

STATE OF CONNECTICUT
DEPARTMENT OF ADMINISTRATIVE SERVICES

PROCUREMENT DIVISION
450 Columbus Boulevard, Hartford, CT 06103

RFP NO.:	20PSX0080
Proposal Due Date:	30 June 2020
Date Addendum Issued:	11 June 2020

RFP ADDENDUM #5

Department of Public Health COMMUNITY CONTACT TRACING STATE-LEVEL STAFFING FOR COVID-19 IN CONNECTICUT

DAS is posting this Addendum on behalf of Department of Public Health.

This addendum is being issued to post additional answers to questions received by DPH below.

Answers to Questions

1. The scope of services states that “training shall utilize DPH developed and/or DPH approved training materials.”
 - a. Currently, how are staff being trained on contact tracing procedures?
 - b. Currently, how are staff being trained on the ContaCT system?
 - c. On average, about how long does it take someone to complete the entire training program?

Answer: Training materials are in development and will be provided to the successful applicant.

2. The RFP states that “the State is asking contractors to provide a price proposal assuming the need to recruit up to 700 contact tracer volunteers and/or paid staff.” Can you clarify if the price estimate should include the following:
 - a. Cost for developing training program/materials, and training staff for 12 months of performance.
 - b. Cost for performing case investigations and contact tracing, and managing this workforce for 12 months of performance.
 - c. Is the State providing any specific guidance/directive regarding compensation for paid contact tracer staff?

Answer: DPH would like to onboard 700 contact tracers, with as many volunteers as possible. DPH understands there may be need to hire staff to meet goal of 700 contact tracer. Please include your recommendations for staffing.

3. Could you provide the following information on case investigation and contact tracing calls?
 - a. Case investigation calls: Based on your current estimates, during peak periods, about how many case investigation calls will need to be made to COVID-19 positive individuals on a daily basis? What is the average length of time for a case investigation call?

- b. Contact tracing calls: Based on your current estimates, during peak periods, about how many contact tracing will need to be made on a daily basis? About how many contacts does each COVID-19 positive case generate for contact tracing? What is the average length of time for a contact tracing call?

Answer: We are not anticipating a traditional call center. There will be no unsolicited calls. The calls that might be managed will be as follows:

- *Call initiated by a contact tracer to initiate initial interview with identified cases and contacts*
- *Call initiated by a contact tracer for each day a person is asked to self-quarantine or self-isolate*
- *Call initiated by resident returning call received from Contact Tracer*
- *Call initiated by resident engaged in contact tracing to provide more information or with questions*

At peak volume, in one week there could be up to 40,000 cases and contacts that would require initial and monitoring contacts. Up to 50-60% are expected to opt into email or text communications. This would be accomplished through the electronic ContaCT system.

4. How are contact tracing staff currently documenting call outcomes (for example, whether the case was a “no answer”, whether they left a message on an answering machine, whether they’ve scheduled the interview for a later time, whether they completed the interview?)

Answer: The ContaCT system is the documentation system of record.

5. Does the State have any expectations regarding a supervisor-to-interviewer ratio?

Answer: Please include your recommendations for staffing and oversight of volunteers and paid staff.

6. Does the State envision that contact tracing teams will be assigned to specific areas or local health departments?

Answer: The successful applicant will be responsible for coordinating with all local health jurisdictions in Connecticut to ensure statewide coverage for contact tracing. The successful applicant will need to ensure communication between the 64 established local health departments/districts. Please provide your recommendations for providing this statewide coverage.

7. Is the State able to share more information about the ContaCT platform?

Answer: The job function of the Contact Tracers is fully contained in ContaCT. The ContaCT system will be provided to the successful applicant.

8. Will the State be providing contact tracers with laptop computers pre-configured with the ContaCT platform and related applications required to execute their responsibilities? Or will the selected Vendor take on responsibilities for assets and asset management?

Answer: Applicants should have experience working with enterprise web-based systems and telephony solutions. The ContaCT system and the telephony system in development will be provided by the state of Connecticut along with training. We expect Contact Tracers to be outfitted with laptop technology and adequate internet access to access ContaCT and use Voice over IP (VoIP) telephony.

9. Does the State have a protocol in place / in mind regarding target performance mgt SLAs / KPIs as it relates to contact tracers?

Answer: Contact tracing volume will be related to the infection rate in the state and likely will be related to increased exposure. DPH will work with the selected contractor to monitor timely contact tracing adherence, where target response timelines are not being met, DPH will request adjustment as needed.

10. Please clarify the hours of operation the State anticipates 1st and 2nd shift schedules looking like; and will 1st and 2nd requirements include Saturday and Sunday?

Answer: Contact Tracers are expected to be scheduled from 8 a.m. to 8 p.m. seven days per week.

11. What does the initial phase of contact tracer hiring equate to regarding actual # of hires?

Answer: We would like to onboard the 700 contact tracers as quickly as possible. Please provide your recommended timeline.

12. Does the State have active contact tracer staff that would be transitioned into the future-state contact tracer staffing model?

Answer: Currently DPH has 600 registered users in our ContaCT system. This includes a mixture of state and local staff and volunteers. It is possible some of the volunteers may transition over to the successful applicant.

13. Does the State anticipate offering access to the CTHires.com portal advertising contact tracer roles as another sourcing channel for contract tracer candidates?

Answer: The state's hiring system will not be used for this solicitation.

14. When does the State anticipate a program "Go Live" date?

Answer: We would like to onboard the 700 contact tracers as quickly as possible. Please provide your recommended timeline.

15. How are you planning to identify COVID-19 patients to us?

Answer: There are workflows in the ContaCT system that allow cases and contacts to be prioritized for follow up and could be used to manage work assignments in the system.

16. Do you have a response timeframe between identification of patient to us and completion of the tracing effort that you want the contractor to adhere to? If so, please explain.

Answer: Currently contact to a positive case within 48 hours is the goal.

17. Are the 700 tracers to be available immediately or "ramped-up" over a reasonable timeframe? Please explain your approach to staffing the tracers.

Answer: We would like to onboard the 700 contact tracers as quickly as possible. Please provide your recommended timeline.

18. Are we to provide pricing for the 700 tracers over the 12 months of the contract, or pricing for each tracer as they're brought into service?

Answer: DPH would like to onboard 700 contact tracers, with as many volunteers as possible. DPH understands there may be need to hire staff to meet goal of 700 contact tracers.

19. Is office space available at the DPH District Offices, which office space would be used by the contractor to manage and administer this program?

Answer: There is no physical plant for contact tracers to work.

20. Please explain how we are to address residents of nursing homes or assisted living facilities who are identified as people to be contacted and phone and/or internet service is not available, is not capable of being provided, or the individual is not coherent enough to respond.

Answer: Contact tracing is focused on community settings, not congregate care.

21. Does tracing encompass all past patients or just new admissions to a hospital?

Answer: Contract tracing focuses on newly diagnosed cases and their contacts.

22. Please explain if tracing will be retroactive or current state moving forward.

Answer: see above

23. Is the vendor expected to do complete tracing or just contact and referral if the situation requires an actual visit?

Answer: Positive cases and their contacts will require initial and monitoring contacts. Up to 50-60% are expected to opt into email or text communications. This would be accomplished through the electronic ContaCT system.

24. Is the State planning to approve contact tracers or audit the contact tracing hires?

Answer: DPH will be providing preferred skills for all contact tracers. Minimum requirements are a college degree (associate or higher) or active enrollment in a college program with a healthcare focus.

25. Is the State planning to route calls to tracers based on geography or some other criteria, or is the call routing to be to the next available tracer?

Answer: The State of Connecticut is procuring a cloud based VOIP phone system that would allow for a central number to both send and receive calls and distribute incoming calls regionally. While the successful applicant to this RFP would need to work within the system they would not need to develop.

26. Is this tracing effort to be a phone/email exercise only, or does one have to do physical (in person) visits?

Answer: In person visits are not anticipated.

27. How will you ensure our calls get answered and not be taken as scams and ignored?

Answer: Cases and contacts may not be available, and some may opt out and refuse to receive monitoring by a Contact Tracer.

28. Will the State guarantee pricing for the 700 tracers? If not, for what number of tracers?

Answer: DPH would like to onboard 700 contact tracers, with as many volunteers as possible. DPH understands there may be need to hire staff to meet goal of 700 contact tracers.

29. What are your sources of volunteers that meet your requirements?

Answer: Please provide your recommendations for recruiting volunteers and staff.

30. Will the State continue to recruit volunteers once a contract is awarded?

Answer: DPH is seeking a contractor to recruit staff and volunteers for contact tracing.

31. Will you be providing training materials, training sessions, or both for the contact tracers?

Answer: Training materials are in development and will be provided to the successful applicant.

32. Is the State providing ContaCT Help Desk support for the contact tracers?

Answer: DPH anticipates the selected contractor will provide support for contact tracers as needed to perform their work.

33. Will the State be selecting the volunteer contact tracers, or is the contractor responsible for this effort?

Answer: Hiring and on-boarding of staff and volunteers will be the responsibility of the contractor. DPH will provide preferred skills for contact tracers to the successful applicant.

34. Do you anticipate that a medical subject matter expert will be on the contractor's management team? If not, are medical questions to be referred to DPH?

Answer: The job function of the Contact Tracers is fully contained in ContaCT. Medical guidance would not be provided by contact tracers.

35. Who is training the contact tracers: DPH or the contractor?

Answer: Training materials are in development and will be provided to the successful applicant.

36. Will the State allow volunteers to be placed in a supervisory role?

Answer: Please provide your recommendations for staffing and oversight of 700 contact tracers.

37. Please confirm that the initial call originates in the ContaCT system. If not, please explain.

Answer: There will be no unsolicited calls. The calls that might be managed will be as follows:

- *Call initiated by a contact tracer to initiate initial interview with identified cases and contacts*
- *Call initiated by a contact tracer for each day a person is asked to self-quarantine or self-isolate*
- *Call initiated by resident returning call received from Contact Tracer*
- *Call initiated by resident engaged in contact tracing to provide more information or with questions*

38. If the contact tracer needs to escalate the call for medical reasons, does DPH take over at that point? Please explain.

Answer: Medical consultation is outside the scope of this solicitation.

39. Will the State provide liability coverage for the volunteer tracers?

Answer: The State of Connecticut would not provide coverage for volunteers/staff of the successful applicant.