

## 20PSX0080: DPH Answers to Questions received by DPH

Date: 6/3/2020

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1. Please reconfirm the due date for this procurement by providing it in response to answers to questions.  
*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.*
2. Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.  
*Answer: There is no current or recent provider for this service.*
3. Please provide a complete list of the means of inbound and outbound communication the call center must accommodate.  
*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**NOTE: 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.*
4. Is previous experience with any specific customer information systems, phone systems, or software required?  
*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.*
5. What is the minimum required total call capacity?  
*Answer: 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.*
6. What is the minimum simultaneous inbound call capacity?  
*Answer: This is not relevant since the successful proposer will be providing staff, not a call center.*
7. What is the maximum wait time?  
*Answer: This is not relevant since the successful proposer will be providing staff, not a call center.*
8. What is the maximum hold time?  
*Answer: This is not relevant since the successful proposer will be providing staff, not a call center.*
9. What percentage of inbound calls must be answered by a live operator?  
*Answer: This is not relevant since the successful proposer will be providing staff, not a call center.*
10. What percentage of calls must be resolved without a transfer, second call, or a return call?  
*Answer: We don't anticipate any call to require transfer, second call or return call to resolve.*
11. What is the maximum percentage of calls that can be terminated by the caller without resolution?

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

12. Is there a minimum or maximum number of operators and supervisors?

*Answer: If operator is equivalent to contact tracer then we anticipate needing 700 new contact tracers and there must be capacity to scale up to 1,000 if the need arises. There will be no operators in this effort.*

13. What are the call center's hours of operation?

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

14. What are the required language options?

*Answer: English and Spanish must be available. Other languages prevalent in CT like Polish, Portuguese and Chinese would be useful but could be accomplished using something like language line.*

15. What is the required degree of dedication for the call center?

*Answer: We are looking for the successful candidate to stand up one team to explicitly do contact tracing.*

16. What is the required degree of dedication for the operators?

*Answer: We don't anticipate the need for operators but rather calls on hold will roll to the next available contact tracer*

17. 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: Unknown as telephony system is in development*

18. What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?

*Answer: No calls will be recorded*

19. What are the recording and storage requirements for non-phone communications?

*Answer: All non-phone communications (text and e-mail) are managed in the ContaCT application. All administrative records related to contact tracer recruitment, onboarding, training and management will need to be retained in accordance with Connecticut record retention laws*

20. What information is to be included in call logs?

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

21. What was your average monthly call volume over the past year?

*N/A*

22. What is the current number of seats for operators and supervisors at your existing call center?

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

23. What is the current average wait time for phone calls?

*N/A*

24. What is the current average handle time for phone calls and other types of communications?

*Answer: Initial case and contact calls average 20 to 30 minutes. Monitoring calls average 5 minutes.*

25. What is the current average after-call work time for operators?

*Answer: Documentation is completed during the call so after call time is less than 5 minutes.*

26. Over the past year, what is the percentage of calls received in English versus non-English?

*N/A*

27. Over the past year, what percentage of calls received were in Spanish?

*N/A*

28. What time of day, days of the week, or times of the year do calls typically peak?

*Answer: Call volume will be related to the infection rate in the state and will likely be related to increased exposure*

## 20PSX0080: DPH Answers to Questions received by DPH

Date: 06/03/2020

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1. Question: Virtual Call Center: Is the State providing the technology supporting the virtual contact call center? Please describe the functions we should assume will be available including -- Workforce management, scheduling, call recording, call reporting  
*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.*
2. Question: Virtual Assistance: Describe the functionality we should assume the State's ContaCT capability provides around Virtual Assistant's for residents, and contact tracers? Does ContaCT prioritize cases for the Contact Tracer's, for instance?  
*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.*
3. Question: Describe the automated outreach function (e.g., SMS, email, etc.) that exists within ContaCT or the existing Virtual Call Center?  
*Answer: Email and texting to cases and contacts is possible.*
4. Question: Non-profit human services agencies: Can the State provide additional details on these agencies? Are there a SPECIFIC number of NAMED agencies the state desires for coordination? Or does IBM have the discretion to define the desired number of specific agencies?  
*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.*
5. Question: "Net" Pricing: Can the State elaborate on what this means in the context of the proposal?  
*Answer: DPH has no information to share regarding "net" pricing.*

Date: 6/3/2020

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1. Please confirm what "tracers" are? Are you looking for medical providers (doctors, nurse practitioners, physicians asst)? My assumption is the state is looking for lay people to volunteer for this- and not medical providers, but please clarify.  
*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.*  
Also, when is the due date?  
*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.*

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Date: 6/3/2020

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1. For the COVID contact tracing solicitation, will there be any necessity to have NP's, PA's, or MD's for that? My guess is no since I have seen stuff around the internet on taking a course to be a contact tracer in other states, but I just wanted to ask.

*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.*

Date: 6/3/2020

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1. What type of medical providers will be considered for this opportunity? We staff locum tenens physicians, nurse practitioners and physician assistants. Would those be considered for this, or is this only for registered nurses and LPNs?

*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.*

Date: 6/3/2020

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1. What are the desired working hours for the Connecticut contact tracers?

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

2. Does Connecticut already have a workforce management tool for scheduling tracers?

*Answer: No.*

3. Does Connecticut already have a quality control and recording tool and processes in place?

*Answer: No calls will be recorded.*

4. Does Connecticut currently have training material/a training tool for contact tracers? If not, is a training tool something that the state of Connecticut is interested in?

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

5. Approximately how many resources "sources" does CT anticipate MTX working with and providing oversight?

*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.*

6. What is the anticipated ramp plan and timeline to have 700 contact tracers onboarded, trained, and active? We can recommend a reasonable ramp plan based on our experiences with other states.

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

7. What languages are expected to be covered via agents? Does CT have a current solution to address additional languages (eg. Language Line)?

*Answer: English and Spanish must be available. Other languages prevalent in CT like Polish, Portuguese and Chinese would be useful but could be accomplished using something like language line.*

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

*Answer: DPH does not have materials to share.*

Date: 6/4/2020

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1. Is there an idea or estimate of the amount of working hours needed from individual contact tracers per day?

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

2. The RFP states that it is anticipated that a maximum of 700 contract tracers may be needed over the course of the contract. Is there an idea of how many *initial* contract tracers will be needed at the start of the contract?

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

3. May vendors include the past performance and experience of their teaming partner(s) in their proposals?

*Answer: References should be included.*

4. At what intervals will vendor payments be made (e.g. monthly, after specified milestones, etc.)?

*Answer: Payment schedules will be negotiated with the selected vendor.*

Date: 6/4/2020

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1. Is Connecticut state open to also considering an “COVID-19 – Contact Tracing” app solution to be used by the state’s citizens for COVID-19 contact tracing? Or, is this RFP only to procure “Contact Tracing Staff Management for State-level Tracing Team” ?

*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. This solicitation is for contact tracing employees/volunteers to utilize the ContaCT solution in final development.*

Date: 6/4/2020

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1. This can potentially be 700 contact tracers, is the State of CT providing equipment or are we supposed to?

*Answer: 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. Laptops and cell phones will not be provided by the State of Connecticut.*

2. Also, do we know how many vendors they plan to award?

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*Answer: It is the intention of DPH to partner with one qualified, responsible proposer that meet the specifications and requirements in order to best meet the contact tracing staffing demands of the COVID-19 pandemic and accommodate, in whole, tracing efforts throughout the State.*

3. Looks like pricing will be competitive for this, if we price out do we have the chance to match or resubmit? Being that we haven't worked with the department we have no idea what the budget is.

*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.*

4. Are you going to provide which 64 local health depts/districts the workers will be in? Or is that something we'd find out if awarded?

*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.*

Date: 6/4/2020

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1. We are currently in the process of revising our proposal in response to the RFP, but are hearing through our network that it has already been awarded. We understand that the State is receiving and evaluating responses on a rolling basis, and we don't want to make any assumptions as we are very much interested in responding, but can you please confirm if this has already been awarded?

*Answer: No vendor has been selected at this time. 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.*

Date: 6/4/2020

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1. What is the anticipated volume/project cost?

*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*

*NOTE: 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.*

2. How quickly do the positions need to be filled?

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

3. What screening requirements/cost are needed?

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*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.*

4. Are there specific invoicing requirements?

*Answer: Payment schedules will be negotiated with the selected vendor.*

5. Any additional insurance required?

*Answer: Not anticipated*

Date: 6/4/2020

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1. I know the RFP mentions volunteers multiple times. Do you happen to know a target percentage of the contact tracers you are hoping to be volunteers?

*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.*