

Request for Proposal #20PSX0080 – Revised 6/3/2020

COMMUNITY CONTACT TRACING STATE-LEVEL STAFFING FOR COVID-19 IN CONNECTICUT

Contract Specialist: Lynn Peccerillo-Hills

Date Issued: June 2, 2020

Department of **Public Health**

TABLE OF CONTENTS

OVERVIEW	3
SCOPE OF SERVICES	3
PERFORMANCE METRICS AND CONTRACT MANAGEMENT	5
INSTRUCTIONS TO PROPOSERS	5
SELECTION CRITERIA	5
SUBMITTAL REQUIREMENTS	6
ATTACHMENT 1—SAMPLE CONTRACT	SEE ATTACHMENT

Overview

The State of Connecticut, Department of **Public Health (“DPH”)** is issuing this Request for Proposal (“RFP”) pursuant to Governor Lamont’s Executive Order No. 7GG for community contact tracing state-level staffing for COVID-19.

On March 10, 2020, Governor Lamont declared a public health emergency to bolster Connecticut’s efforts to contain Novel Coronavirus Disease (COVID-19) and has taken several emergency actions in response to the COVID-19 outbreak. These emergency actions include the formation of a panel of experts from within the state’s medical and business community, including the Department of Public Health (DPH), to consult with, and advise, his administration regarding the re-opening of Connecticut’s economy.

To that end, the **DPH** is seeking solutions to establish, implement and administer a contact tracing staffing function within DPH to support efforts to control and prevent the spread of COVID-19 disease.

A secondary aspect of this initiative requires coordination with a team of Community Resource Coordinators in each region, and the local non-profit human service agencies where these positions are housed. These coordinators will be supporting individuals in the community who have expressed to the contact tracer a need for assistance in order to safely and effectively follow self-isolation or self-quarantine guidance.

The **DPH** seek proposers that can help to address the following outcome objectives for this contract:

1. Serve as a key entity in reducing the spread of additional cases of Covid-19 through effective implementation and management of a contact tracing program
2. Maximize the use of volunteers in leveraging resources to implement statewide contact tracing
3. Successfully integrating contact tracing staffing function within existing state public health infrastructure and technological capabilities (Microsoft ContaCT)
4. Ability to scale up or down as needed given changing public health conditions in the coming year

Proposal submissions will be accepted on a rolling basis and reviewed upon receipt until a successful applicant is identified.

The **DPH** will partner with one respondent for and intends to have the resulting contract with an initial term of one year with the option to renew.

Scope of Services

Contact Tracing Staff Management for State-level Tracing Team

Contractor is responsible for recruiting, on-boarding, training, and supervising a team of contact tracers including volunteers and potentially paid staff (approximately 700 total) who will support DPH and the 64 independent local health departments/districts. Contractor will develop protocols on how volunteers will be screened, selected, and retained.

The total number of needed contact tracers will be based on virus models supplied by DPH Infectious Disease Epidemiology and may change over the course of this contract. The State anticipates a maximum of 700 contact tracers.

This new team of contact tracers will be considered the volunteers/employees of the awarded contractor and all responsibilities of employment and volunteer management will be that of the contractor. This includes agreements on hours, wages, time keeping and payment.

Contact tracers, paid and volunteer, must be residents of Connecticut or a student of a Connecticut academic institution and have reliable internet access, and access to a laptop and cell phone. Necessary software application access will be provided by the state at no incremental cost.

The contractor shall be required to train all contact tracers to build skills and knowledge to both interview people who test positive and their confirmed contacts. Training shall utilize DPH developed and/or DPH approved training materials. The contractor will ensure that contact tracers successfully complete the training, monitor and track training compliance and as new training materials are released and implement mechanisms for continuing education. Training shall include, but may not be limited to:

- Basics of interviewing
- Questions to be answered to identify possible risk contacts
- The precautions to be taken to isolate and quarantine
- How to identify risk to successful compliance
- Rules of confidentiality

How to Utilize the Documentation Management System, "ContaCT"

The contractor shall assign and schedule contact tracers to adequately cover the entire state working in collaboration with local health departments and DPH based on where local health departments fall behind or need additional help to make timely contact with all newly identified cases and their contacts.

- It is anticipated that contact will be made daily with all confirmed positive individuals and their contacts. Contact tracing staffing needed first and second shift seven days a week.
- The contractor shall ensure that all contacts made are documented and entered into ContaCTs database including all identified risks that might indicate service needs.
- The contractor shall ensure that follow up calls and/or contacts are made within 48 hours of case notification.
- The contractor shall support and provide access to developed resources including training, to all contact tracers even if they are not employed by contractor, e.g. Local Health department staff, student interns and volunteers.

Community Resource Coordinators

Work with Community Resource Coordinators (separate entity responsible for meeting relevant needs of Covid-19 identified individuals) and the local non-profit human service providers where they are housed to mitigate risk to compliance with isolation and quarantine guidelines.

- Develop a mechanism for information exchange between the contact tracers and the Community Resource Coordinators.
- Develop procedures with each service agency that will include how referrals will be assigned, received and triaged as well as requirements for documentation.
- Documentation will include, but not be limited to confirmation of receipt of referral, date of initial contact made, services provided and final contact confirming services in place and mechanism to document in ContaCT must be determined.

Performance Metrics and Contract Management

As part of the State's commitment to becoming more outcomes-oriented, DPH seeks to actively and regularly collaborate with contractors to enhance contract management, improve results, and adjust service delivery based on learning what works. Reliable and relevant data is necessary to ensure compliance, inform trends to be monitored, evaluate results and performance, and drive service improvements. As such, the DPH reserves the right to request/collect other key data and metrics from vendors.

The following performance metrics will be implemented upon contract award to support contract objectives:

1. Percentage of new cases and contacts successfully contacted by tracers within 48 hours.
2. Average time of for each contact tracer to notify relevant parties following an identified case.
3. Retention percentage of paid and volunteer staff on a monthly basis.
4. Total volume of phone calls to impacted residents and referrals to partner organizations on a weekly basis.
5. Quarterly survey submissions from sample of impacted residents on quality of customer service.

Following contract execution, DPH will reach out to awarded vendor to establish a weekly cadence to review implementation milestones and performance metric data to collaboratively make appropriate course corrections.

Instructions to Proposers

1. Questions

Questions for the purpose of clarifying this RFP must be directed to the Contract Specialist, Lynn Peccerillo-Hills via email: lynn.peccerillo@ct.gov

Questions will be forwarded to DPH to respond and provide answers.

2. Solicitation Submission

There is no determined due date. DPH is accepting submissions on a rolling basis. Submissions will be reviewed upon receipt until a successful applicant is identified.

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.

Selection Criteria

DPH may award by individual item, group of items, or the entirety of all items. DPH may also reject any and all responses in whole or in part, and waive minor irregularities and omissions if, in the judgment of DPH, the best interest of the State will be served.

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.

This RFP will be awarded to the most advantageous proposer based on the most favorable Service Delivery approach and price, as determined by DPH.

Submittal Requirements

Proposers must complete the following forms (available online) and include them with their submission.

- ~~Statement of Qualifications (DAS-14) – PDF Fillable Form~~
- Vendor Profile Form - PDF Fillable Form
- Vendor W9 Form – PDF Fillable Form

The proposal must describe the organization’s ability to quickly screen, on-board, train and manage staff and volunteers to support contact tracing efforts utilizing the Connecticut’s ContaCT technology. Volunteer management will require coordination with academic institutions, medical reserve corps volunteers, and previously identified volunteers from state and local outreach.

Proposals must include the following information and a description of how the organization shall provide all requirements identified in the scope of services (see page 3). Proposers can use the following headers to outline their RFP submission.

Service Delivery and Contract Management Approach

1) *Describe your overall recruitment strategy.* This may include information on all or some of the following questions:

- What strategies and practices would you use to identify and/or recruit up to 700 qualified individuals to execute contact tracing activities?
- How would you ensure that these individuals reflect the geographic and cultural diversity of the state? How do you avoid bias in volunteer recruitment and hiring?
- How would you partner with local community-based organizations across the state to identify and recruit volunteers? How would you establish awareness and trust within diverse communities in which contact tracing activities will occur?
- How would you integrate a primarily volunteer-based function with necessary paid staff for management and oversight?
- What strategies and practices would you use to conduct screening and review potential candidates for contact tracing roles? How would you ensure these candidates are qualified?
- How would you ensure that contact tracers are able to communicate with individuals in multiple languages?

2) *Describe your management and supervision approach for hired/recruited contact tracers.* This should include detailed explanations of how to ensure retention of a primarily volunteer staff.

3) *Describe your proposed processes for training all contact tracers.* This may include information related to all or some of the below questions:

- How would you work with the State to package training materials and curriculum?

- What strategies and practices would you use to meet the training requirements described in the Scope of Services?
- What strategies and practices would you use ensure potential hires possess adequate technology infrastructure (phones, computers, etc.), phone access, internet access? If you would provide necessary technology infrastructure to contact tracers, please describe how you would accomplish this?

4) *Highlight how you will ensure the contact tracing program is implemented across the entire State of CT. This may include information related to all or some of the below questions:*

- How would you overcome cultural barriers in communities that don't typically give personal information over the phone or via the internet? How would you overcome cultural barriers in communities that are fearful of giving personal information to anyone because of fear of legal retaliation?
- How would you ensure proper geographic coverage in both more populated communities versus more rural locations?

5) *Describe your plan for utilizing CT's Microsoft ContaCT platform, including training protocols to ensure usage across all recruited and hired contact tracers.*

6) *Highlight your plan for communication between contact tracers and Community Resource Coordinators as identified in the scope of services.*

7) *Describe your contract management approach to working with DPH on relevant reporting requirements and service delivery adjustments based on collaborative performance feedback.*

8) *Describe your company's proposed implementation plan and timeline for a one-year contract term.*

Company Qualifications and Experience

1) *Provide background on your company history and experience with relevant activities. This may include information on all or some of the following examples:*

- Provide a general overview of your organization, including any proposed partnerships for this effort.
- What past experience do you have that demonstrates your ability to execute the recruitment activities you described above?
- What past experience do you have that demonstrates your ability to execute the training activities you described above?
- What past experience do you have that demonstrates your ability to manage a combination of paid and volunteer staff?
- Describe any past experience with the State of CT that would demonstrate knowledge of the local public health infrastructure.
- Provide at least three (3) client references that the company has provided similar service within the last three (3) years. Provide the following information for each reference: *Company Name of the reference; contact person name phone and email address; contract start and end dates; and detailed description of service provided.*

Pricing

1) Provide a price proposal assuming the need to recruit up to 700 contact tracer volunteers and/or paid staff.

The State is asking all proposers to respond with their best, most competitive pricing given the immediate need to provide services to Connecticut residents in a safe, comprehensive and efficient manner during these unprecedented times.

All price offerings must reflect net pricing, inclusive of any time or materials required to perform the services proposed.