



State of Rhode Island
Department of Administration / Division of Purchases
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Solicitation Information
September 6, 2021

ADDENDUM #4

RFI # 7653812

TITLE: COVID-19 Call Center and Contact Tracing Operations

Bid Closing Date & Time: **September 24, 2021 @ 1:00 PM Eastern Time (ET)**

Notice to Vendors

Please note please find additional questions and responses.

Nina M. Lennon
Interdepartmental Project Manager

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

Vendor Questions with State Responses for RFP #7653812 – COVID-19 Call Center and Contact Tracing Operations

#	RFP Area	Question	Answer
148	RFP Pages 8, 35, 84	<p><i>If a Vendor qualifies as a business associate, it will be required to sign a HIPAA business associate agreement (RFP includes BAA template and BAA (RIDOH))</i></p> <p>Will the State confirm that the Contractor is acting as a HIPAA Business Associate for the purposes of COVID-19 Call Center and Contact Tracing Operations?</p> <p>The solicitation includes two, separate BAAs (see above) with different requirements. Will the State confirm which BAA is applicable to the COVID-19 Call Center and Contact Tracing Operations?</p>	Page 34 is the State BAA that is required to be signed.
149	RFP Page 23	Please clarify how the Budget Worksheet aligns to the requested "fully loaded/all-inclusive, time and material, hourly rates". Completion of the Budget Worksheet does not produce hourly rates by role.	Please put together your budget proposal and amend the
150	Budget Worksheet	The Budget Summary tab only includes costs coming from the Inbound Calls tab. Please clarify if this is correct. Is Inbound Calls the only component used in evaluation?	Yes
151	Budget Worksheet	Please clarify if there are requirements related to Indirect/Administrative Costs. Can vendors modify the 10% rate pre-populated in the Budget Worksheet?	Please provide a detailed proposal outlining costs.
152	Budget Worksheet	Where should vendors quote or represent their profit?	Please provide a detailed proposal outlining costs.
153	RFP Page 12	Outbound calls in the "Volumes" table sum up to 187,908. Please confirm that this is a typo, and should read: 268,045	Outbound Calls Total Volume: 268,045
154	RFP Page 18	The section titled "Surge Capacity" states that vendors " <i>must have the ability to scale operations to 25-50% within 15 business days</i> ".	<p>a. Please provide a detailed proposal outlining costs.</p> <p>b. This applies for the entire contract period.</p>

#	RFP Area	Question	Answer
		<p>a. Given the request for variability, how should vendors account for this requirement in their pricing?</p> <p>b. Does this apply only to the beginning of the contract period, or to the entire contract period?</p>	
155	RFP Page 4	With the initial contract period beginning approximately October 1, 2021, when does the State expect to announce the contract award?	Please see question 46.
156	RFP Page 4	Please confirm that the selected vendor will have at least 10 business days for implementation.	Yes.
157	RFP Page 18	For the Live Chat functionality, will the vendor have access to a State website to plug in the chat functionality?	Yes
158	RFP Page 26	In recognition of the ever-evolving COVID-19 situation and the widespread impact it's having on professional lives and work/travel conditions, during this unprecedented time, to allow State and vendor workers to maintain work flexibility and to comply with government recommendations of social distancing, would the State consider accepting electronic-only submissions and signatures via email or CD/Flash Drive and forgo printed paper copies for this RFP response?	No.
159	RFP Page 26	RFP Section 7 – A.3.c and A.4.c state “four (6) printed paper copies”. Can the state clarify if vendors are to submit 4 or 6 paper copies (if electronic submissions are not permitted)?	Please see question 41.
160	RFP Page 26	RFP Section 7 – A.3 states the technical proposal is limited to 6 pages, while Section 7 – B.2 states technical proposals should not exceed 20 pages. Can the state clarify the page limitations for the technical proposal should be 20 pages?	Please see question 52.

#	RFP Area	Question	Answer
161	Appendix C	Please provide any required retention period for call recordings.	Recorded calls should remain stored for a minimum of 10 years, based on the required length of time for a pandemic response.