

RFP ADDENDUM
RFP-18 Rev. 11/17/16
Prev. Rev. 3/13/14

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STATE OF CONNECTICUT
DEPARTMENT OF ADMINISTRATIVE SERVICES

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RFP ADDENDUM #8

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

1. To clarify that the due date listed on the DAS Portal *is not the due* date for submission of proposals. **Proposal Submissions due date is 11:59 pm, ET on June 22, 2020.** Proposers can submit responses via email directly as a PDF to contacttracingproposals@ct.gov. Please indicate the RFP number in the subject line of your email.
2. No additional questions were received.

Answers to Questions Received

1. The Fair Labor Standards Act has very clear guidelines about engaging volunteers and generally speaking, for-profit companies are not allowed to use volunteers. Would you please be able to clarify how for-profit companies will interact with the Volunteer workforce? *Answer: The successful responder will be expected to onboard, train and*

supervise the individuals who are volunteering to work for DPH and, if necessary, supplement those volunteers with paid staff to be employed by the responder.

2. Please provide clarification on integration with existing state public health infrastructure, per RFP Overview Item #3. *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.*
3. What information is currently being shared with Community Resource Coordinators in each region? *Answer: The selection and oversight of the community resource coordinators is the responsibility of a different state agency. The successful applicant will need to ensure communication between the established community resource coordinators and contact tracers, e.g. referrals and confirmation of engagement by the community resource coordinator.*
4. Please provide details of contact tracing solutions at the regional/local health department level and whether integration with the state solution will be required. *Answer: The job function of the Contact Tracers is fully contained in ContaCT. The workforce management and scheduling are the responsibility of the successful applicant. Local health departments will utilize the ContaCT system.*
5. Is the ContaCT solution built on Microsoft Dynamics? If not, what is the foundation for the solution? *Answer: Yes, ContaCT is Microsoft based.*
6. Does ContaCT have end to end case management capabilities? *Answer: All non-phone communications (text and e-mail) are managed in the ContaCT application.*
7. Will the State's telephony system integrate seamlessly with ContaCT? *Answer: The State of Connecticut is procuring a cloud based VOIP phone system that would allow for a central number 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.*
8. Does ContaCT provide the capability to manage referrals and confirmation of service engagement/delivery? *Answer: The selection and oversight of the community resource coordinators is the responsibility of a different state agency. The successful applicant will need to ensure communication between the established community resource coordinators and contact tracers, e.g. referrals and confirmation of engagement by the community resource coordinator.*
9. Addendum #6 released 6/12 states: "Both existing and future volunteers are considered volunteers of DPH and/or LHD. In order to ensure efficient and effective management of resources the state is looking for an external entity to facilitate onboarding and training, provide supervision, and coordinate volunteers in performing contact tracing."

Please clarify future volunteer recruitment responsibility: Is the Contractor responsible to recruit additional volunteers? Or only to 'onboard, train, provider supervision and coordinate' new volunteers that are to be recruited by DPH/LHD? *Answer: DPH would like to onboard 700 contact tracers, with as many volunteers as possible. The successful applicant will support the recruitment of volunteers. DPH understands there may be need to hire staff to meet goal of 700 contact tracers.*

10. Current average hours offered to DPH/LDS by volunteers: Of the existing 600 volunteers offering unpaid service to DPH/LHD, how many hours, on average, does one volunteer offer per week? If DPH does not have that detail, please provide how many total hours, on average, do the combined 600 individuals work per week? *Answer: Contact Tracers are expected to be scheduled from 8 a.m. to 8 p.m. seven days per week.*
11. Full time equivalents requested in this RFP: Do the additional 700 contracted tracers required in the RFP represent 700 FTEs [700 FTE @ 40 hours = 28,000 hours/week]? *Answer: Correct, 700 FTE*
12. As to the minimum requirements for tracers, Federal and State hiring practices accept work experience in lieu of educational degrees. Would the State consider 2+ years of healthcare experience in lieu of an associate's degree or 4+ years of healthcare experience in lieu of a bachelor's degree? *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.*
13. As to employing the tracers, they are considered 1099 employees. Are there any contracting issues with this arrangement? *Answer: DPH does not have advice on 1099 employees.*

14. Is the contractor being asked to perform any support to any individual that has tested positive for COVID-19? If so, please explain. *Answer: The selection and oversight of the community resource coordinators is the responsibility of a different state agency. The successful applicant will need to ensure communication between the established community resource coordinators and contact tracers, e.g. referrals and confirmation of engagement by the community resource coordinator.*
15. Will the District Health Departments make the first contact tracer call to the positive patient and once initial contact is made the patient flows to the Contact Tracer's queue if there are additional contacts to be traced and documented? *Answer: There are workflows in the system that allow cases and contacts to be prioritized for follow up and could be used to manage work assignments in the system. Please include recommendations for managing cases and contacts across the state.*
16. Weekly reports were referenced in the RFP. What are the key components of the weekly reports the vendor will need to submit to DPH? *Answer: Communication examples may include reports on staffing, case follow-up, contact follow-up; communication to support implementation and quality improvement.*
17. How many volunteers are currently being utilized as Contact Tracers for the District Health Depts? Who maintains the current pool? *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.*
18. As there appears to be many firms preparing bids for the contact tracing work, and to give the State the opportunity to review many good bids and select the best value overall, would you consider setting a due date for proposals and let us all compete fairly? We suggest a date of Friday, June 26. *Answer: Currently there is no due date for submission, steps to notify applicants that the bid period will close will be placed on the portal.*
19. We understand that the state is receiving and reviewing proposals on a rolling basis. Can you please explain the review process/schedule as well as the procedures for vendors to view the status of their proposal with the state once a response is submitted? *Answer: There is no due date for submission, submissions will be accepted on a rolling basis and reviewed upon receipt until a successful applicant is identified. DPH will notify all those submitting proposals of the outcome of their proposal.*
20. As the state continues to post additional Q/A, vendors gain a better understanding of the state's requirements. Will the state allow a vendor to provide an updated response to an already submitted response -- provided the vendor clearly marks the response changes? *Answer: If an applicant wants to revise their proposal that's acceptable. Currently there is no due date for submission, steps to notify applicants that the bid period will close will be placed on the portal.*
21. What is the State's process for feed back or clarifying questions with regard to submitted bids? *Answer: Follow-up with applicants will occur as needed should there be additional information needed.*