaded rates by position, and the cost form reflects three positions, supervisor, team lead/trainer and agent. Please confirm that vendors can propose additional positions to these three.

Answer to question 156: The Vendor should not propose additional rates and positions. If positions in the Vendor’s organization has different titles, please provide the correct associations.

Question 157: Please confirm that vendors can propose other direct costs under the “other” category on the cost form.

Answer to question 157: Yes.

Question 158: Please specify the period of performance for this time and materials contract.

Answer to question 158: One year

Question 159: The RFQ states “The Vendor must be able to staff from a minimum of 10 and up to 100 FTEs with a minimum of 5-day notice for ramp up.” Please confirm if vendors should complete the cost form based upon the minimum staffing (10) requirements or based upon expected surge staffing requirements (100).

Answer to question 159: Please see the answer to Question 45.

Question 160: due to the ongoing COVID-19 pandemic, will the state waive the requirement of a hard copy submission via mail or messenger and allow vendors to submit proposals electronically?

Answer to question 160: Unfortunately, submission requirements have not changed.

Question 161: We noticed that there are a few questions on an excel sheet for the bidder to answer. Are those the only questions, the vendor should answer? Is there a specific format, for the RFQ response, that State of Rhode Island, is looking for? Are you looking for prospective vendors to affirm capabilities around the requirements listed with appropriate context?

Answer to question 161: Yes, the Vendor need only answer the questions in Attachment A.

Question 162: Can you please confirm what is the RIVIP Bidder Certification Form? Is this the document Titled “Request for Quote” (6th page in the pdf document that was provided)? Can you also please confirm which page is considered the cover page...the page with the watermark?

Answer to question 162: The RIVIP Bidder Certification Form – also referred to as the Cover Form, is a document generated once a bidder logs into OSP - <https://www.ridop.ri.gov/osp/>. When a bidder accesses a solicitation while logged in, this document will generate the company information for the solicitation that is

being accessed. This form must be completed, signed, and submitted with the proposal. Be sure that the vendor completes the full OSP registration.

Question 163: Is the State of Rhode Island only seeking contact tracing outbound services for this program or is there an inbound component? The way that it is written it appears to be outbound only.

Answer to question 163: Please see the answer to Question 134.

Question 164: What SLA's are desired for the program? Aside from the AHT is there a required CPH metric?

Answer to question 164: Please review the performance metrics outlined in page 2 under Special Conditions, number 7.

Question 165: Do you have any historical volumes up to this point? If there is a corresponding inbound component, are there arrival patterns related to the volume that you anticipate directing to the new vendor; by channel, monthly and even intra-day if possible. N/A if outbound only.

Answer to question 165: The State does not have historical data for Contact Tracing.

Question 166: Is it anticipated that the starting agent headcount will be 10?

Answer to question 166: The staffing will also be connected to the volume of cases and contacts that require tracing. The Vendor should be prepared to provide a minimum of 10 FTE and up to 100 FTE.

Question 167: In relation to staffing will the state simply call for headcount or will outbound contact volume be given, and it is up to the vendor's workforce management team to determine necessary headcount?

Answer to question 167: The State will make requests for FTE and provide the Vendor with a 5-day notice of any changes in staffing.

Question 168: What are the desired skill sets for the agents?

Answer to question 168: Please see page 1 of the RFQ, under Desired Skills and Abilities to find a comprehensive list and description of the skill set for the successful Contact Tracer.

Question 169: What is the State of Rhode Island's anticipated length of training – number of days?

[Answer to question 169: Please see the answer to Question 56.](#)

Question 170: In addition to the State of Rhode Island provide modules will there be a training resource for Q&A?

[Answer to question 170: Yes.](#)

Question 171: Does the State of Rhode Island require standard contact center reporting or are there reporting requirements that would be considered out of the ordinary?

[Answer to question 171: See Special Conditions in the RFQ, number 7a for information on reporting requirements.](#)

Question 172: The “Key Project Milestones” contains a spreadsheet with what appears to be projected costs per month starting in July. Can you please elaborate on how you want the costs presented? As an example, it asks for the Agent Hourly Rate and FTE@Rate. Are we simply presenting the hourly rate or are we being asked to assume a number of agents, hours and the rate to determine an estimate for the month? Please provide further guidance, thank you.

[Answer to question 172: Please see the answer to Question 45.](#)

Question 173: Should the items listed in the “Required Experience and Credentials” section be included in the RFQ submission?

[Answer to question 173: Yes](#)

Question 174: Can additional supporting documents be included in the RFQ submission, such as a cover letter or screen shots?

[Answer to question 174: The required bid proposal documents are the cost sheet and sections 2-4 of the addendum. The Certificates of Insurance will need to be submitted as well. All other documentation will not be considered towards scoring.](#)

Question 175: Are the only required bid proposal documents the cost sheet and sections 2-4 of the addendum?

[Answer to question 175: Yes.](#)

Question 176: The “Request for Quote” document is missing the “Unit Price” column in addendum 2. Should the original “Request for Quote” document still be used for submission?

Answer to question 176: Addendum 2 should be used.

Question 177: Can the State provide more information concerning the extent to which the call center will be run by the State and staffed with State employees? Is there an estimate for how many State employees will be dedicated to the contact tracing effort and in what roles?

Answer to question 177: That information is not required for the Vendor to bid on this scope of work.

Question 178: The solicitation addendum references a language line, will the selected vendor need to provide a language assistance vendor, or will calls be routed to pre-existing service utilized by the State?

Answer to question 178: See the RFQ, under Special Conditions, item 7.e.

Question 179: How often or at what intervals does the State expect to provide the selected vendor with a list of contacts, given the performance metric of attempting to reach 98% of contacts within 24 hours?

Answer to question 179: Please see the response to Question 64.

Question 180: Does the State anticipate or is the State open to utilizing mobile device texting capabilities and/or email to supplement call center work?

Answer to question 180: Yes.

Question 181: Can we add additional tables to clarify pricing components that are dependent upon volume? For example, components such as language interpretation services are priced per minute and cannot be estimated without known volumes.

Answer to question 181: The Vendor should provide their best estimates and include cost in the rate structure provided in Attachment A.

Question 182: Given the variability of surges, should we only price monthly costs based on the minimum 10 agents? Or should we provide cost ranges between the minimum of 10 agents and 100 agents for each month?

Answer to question 182: Please see the answer to Questions 45 and 57.

Question 183: The RFQ does not specify the format or number of copies to be submitted. Can the State please clarify?

Answer to question 183: The Vendor should provide one copy.

Question 184: The process of printing/compiling printed proposals in a hands-on process that requires multiple persons in close proximity with no way to socially distance. In the interest of both sustainability and preventing spread of illnesses, please consider revising the response requirements to accept delivery in electronic format such as email or portal upload.

Answer to question 184: Unfortunately, the original submission requirements have not changed. All proposals must be mailed or hand delivered.

Question 185: Where can Vendors obtain the required RIVIP generated Bidder Certification Cover Form? Is this the same as the “Request for Quote” page 1 of 1, which contains boxes for unit price and total and lines for delivery and terms of payment? If this page is the required form, where should vendors sign and what should be put for delivery.

Answer to question 185: These are not the same forms. Vendors will need to register here to generate the RIVIP form:
<http://www.purchasing.ri.gov/bidopps/bidding/bidding.aspx>

Question 186: Must vendors fill in the unit price and total and submit multiple “request for quote” pages issued by the State?

Answer to question 186: No, please use the cost form provided on the ZIP file.

Question 187: Can bidders provide additional relevant documentation or information (i.e., executive summary, transmittal letter attachments or appendices, brochures, staffing, case studies, etc.)?

Answer to question 187: Please see the answer to question 174.

Question 188: Are vendors required to provide information in addition to the cost sheet and the RIVIP generated Bidder Certification Cover Form? For example, are vendors required to respond to the question under the headings required knowledge skills and abilities or required experience and credentials in the scope of work.

Answer to question 188: Please see the answer to question 174.

Question 189: Will the State please confirm that Certificates of Insurance must be provide by the chosen Vendor upon contract award and that Vendor’s are not required to submit Certificates of Insurance with their proposal response?

Answer to question 189: Please see the answer to question 174.

Question 190: With the aggressive timelines laid out in the RFQ, would the state consider sharing with the selected vendor training materials and curriculum currently used to train the state Contact Tracing staff?

Answer to question 190: The State will provide materials to the winning Vendor as soon as possible.

Question 191: Does the Vendor need to procure an 800 number, or will we take ownership of an existing State number? Does the Vendor provide its telecom system to the State staff? If yes; how many of the State staff require access?

Answer to question 191: At this time the State has not identified the need for an 800 number for Contact Tracing. For answers to the question about use of the Vendor's telecom system for State staff please see the answer to question 49.

Question 192: Will a contract award be made on July 2, 2020? If not, when does the state expect that an award will be made?

Answer to question 192: The award will be made as soon as possible.

Question 193: What is the approximate number of outbound contacts a tracer needs to make per confirmed infection?

Answer to question 193: Currently the average in Rhode Island is three contacts per positive case.

Question 194: Please confirm the certificates of insurance are due upon award.

Answer to question 195: Please see response on question 51.

Question 195: Please confirm the vendor will perform contract tracing services from the vendor's call center.

Answer to question 195: Yes.

Question 196: Is the vendor required to use its own telephony or does the vendor have the option to use the DOH's telephony?

Answer to question 196: Please see Special Conditions, number 6

Question 197: How many outbound/inbound calls does RI expect on a daily basis?

Answer to question 197: Please see the answers to Question 34 and 133.

Question 198: Does RI currently have a workforce management system in place?

Answer to question 198: The State is not currently using a workforce management system for Contact Tracing.

Question 199: Is RI pen to hiring tracers located outside of the state?

Answer to question 199: Please see the answer to Question 71.

Question 200: Is RI expecting the vendor to provide all training materials?

Answer to question 200: Please see the answer to question 56, 61 and 67.

Question 201: What languages are expected to be covered by agents, other than Spanish?

Answer to question: Please see the answer to Question 20.

Question 202: What email and collaboration tools does the state use?

Answer to question 202: The State does not use an email platform for Contact Tracing.

Question 203: Does the State currently have a help desk to support contact tracers or should the contractor expect to stand up and support a Help Desk?

Answer to question 203: The State does not have a Help Desk for Contact Tracers. There is a group of State staff from the RI Department of Health who provide resources, support and answers to questions from the Contact Tracing and Case Investigation team.

Question 204: Will the state provide contact tracers with state issued email addresses?

Answer to question 204: No.

Question 205: If available – please provide an overview of the existing technology platform. What is already in place to support CTI, IVR, Case Management, Call Scripts, Reporting & Dashboards, Queues, Help Desk, etc. This will enable us to tighten the budget.

Answer to question 205: The Vendor will not be integrating their technology platform with any State technology. The State is currently using a custom RI Salesforce tool specific to COVID 19. The Vendor will be required to use that

tool and will be provided licenses by the State. The State will provide any training materials, call scripts and program content that has been developed.

Question 206: Does RI already have a quality control and recording tool and processes in place?

Answer to question 206: The State has a quality control process in place.

Question 207: Any estimated % breakdown of languages required for staffing purposes?

Answer to question 207: Please see the answer to Question 32.

Question 208: How are FTE numbers/surge forecasted?

Answer to question 208: Please see the answer to Question 34.

Question 209: What % of calls made/received are inbound?

Answer to question 209: Please see the answer to question 134.

Question 210: Is SMS used for contact purposes?

Answer to question 210: The State is using SMS for some of the outreach to contacts.

Question 211: What is basis for overall scoring?

Answer to question 211: Please see the answer to question 37.

Question 212: What happens if forecasted volumes do not materialize? E.g. We are asked to staff up and have idle agents.

Answer to question 212: The State will work with the Vendor to find the right solution if there is a shortage of Contact Tracing work.

Question 213: Will winning vendor be required to attend any train the trainer programs?

Answer to question 213: Yes.

Question 214: Are we required to submit signed copies of all the addendums?

Answer to question 214: Just the last addendum, which is the most recent form.

Question 215: Will RI DOH advertise the contact number in which the winning partner will contact members of the public?

Answer to question 215: There will be a number made available to Contacts who have to call back into the Contact Tracing call center.

Question 216: Is there a percentage that RI DOH requires the CSRs to be Rhode Islanders? If yes, what is that percentage?

Answer to question 216: Please see the answer to Question 35.

Question 217: Is there a tool or database that the vendor can utilize in effort to employ people from the community for the CSR position? If yes, what is the tool or database?

Answer to question 217: The State can connect you to the Department of Labor and Training to access these types of resources.

Question 218: What model/assumptions should the vendor use to forecast the surge volume in the cost sheet?

Answer to question 218: The Vendor will not be required to forecast surge volumes. The State will work with the successful Vendor to identify number of staff required for ramp up within the 5-day timeframe as the State begins to see surge in COVID 19 cases in the State.

Question 219: How many awards does the state intend to make?

Answer to question 219: One

Question 220: With regard to Page 2, Special Conditions, Item #4: “*Hire Rhode Islanders to the extent possible*”, Will preference be provided to bidders who commit to hiring Rhode Islanders to perform the work?

Answer to question 220: Please see the answer to Question 35.

Question 221: It is understood the state’s COVID-19 toll in Salesforce is the system that will be used to log all contacts and data. Aside from the telecom solution used to make and receive calls, will any other systems be required to provide the required services?

Answer to question 221: Please see page 2 of the RFQ under Special Conditions for the list of services and technology the Vendor will have to provide.

Question 222: Will redlines to the agreement be accepted?

Answer to question 222: No.

Question 223: Can we hire CTs from outside of RI?

Answer to question 223: Please see the answer to Question 35.

Question 224: Can we utilize students, and are you willing to accept part-time CTs?

Answer to question 224: Yes.

Question 225: What specifically are we expected to provide for “soft skills” training?

Answer to question 225: Please see the answers to Questions 56, 61 and 67.

Question 226: Is there a specific percentage of CTs that are required to be bi-lingual?

Answer to question 226: Please see the answer to Ques

Question 227: What are the specific telecom requirements that vendors (or the candidates themselves) need to provide? Do CTs need laptops to meet the job requirements?

Answer to question 227: The Vendor must have a telecom system that allows for multiple users, accepts inbound and outbound calls, and provides reports. The Agents hired to perform CT work by the Vendor, must have all the equipment necessary to do the work outlined in the scope of work, that includes a computer, a phone, access to RI's Salesforce tool and the internet. See number 5 under Special Conditions in the RFQ.

Question 228: Will the CTs provided under the scope of this project start as remote workers?

Answer to question 228: Please see the answer to Question 71.

Question 229: What is the estimated monthly volume at this time for this project?

Answer to question 229: Please see the answer to Question 34.

Question 230: Are you looking for vendors to staff specific shifts within the 8am – 7pm window?

Answer to question 230: The Vendor will be required to staff all hours of the operation.

Question 231: Is overtime expected, and if so, do you want us to provide a specific OT markup?

Answer to question 231: Overtime is not expected.

Question 232: What are the specific prescreening requirements for these positions?

Answer to question 232: That is the at the Vendor's discretion. The key attributes for the successful Contact Tracing Agent can be found on page 1 of the RFQ under Required Knowledge, Skills and Abilities number 2 and 3.

Question 233: What format should our response be in, and how should it be submitted?

Answer to question 233: Please refer to the Required Experience and Credentials section of the RFQ, number 3, where it explains the format for pricing. Please also refer to Attachment A, where the specific rate requests are outlined in the budget document.